



Environmental Management Strategy

Smithfield Battery Energy Storage System

25 July 2024

Smithfield BESS Pty Ltd

Smithfield Battery Energy Storage System

Environmental Management Strategy

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REVISIONS

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1. Introduction

1.1. Background

Smithfield BESS Pty Ltd (the Proponent) is developing the Smithfield Battery Energy Storage System (the Project). Smithfield BESS Pty Ltd is wholly owned by Iberdrola Australia Limited (Iberdrola Australia).

The Project includes the construction, operation and maintenance of a large-scale Battery Energy Storage System (BESS) at the Smithfield Energy Facility (SEF) (Lot 33, DP850596) located at 6 Herbert Place, Smithfield NSW 2164 (the Project Site).

Development Consent (SSD 59325460) was granted on 7 May 2024 by the New South Wales Minister for Planning and Public Spaces. This Environmental Management Strategy (EMS) has been prepared for the Project in accordance with the Development Consent.

1.2. Purpose of this EMS

The structure and scope of this EMS has been prepared to satisfy Part C, Condition C1 of the Development Consent. Table 1-1 identifies where each requirement is addressed in this EMS.

In accordance with Part C, Condition C3 of the Development Consent, this EMS will be implemented for the development.

Table 1-1: Requirements for EMS and where they have been addressed

Part C, Condition C1	Where addressed
An environmental management strategy must be prepared for the development. The strategy must:	This document
(a) be prepared prior to the commencement of construction	Section 1.2
(b) provide the strategic framework for environmental management of the development	Section 2
(c) identify the statutory approvals and legislation that apply to the development	Section 3
(d) set out the role, responsibility, authority, and accountability of all key personnel involved in the environmental management of the development	Section 4
(e) set out the procedures (including timeframes) to be implemented to:	Section 5
(i) keep the local community and relevant agencies informed about the operation and environmental performance of the development;	Section 6
(ii) receive record, handle, and respond to complaints;	
(iii) resolve any disputes that may arise during the course of the development;	
(iv) respond to any non-compliance and any incident; and	
(v) respond to emergencies	

Part C, Condition C1	Where addressed
(f) include an environmental risk assessment and a description of the measures that will be implemented to manage <ul style="list-style-type: none"> (i) the predicted impacts identified in the documents listed in condition A2(c); and (ii) any other environmental risk or impact which has been subsequently identified after the documents in condition A2(c) were submitted 	Section 7 Section 8
(g) include a process to review the environmental risk assessment annually and determine whether the measures implemented to manage the risks identified are effective	Section 7
(h) include an adaptive management process to be implemented if the review of the risk assessment indicates that any measure that has been implemented is not effective in managing the identified risk(s), and a process to update the measure/s	Section 7
(i) include a clear plan depicting all the monitoring to be carried out under the conditions of this consent	Section 9

1.3. Approval of this EMS

In accordance with Part C, Condition C2 of the Development Consent, construction will not commence until this EMS is approved by the Planning Secretary. Appendix H contains the Planning Secretary’s approvals of this EMS. [Drafting note: to be appended following approval]

1.4. Staging of this EMS

In accordance with Part C, Condition C5 of the Development Consent, the Applicant may submit any strategy, plan or program on a staged basis.

The Project consists of the following stages:

- Construction
- Operation
- Decommissioning

This EMS has been prepared to address the construction stage of the Project. This EMS will be updated prior to the commencement of operations and prior to decommissioning.

2. Project description

2.1. Project overview

The Project comprises a large-scale BESS consisting of the following components:

- A BESS including battery enclosures, inverters, transformers, switch room and control room
- Medium voltage cables between the transformers and the existing switchgear building in the northeast corner of the SEF
- Switchgear building upgrades to facilitate connection of the BESS
- Site access to the BESS from Herbert Place
- Utilities to support operation of the BESS
- Stormwater management infrastructure, lighting, fencing and security.

The BESS would operate 24 hours a day, seven days a week. An overview of the Project is shown in Figure 1-1

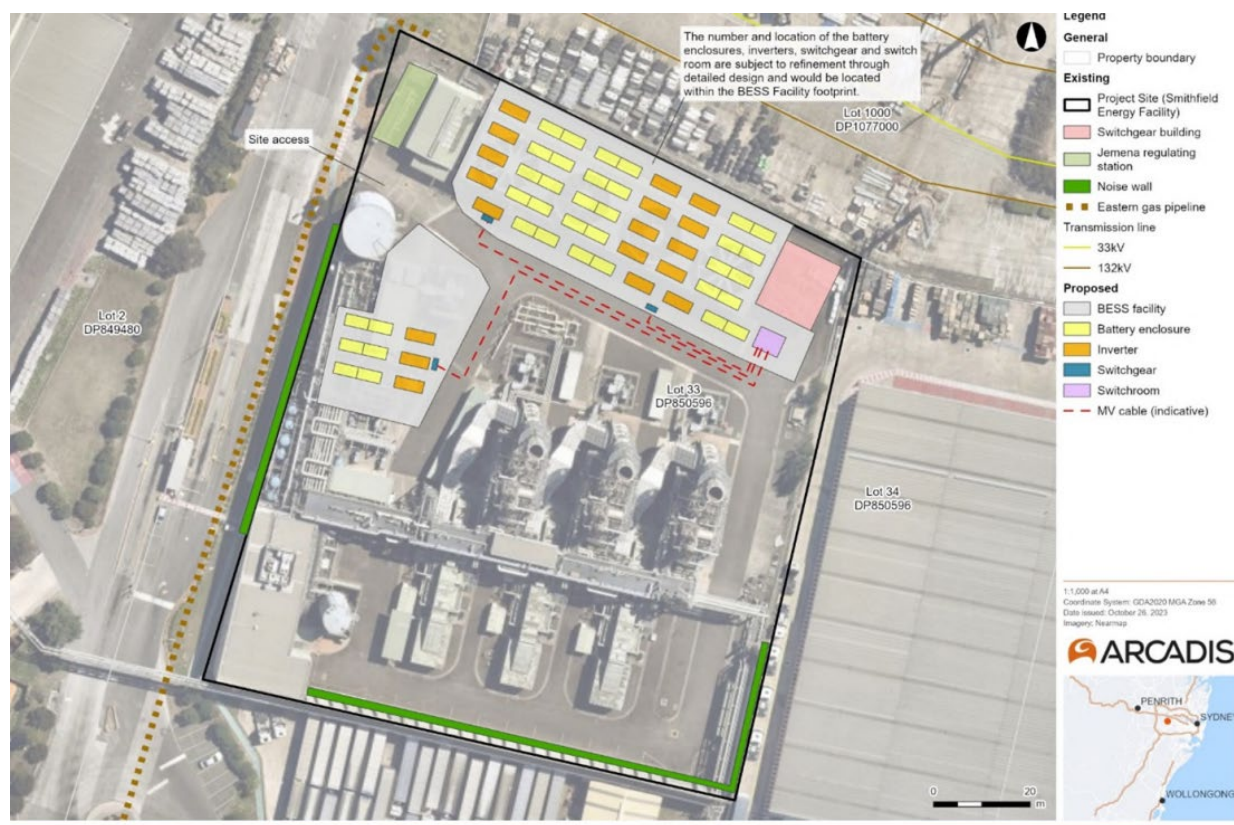


Figure 2-1 Project overview

In accordance with Part A, Condition A5 and A6 of the Development Consent, unless the Planning Secretary agrees otherwise, the BESS will not exceed a total delivery capacity of 72 MW and total storage capacity of 230 MWh of discharge energy at the connection point.

2.2. Temporary facilities

Temporary facilities may be required to support the Project during construction, upgrading and/or decommissioning. The location of these facilities would be confirmed by the contractor, once appointed for the relevant stage of the development.

The temporary facilities would be located within the adjacent Visy or Kingspan sites (subject to further consultation) as presented in Figure 2-2. The temporary facilities would be used for any of the following:

- Site office and amenities
- Contractor staff parking
- Equipment and vehicle storage
- Laydown areas for materials and stockpiles
- Maintenance workshops
- Bunded fuel storage areas.

The temporary facilities would be temporary in nature and removed / decommissioned at the completion of each stage. Decommissioning of the temporary facilities would include rehabilitation of the location to the preconstruction standard.

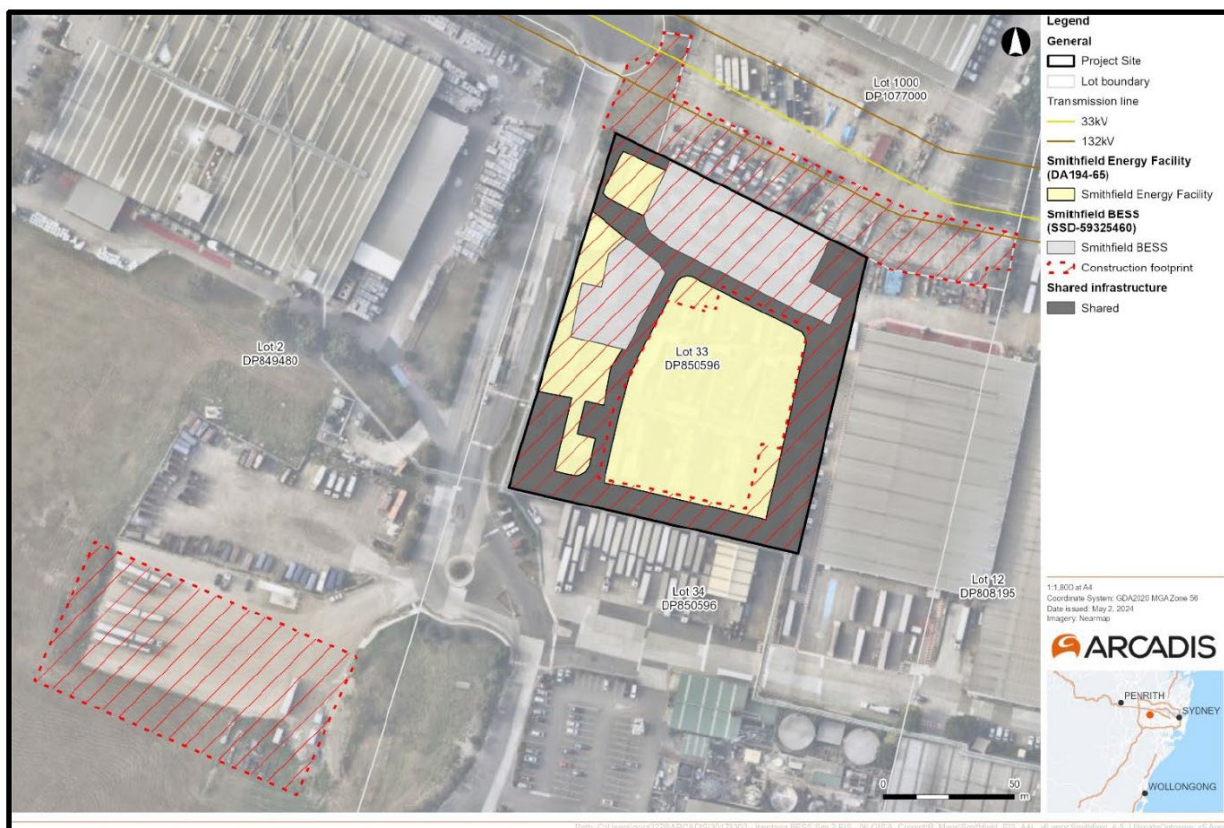


Figure 2-2 General development layout and interface with the Smithfield Energy Facility

If the proposed locations presented in Figure 2-2 cannot be used, and an alternative temporary facility location is required, the following site selection criteria would be applied:

- Proximity to the Project
- Access to the local road network
- Relatively level land
- Greater than 50 metres from a watercourse
- Greater than 50 metres from threatened species and endangered ecological communities
- Greater than 100 metres from a residential dwelling
- No requirement to remove any native vegetation
- No requirement to undertake any significant ground disturbing works
- No impact on any heritage items (Indigenous or non-Indigenous)
- Not unreasonably affect the land use of adjacent properties.

Consideration to all the above factors would be undertaken prior to the establishment of any additional or alternative temporary facilities for the purpose of the Project.

2.3. Related development

The Project is located within the SEF. The SEF comprises of three (3) GE Frame 6B gas turbine generators, balance of plant (BOP) and ancillary infrastructure owned and operated by Smithfield Power Generation Pty Ltd (also wholly owned by Iberdrola Australia).

The SEF provides up to 123MW of electricity to the National Electricity Market (NEM) and is operated by Iberdrola Australia as a commercial firming generation asset.

Development Consent for the SEF was granted on 18 November 1994 by the then Minister for Planning (DA 94/165). Since initial development approval, there have been three Modifications approved at the SEF. The SEF is a scheduled activity (Electricity generation) under Schedule 1 of the *Protection of the Environment Operations (POEO) Act 1997* and operates in accordance with NSW Environmental Protection Licence (EPL) 5701.

SEF operations are managed in accordance with the Smithfield Energy Facility EMS (include Doc number here). Once the Smithfield BESS is operational, the SEF will continue to operate separately, but simultaneously, with the operation of the BESS.

As identified in Section 1.4, this EMS will be updated prior to operation of the Project and may be incorporated into the existing Smithfield Energy Facility EMS.

An overview of the interface between the SEF and Project is shown in Figure 2-2.

3. Strategic framework

3.1. Objectives

The objectives of the environmental management framework are to:

- Minimise impacts on the community and environment
- Ensure that controls are properly implemented, regularly monitored, and audited to assess their effectiveness
- Outline roles, responsibilities, authority and accountability for environmental management
- Demonstrate compliance with statutory approvals that apply to the development
- Ensure timely and efficient response to environmental incidents and complaints.

3.2. Required strategies, plans, studies and protocols

The Development Consent stipulates strategies, plans, studies and protocols that are required to be prepared and implemented as summarised in Table 3-1.

Table 3-1 Consolidated list of strategies, plans, studies and protocols

Relevant strategy, plan, study or protocols	Condition/EIS Mitigation measure	Reference
Environmental Management Strategy	Part C, Condition C1	This document
Unexpected Finds Procedure*	Part B, Condition B17 Mitigation Measure LC1	Appendix F of this document
Unexpected Heritage Finds Protocol	Mitigation measure H1	Appendix G of this document
Out-of-Hours-Work (OOHW) Protocol	Part B, Condition B6	To be prepared prior to the commencement of any OOHW
Complaints Procedure	Mitigation measure NV6	Section 5, Appendix D and Appendix E of this document
Incident Response Procedure	Mitigation measure W8	Section 8 of this document
Soil and Water Management Plan and Erosion and Sediment Control Plan (or equivalent)	Mitigation measure W6	Section 7 of this document
Traffic Management Plan*	Part B, Condition B4 Mitigation measure T1	Traffic Management Plan
Emergency Plan*	Part B, Condition B25 Mitigation measure HR9	Emergency Response Plan (to be updated prior to commencement of commissioning)

Relevant strategy, plan, study or protocols	Condition/EIS Mitigation measure	Reference
Construction and Design Safety Study	Mitigation measure HR8	Construction and Design Safety Study
Fire Safety Study ^	Part B, Condition B21 Mitigation measure HR5^ and HR6	Fire Safety Study
Layout Plans	Part C, Condition C11	Layout Plans
Work as Executed Plans	Part C, Condition C12	Work as Executed Plans

* Documents which are mentioned in both the EIS mitigation measures and Development Consent conditions

^Following consultation, DPIE Hazard advised that a Final Hazard Analysis (Mitigation measure HR5) as recommended by the EIS could be addressed via the Fire Safety Study

The EIS identified that a Construction Environmental Management Plan (CEMP) and an Operational Environmental Management Plan (OEMP) (or equivalent) would be prepared to provide the overarching framework for the management of all potential environmental impacts resulting from the construction and operation of the Project. This EMS (as has been prepared to provide this framework and management of potential environmental impacts.

Figure 3-1 illustrates the strategies, plans, studies and protocols that are required under the Development Consent as the key documents to guide the construction, operations and the decommissioning stages for the Project and collectively comprise the strategic framework for the Project.

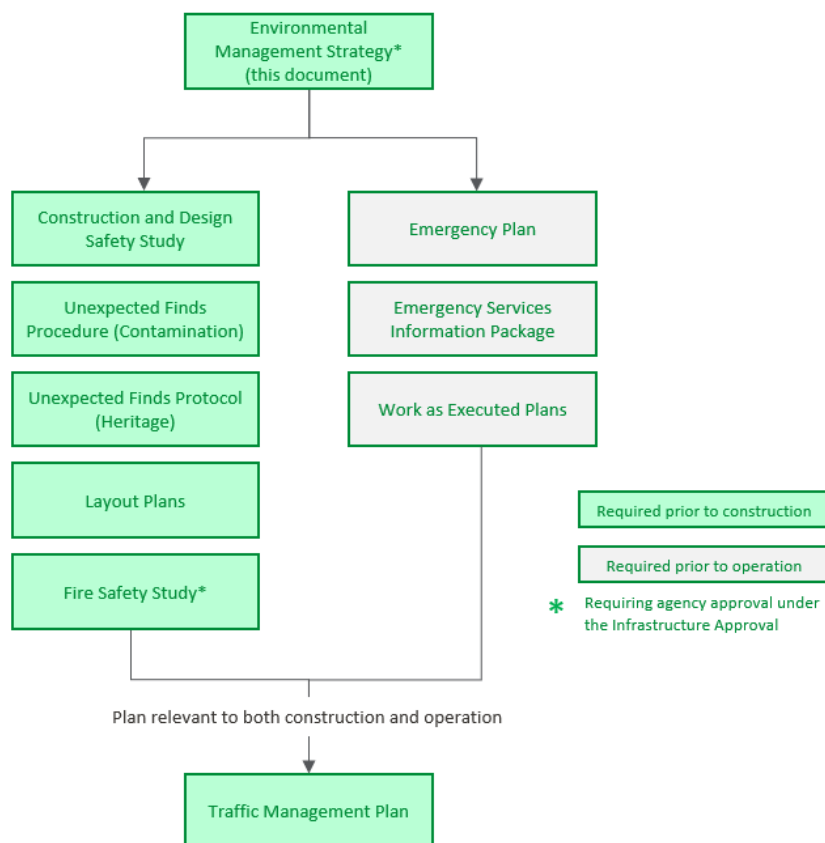


Figure 3-1 Environmental management strategy framework

4. Statutory context

4.1. Development Approval

The *Environmental Planning and Assessment Act 1979* (EP&A Act) and its associated regulations provide the framework for assessing environmental impacts and determining planning approvals for developments and activities in NSW. Part 4 of the EP&A Act provides for the control of development that requires development consent.

The Project meets the definition of State Significant Development under Clause 2.6 of the *State Environmental Planning Policy (Planning Systems) 2021*. The Project is electricity generating works on land that is permitted with development consent under Clause 2.35 of the *State Environmental Planning Policy (Transport and Infrastructure) 2021* (T&I SEPP) and has a capital investment value greater than \$30 million. Development consent for the Project was therefore sought in accordance with Part 4, Division 4.7 of the EP&A Act.

An EIS was prepared for the Project by Arcadis (2 November 2023). The EIS was publicly exhibited and during this time, the public and agencies were invited to make submissions. Following the EIS exhibition period, Arcadis prepared a Submissions Report (February 2024) to address issues raised by the public and agencies. Following the Department of Planning, Housing and Infrastructure (DPHI) review of the Submissions Report, the Project received Development Consent from the Minister of Planning on 7 May 2024 by the New South Wales Minister for Planning and Public Spaces.

In accordance with Part A, Condition A2, the Project will be carried out:

- In compliance with the conditions of consent
- In accordance with all written directions of the Planning Secretary
- Generally in accordance with the EIS for the Smithfield BESS, dated November 2023 and the Submissions Report, dated February 2024
- Generally in accordance with the Development Layout in Appendix 1 of the Infrastructure Approval.

4.2. Other Approvals

The permits and approvals which would be required for the Project other than the Development Consent are outlined in Table 4-1.

Table 4-1 Other permits and approvals required for the Project

Approval	Legislation	Authority	Project relevance
Oversize and / or Overmass vehicle (OSOM)	<i>Heavy Vehicle National Law Act 2012</i>	Transport for New South Wales (TfNSW)	<ul style="list-style-type: none"> If an OSOM vehicle exceeds the mass or dimension limits it may be eligible to operate under an existing Class 1 Notice or Ministerial Order. These legal instruments allow categories of eligible vehicles access to the road network subject to route restrictions, maximum dimension/mass limits and operating conditions. All other OSOM vehicles must obtain a permit to travel on the road network. For travel only within NSW, permits can be obtained from TfNSW. For interstate travel, permits must be obtained from the National Heavy Vehicle Regulator (NHVR).
Construction and Occupation Certificates	Part 6 of the <i>Environmental Planning and Assessment Act 1979</i>	Independent certifier	<ul style="list-style-type: none"> Where a Development Consent has been issued for proposals involving building works, a Construction Certificate must be obtained prior to commencement of any building works. The Construction Certificate certifies that building work is being completed in accordance with specified plans and specifications or standards which comply with the requirements of relevant regulations. Following the completion of construction, an Occupation Certificate is required which authorises that the use of the new building is in accordance with the Development Consent.

5. Roles and responsibilities

The Proponent and owner of the Project, Smithfield BESS Pty Ltd (wholly owned by Iberdrola Australia) has ultimate responsibility and accountability to ensure the Project is designed, constructed, operated, upgraded and decommissioned in compliance with the Development Consent. However, actions to achieve compliance during these stages will be undertaken by the contractor. Roles and responsibilities relevant to the operation and decommissioning stages will be identified in a future update to this EMS.

5.1. Construction

A contractor will be engaged by Iberdrola Australia to construct and commission the Project. The contractor will manage compliance and environmental measures during construction of the Project. All employees, contractors and subcontractors will receive an environmental induction.

The key roles and responsibilities during construction are outlined in the Table 5-1.

Table 5-1 Construction roles and responsibilities

Position	Responsibilities	Accountability
Proponent (Iberdrola Australia)	<ul style="list-style-type: none"> Obtain Planning Approval (Development Consent) for Project Engage suitability qualified contractor(s) to manage and carry out construction of the Project 	<ul style="list-style-type: none"> Accountable for obtaining Planning Approval Accountable for delivery of the Project in accordance with the Development Consent
Contractor	<ul style="list-style-type: none"> Ensure this EMS and associated plans are fully implemented 	<ul style="list-style-type: none"> Accountable for ensuring all works and workers comply with all environmental management plans
Principal Certifier (independent)	<ul style="list-style-type: none"> Undertake compliance monitoring as required Review plans and documentation prior to issuing Construction Certificate 	<ul style="list-style-type: none"> Accountable for reviewing documentation and issuing Construction Certificate

5.2. Competence, awareness and training

All employees, contractors and visitors will undertake an induction prior to commencing works. Records of all inductions will be retained for the duration of the Project and will be recorded on a site induction register.

Training will be implemented through the Project to ensure personnel are suitability qualified and informed to undertake the relevant works. Records of the relevant training, experience and qualifications of personnel engaged onsite will be maintained.

The specific induction content and training requirements will be relevant to the specific Project stage.

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The Project induction for construction will include as a minimum:

- Overview of the Project and general site information
- Work attitude and expectations
- Provides details on site specific risks and general controls
- The requirements of this EMS.

6. Stakeholder and community engagement

6.1. Access to Information

To keep the local community and relevant agencies informed about the environmental performance of the Project, the Iberdrola Australia will continue to publish news about the Project on the Project website: [Smithfield Battery | Iberdrola Australia](#).

In accordance with Part C, Condition C1, the following documents, as relevant to the stage of the Project will be published on the Project website:

- The EIS
- The layout plans for the development
- Current statutory approvals for the development
- Approved strategies, plans or programs required under the conditions of this consent (other than the Fire Safety Study and Emergency Response Plan)
- The proposed staging plans for the development if the construction, operation and/or decommissioning of the development is to be staged
- A comprehensive summary of the monitoring results of the development, which have been reported in accordance with the various plans and programs approved under the conditions of this consent
- How complaints about the development can be made
- Any independent environmental audit, and the Applicant's response to the recommendations in any audit
- Any other matter required by the Planning Secretary.

In accordance with Part C, Condition C18, these documents will be kept up to date, to the satisfaction of the Planning Secretary.

6.2. Engagement

6.2.1. Identification of stakeholders

Stakeholders were identified as those that may be interested in, or who may be affected by, the Project. Stakeholders are listed in Table 6-1 and categorised into three main groups including:

- Government and technical stakeholders
- Affected landowners
- The wider community.

Stakeholders will continue to be identified and consulted during all Project phases, including construction, operation, and decommissioning.

Table 6-1 Identified stakeholders

Stakeholder group	Stakeholders
Government and technical stakeholders	
State government	<ul style="list-style-type: none"> DPHI (including the Biodiversity Conservation and Science (BCS) and Hazard teams) Fire and Rescue NSW (FRNSW) NSW Environmental Protection Agency (EPA) Transport for NSW
Local government	<ul style="list-style-type: none"> Cumberland City Council
Utility providers	<ul style="list-style-type: none"> Jemena
Adjacent landowners	
Landowners	<ul style="list-style-type: none"> Visy Recycling (Land owner 6 Herbert Place, Smithfield) Kingspan (Land occupier 3 Herbert Place, Smithfield) Goodman (Land owner 3 Herbert Place, Smithfield)
Wider community	
Neighbours	<ul style="list-style-type: none"> All residential properties within 750 metres of the Project Site

6.3. Community engagement

A range of tools and techniques will be used for engagement with community stakeholder. This could include meetings, phone calls, letters, emails and website updates. Opportunities for the community to provide feedback include the:

- Project-specific email address (Smithfieldbattery@iberdrola.com.au)

[Iberdrola to confirm if are we using complaints@iberdrola.com.au]

- Project website [Smithfield Battery | Iberdrola Australia](#)
- Iberdrola phone number (1800 917 372).

All staff (including plant operators and truck drivers) and sub-contractor personnel working on the delivery of the Project will be required to behave in a courteous and professional manner when in dialogue with any community member.

6.4. Agency notification and engagement

6.4.1. Department of Planning, Housing and Infrastructure

In accordance with Part C, Condition 10 of the Development Consent, prior to commencing the construction, operations, upgrading or decommissioning of the Project or the cessation of operations, Iberdrola Australia will notify the Department in writing via the [Major Project website](#) portal of the date of commencement, or cessation, of the relevant phase.

If any of these phases of the Project are to be staged, then Iberdrola Australia will notify the Department in writing prior to commencing the relevant stage, and clearly identify the Project that would be carried out during the relevant stage.

Iberdrola Australia will communicate with DPHI in accordance with Development Consent.

6.4.2. Other agencies

In accordance with Part A, Condition A14, where conditions require consultation with an identified party, Iberdrola Australia will:

- Consult with the relevant party prior to submitting the subject document to the Planning Secretary for approval
- Provide details of the consultation undertaken including:
 - the outcome of that consultation, matters resolved and unresolved; and
 - details of any disagreement remaining between the party consulted and the Iberdrola and how Iberdrola has addressed the matters not resolved.

Development Consent conditions that require consultation and / or approval from agencies are summarised in Table 6-2.

Table 6-2 Agency consultation and / or approval

Document	Condition	Agency
Traffic Management Plan	Part B, Condition B4	Transport for New South Wales
Fire Safety Study	Part B, Condition B21	Fire and Rescue NSW
Emergency Services Information Package	Part B, Condition B26	Fire and Rescue NSW
Construction and Design Safety Study	EIS Mitigation measure HR8	Jemena

6.5. Complaint management and disputes

A complaints management system will be implemented for the duration of the Project.

All complaints and disputes received or raised onsite will be managed in accordance with the *Iberdrola Complaints Handling Policy and Complaints Management Plan*, provided in Appendix D and Appendix E of this EMS.

7. Environmental risk assessment

7.1. Environmental risk assessment

In accordance with Part C, Condition C1(f), an environmental risk assessment (ERA) has been prepared to manage the predicted impacts identified in the EIS and any other environmental risks or impacts which have been subsequently identified.

The ERA was undertaken in accordance with the principles of the Australian and New Zealand standard AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines. The ERA involved the identification of the consequence (Table 7-1), should an impact occur, followed by identification of the likelihood (

Table 7-2) of the impact occurring.

Table 7-1 Consequence

Category	Environment	Regulatory or Legal Breach	Score
Severe	Major scale damage or loss in a medium sensitive environment, or large-scale damage or loss in a highly sensitive environment.	Substantial breach resulting in prosecution, fines and/or litigation. Licence or accreditation restricted or conditional affecting ability to operate.	4
Major	Major scale damage or loss in a low sensitive environment, or large-scale damage or loss in a medium sensitive environment, or moderate scale damage or loss in a highly sensitive environment.	Systemic non-compliance/major breach resulting in enforcement action and/or prohibition notices. Substantial fine and no disruption to services.	3
Moderate	Large scale damage or loss in a low sensitive environment, or moderate scale damage or loss in a medium sensitive environment, or minor scale damage or loss in a highly sensitive environment.	Moderate non-compliance. Subject to comment and monitoring from applicable regulator. Small fine and no disruption to services.	2
Minor	Moderate scale damage or loss in a low sensitive environment, or minor scale damage or loss in a medium sensitive environment.	Low-level non-compliance with legal and/or regulatory requirement or duty. Investigation and/or report to authority.	1

Table 7-2 Likelihood

Category	Description	Score
Almost Certain	The risk scenario will occur in most instances and is unavoidable due to site activities.	5
Likely	The risk scenario is likely to occur and is a consequence of site activities.	4
Possible	The risk scenario may occur.	3
Unlikely	The risk scenario is unlikely to occur and site activities may contribute to the risk scenario.	2
Rare	The risk scenario will rarely occur and site activities do not normally contribute to the risk scenario.	1

Table 7-3 Risk matrix

Likelihood	Consequence			
	Severe 4	Major 3	Moderate 2	Minor 1
Almost Certain 5	VH 20	H 15	H 10	M 5
Likely 4	VH 16	H 12	M 8	M 4
Possible 3	H 12	M 9	M 6	L 3
Unlikely 2	M 8	M 6	M 4	L 2
Rare 1	M 4	L 3	L 2	L 1

The ERA is shown in Table 7-4.

In accordance with Part C, Condition C3(g), the following process will be undertaken to review the ERA and determine whether the measures implemented to manage the risks identified are effective.

The process will be undertaken annually and include:

- Workshop with key personnel relevant to the Project stage as identified in Section 5
- Review of the ERA, Complaints and Incident Management Database and Independent Audits to determine whether the environmental risks and associated measures remain effective.

7.2. Adaptive management process

In accordance with Part C, Condition C1(f), the following adaptive management process will be implemented if the ERA review indicates that any measure that has been implemented is not effective in managing the identified risk(s):

- Stop work, if applicable
- Review and document reasons why existing management measure is not adequate in managing identified risk/s
- Identify revised measure/s to be undertaken
- Engage technical specialist (as/if required) to support identification of revised measure/s
- Implement revised measure/s
- Monitor performance of revised measure/s
- Maintain details of actions taken to manage identified risk/s
- Update ERA and any associated plans outlining the revised measure/s.

Table 7-4 Risk assessment

Environmental Aspect	Initial risk identified	Initial risk rating (pre-mitigation)	Mitigation	Residual risk	Reference
Traffic, transport and access (construction)	Construction traffic and transport impacts on the local road network	Moderate	Implementation of traffic control measures will help mitigate traffic and transport impacts. A Traffic Management Plan will be developed prior to construction for the Project.	Low	Traffic Management Plan
Traffic, transport and access (operation)	Operational traffic and transport impact on surrounding network	Very Low	A Traffic Management Plan will be developed for the Project.	Very Low	Traffic Management Plan
Noise and vibration (construction)	Construction noise and vibration impacts on sensitive receivers	Moderate	A Construction Noise Management Plan (CNMP) will be developed prior to construction as part of the CEMP for the Project and implemented during construction.	Low	Section 8.1
Noise and vibration (operation)	Operational noise and vibration impacts on sensitive receivers	Moderate	The EIS Noise and Vibration Assessment concluded that the proposed development does not significantly impact the existing environment and the site is deemed suitable for the proposed use. The final layout (detailed design) will continue to be refined in the context of the selected OEM to meet the predicted noise levels described in the Noise and Vibration Assessment.	Low	Detailed design This EMS will be updated prior to the commencement of operations to specify operational measures.
Hazards and risk (construction)	Accidental release of chemicals, fuels and materials during construction Interaction with Jemena assets	Moderate	The CEMP prepared for the Project would include procedures and measures for managing accidental spills during operation.	Low	Section 8.4 Section 9.2 Emergency Response Plan
Hazards and risk (operation)	Thermal runaway, release of energy (arc flash) and generation of explosive gas from lithium-ion batteries during operation causing fire	High	The EIS Preliminary Hazard Analysis concluded that the resulting consequences from identified BESS events are not expected to have significant off-site impacts. Equipment and systems would be designed and tested to comply with relevant international and/or Australian standards (e.g., AS 5139) and guidelines. Appropriate fault detection and safety shut-off protocols will be developed for operation. All fire safety systems would be detailed in a Fire Safety Study prepared in consultation with Fire and Rescue NSW	Low	Fire Safety Study This EMS will be updated prior to the commencement of the operations to specify operational measures.
Hazards and risk (operation)	Unauthorised access / trespasser, lightning, water ingress	Moderate	There is existing fencing around the SEF as well as appropriate security measures (e.g., locked gates, CCTV). Additional fencing and hazard/danger signage would be installed around the BESS. The BESS would be located above the 1% AEP.	Low	Detailed design This EMS will be updated prior to the commencement of the operations to specify operational measures.

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Environmental Aspect	Initial risk identified	Initial risk rating (pre-mitigation)	Mitigation	Residual risk	Reference
Hazards and risk (operation)	Exposure to Electromagnetic Fields	Moderate	<p>Exposure to EMF (specifically magnetic fields) from electrical equipment would be localised and the strength of the field attenuates rapidly with distance. The exposure to EMF to personnel onsite will be minimised due to the transient nature of occupation of the site during operation.</p> <p>Incidental shielding (i.e., the BESS enclosure) and warning signs would be placed within the site and surrounds.</p> <p>Additionally, fencing around the project boundary would limit the exposure to EMF for staff and the general public.</p>	Low	<p>Detailed design</p> <p>This EMS will be updated prior to the commencement of the operations to specify operational measures.</p>
Soils and contamination (construction)	<p>Potential to encounter contaminated soils during construction</p> <p>Contamination of soils caused by spills and leaks during construction</p>	Low	<p>A detailed Erosion and Sediment Control Plan (ESCP) as part of the CEMP, would be prepared in accordance with <i>Managing Urban Stormwater – Soils and Construction, Volume 2D</i> (DECC, 2004)</p> <p>An Unexpected Finds Protocol would also be included in the CEMP to manage any disturbance of material that is odorous, stained or containing anthropogenic materials, in the event these are encountered during construction.</p>	Low	Section 8.2 Appendix F
Soils and contamination (operation)	Contamination of soils caused by spills and leaks during operation	Low	The OEMP would include an Incident Response Plan and will specify the procedure to be followed in the event of a spill, including the notification requirements and the use of absorbent material to contain spills.	Very Low	<p>Section 9.2 of this EMS</p> <p>Emergency Response Plan</p> <p>This EMS will be updated prior to the commencement of the operations to specify operational measures.</p>
Water Quality (construction)	Off-site impacts to water quality	Low	Given the temporary nature of the proposed construction works and implementation of erosion and sediment control features, the impacts to surface water are considered minor. Any potential minor impact can be adequately controlled and further minimised through the implementation of the CEMP.	Very Low	Section 8.2
Water Quality (operation)	Monitoring and maintenance of surface water quality measures	Low	The OEMP would include a management, maintenance and cleaning schedule to ensure that stormwater management system devices are regularly inspected and cleaned.	Very Low	This EMS will be updated prior to the commencement of the operations to specify operational measures.
Water Quantity (operation)	Flooding impacts from the development	Moderate	The BESS would be located above the 1% AEP.	Low	<p>Detailed design</p> <p>This EMS will be updated prior to the commencement of the operations to specify operational measures.</p>

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Environmental Aspect	Initial risk identified	Initial risk rating (pre-mitigation)	Mitigation	Residual risk	Reference
Waste Management (construction)	Inappropriate management of waste during construction	Moderate	A Waste Management Plan would be prepared and implemented as part of the CEMP detailing appropriate procedures for waste management in accordance with the waste management hierarchy. Wastes would be appropriately transported, stored and handled in accordance with NSW EPA waste classification and in a manner that prevents pollution of the surrounding environment.	Low	Section 8.3
Waste Management (operation)	Inappropriate management of waste during operation	Low	The BESS units have a life span of 15-20 years. During this time various components of the BESS may require maintenance, and / or replacement. Battery replacement and maintenance parts / materials would be managed in accordance with an operational Waste Management Plan which would be prepared as part of the OEMP.	Low	This EMS will be updated prior to the commencement of the operations to specify operational measures.
Visual Amenity (construction)	Construction (temporary) impact on visual landscape on sensitive receivers	Low	The Project Site is located within an industrial area with a mix of heavy and light industrial land use. The nearest residential receiver is located approximately 400 metres south of the Project Site Given the low-rise nature of construction works and surrounding industrial land uses, it is unlikely that these works would be overly intrusive and visual impacts would be localised and temporary in nature	Low	N/A
Visual Amenity (operation)	Long-term impact on visual landscape on sensitive receivers	Low	The design of the BESS would consider a materials colour palette that integrates with the surrounding industrial nature of the site.	Very Low	Detailed design This EMS will be updated prior to the commencement of the operations to specify operational measures.
Air quality (construction)	Impacts on local air quality from construction activities, including dust generation from exposed surfaces, use of construction plant and emissions from machinery and vehicles	Low	A CEMP would be prepared and implemented to address the management of environmental issues outlined in this EIS including air quality. Reasonable and feasible dust suppression measures during will be implemented during construction (e.g., water tanks or sprinklers) to minimise fugitive dust emissions. Additionally, all plant and equipment will be maintained in accordance with manufacturers specifications and would comply with relevant vehicle emission standards, where applicable.	Very Low	Section 8.4

Environmental Management Strategy

Environmental Aspect	Initial risk identified	Initial risk rating (pre-mitigation)	Mitigation	Residual risk	Reference
Air quality (operation)	Impacts on local air quality from operation of the Project	Very Low	<p>Operation of the BESS would not result in any emission of particulates or other pollutants. Movement of staff vehicles will be minimal.</p> <p>No mitigation measures have been identified as it is unlikely there would be any operational air quality impacts.</p>	Very Low	This EMS will be updated prior to the commencement of the operations to specify operational measures.
Socio-economic (construction)	Amenity impacts resulting from noise, traffic, visual and air quality during construction	Moderate	A complaints contact number and email will be established for the duration of construction and a community complaints register will be maintained. Any complaints received from the community or other stakeholders will be appropriately investigated. Ongoing engagement would continue with stakeholders as outlined in Section 6.6.2, in accordance with the CEMP.	Low	Section 6.5 Appendix D Appendix E
Socio-economic (operation)	Amenity impacts (including noise and traffic) during operation	Moderate	The OEMP would include measures to engage with stakeholders and to manage and respond to feedback received during the operation.	Low	Section 6.5 Appendix D Appendix E
Biodiversity	Construction or operational impact to flora and fauna	Very Low	<p>Based on the ecological field inspections and database reviews, it was concluded that the Project would not have any significant impacts on biodiversity values.</p> <p>A BDAR waiver was granted by the Planning Secretary on 20 July 2023 and has been provided in Appendix H.</p>	Very Low	N/A
Heritage (Aboriginal and Non-Aboriginal)	Construction or operational impact to heritage	Very Low	<p>No non-Indigenous items were identified to occur on the Project Site or surrounding properties according to the Cumberland LEP or the NSW heritage register.</p> <p>A basic search of the AHIMS register on 23 January 2023 identified no Aboriginal heritage sites within 200m buffer of the site. Given the developed nature of the Proposal Site, the potential for Aboriginal heritage to be encountered is low.</p>	Very Low	Appendix G
Bushfire	Bushfire impacting on construction or operational infrastructure within the Project Site	Very Low	The Project Site is not located within a designated bushfire prone area.	Very Low	N/A

8. Environmental management

This section provides the environmental management measures required to address construction related risks of the Project. This section will be updated prior to the commencement of operations.

In accordance with Part A, Condition A1, all reasonable and feasible measures will be implemented to prevent, and if prevention is not reasonable and feasible, minimise, any material harm to the environment that may result from the construction, operation, commissioning, upgrading, rehabilitation or decommissioning of the development.

8.1. Noise and vibration

Table 8-1 outlines the objectives, legislation, existing environment, and potential impacts associated with noise and vibration. Table 8-2 outlines the minimum management measures to be adopted.

Table 8-1 Noise and vibration overview

Aspect	Summary
Objective	<ul style="list-style-type: none"> Minimise the impact of noise and vibration to protect the amenity of sensitive receptors, such as local residents, and prevent damage to buildings and structures
Legislation / guidelines	<ul style="list-style-type: none"> <i>Interim Construction Noise Guideline</i> (ICNG) (DECC, 2009) <i>Assessing Vibration: A Technical Guideline</i> (DEC, 2006) <i>Jemena guideline Designing, constructing and operating assets near Jemena gas pipelines</i> (GAS960-GL-PL-001)
Existing environment	<ul style="list-style-type: none"> The Project is located within an established industrial precinct. Industrial receivers are located immediately surrounding the Project. The nearest residential receivers to the Project are located in the suburbs of Smithfield and Guildford West. The nearest residential receiver is located around 400 metres south of the Project.
Potential impacts	<ul style="list-style-type: none"> Construction noise and vibration impacts on sensitive receivers Based on the predicted construction noise impacts identified in the Smithfield BESS EIS Noise Impact Assessment (Benbow Environmental, 2023) no construction works are identified that exceed the noise management levels as defined in the <i>Interim Construction Noise Guideline</i> (DECC, 2009). In the event of a noise complaint during construction a suitably qualified acoustic consultant will be engaged to undertake a compliance assessment. If there is an exceedance of the noise management levels the suitably qualified acoustic consultant will recommend and ensure the implementation of all reasonable and feasible noise mitigation measures in accordance with the universal work practices presented in the <i>Interim Construction Noise Guideline</i> (DECC, 2009).

Table 8-2 Noise and vibration mitigation measures

ID	Mitigation measure	Responsibility	Reference
NV1	<p>Restrict noise-generating construction activities to the recommended standard hours of work:</p> <ul style="list-style-type: none"> • 7 am to 6 pm, Monday to Friday • 8 am to 1 pm, Saturday • No work on Sundays or public holidays. <p>Except:</p> <p>(a) for deliveries of plant, equipment and materials which are required to be delivered outside standard construction hours by the police and/or other authorities for safety reasons; or</p> <p>(b) for emergency work to avoid loss of life, damage to property and/or environmental harm; or</p> <p>(c) for works implemented in accordance with an out-of-hours work protocol approved by the Planning Secretary.</p>	Construction contractor	Part B, Condition B5 EIS Mitigation measure NV1
NV2	<p>Provide consultation avenues during construction which include:</p> <ul style="list-style-type: none"> • Notifying impacted receivers prior to works commencing • Maintaining community relations throughout construction period • Complaints handing through appropriate channels and response mechanism. 	Construction contractor	EIS Mitigation measure NV2
NV3	<p>Worksite induction training and / or toolboxes will include education for workers on noise issues related to the Project and to be aware of the mitigation measures to be implemented.</p>	Construction contractor	EIS Mitigation measure NV3
NV4	<p>Reasonable and feasible noise mitigation measures will be implemented to achieve the noise management levels detailed in the ICNG (DECC, 2009).</p>	Construction contractor	Part B, Condition B7
NV5	<p>Any activities that could exceed the noise management levels detailed in the ICNG (DECC, 2009) must be identified and managed.</p>	Construction contractor	Part B, Condition B7

ID	Mitigation measure	Responsibility	Reference
NV6	An out-of-hours-work (OOHW) protocol will be submitted to the Planning Secretary for approval prior to the commencement of any out-of-hours construction work.	Construction contractor	Part B, Condition B6
NV7	Implement measures as identified from the Construction and Design Safety Study in relation to noise and vibration.	Construction contractor	EIS Mitigation measure HR8
NV8	Construction plant and equipment used on the site will be maintained in an efficient condition, in accordance with the manufacturers' specification.	Construction contractor	Part A, Condition A11(a) EIS Mitigation measure G1
NV9	Construction plant and equipment used on the site will be operated in a proper and efficient manner.	Construction contractor	Part A, Condition A11(b) EIS Mitigation measure G1
NV10	Appropriate safe working distances will be implemented to avoid impacts on structures and sensitive receivers during activities that generate vibrations.	Construction contractor	Standard practice

8.2. Soil and water

Table 8-3 outlines the objectives, legislation, existing environment and potential impacts associated with soil and water. Table 8-4 outlines the minimum management measures to be adopted.

Table 8-3 Soil and water overview

Aspect	Summary
Objective	<ul style="list-style-type: none"> Not cause any water pollution Minimise soil disturbance, erosion and impacts to surface water
Legislation / guidelines	<ul style="list-style-type: none"> Section 120 of the POEO Act <i>Managing Urban Stormwater: Soils and Construction – Volume 1</i>, commonly known as the 'Blue Book' (Landcom, 2004) <i>Liquid Chemical Storage, Handling and Spill Management: Review of Best Practice Regulation</i> (DEC, 2005) <i>Storing and Handling liquids: Environmental Protection: Participant's Manual</i> (DEC, 2007)

Aspect	Summary
Existing environment	<ul style="list-style-type: none"> The Project is located within the Prospect Creek catchment with Prospect Creek located approximately 330 metres downstream to the south of the Project. Prospect Creek drains southeast to Georges River and Botany Bay. Two coastal floodplain wetlands and one coastal freshwater lagoon are located within 300 metres of the Project.
Potential impacts	<ul style="list-style-type: none"> Impacted surface water entering watercourse causing pollution Erosion causing sediment washing into stormwater systems

Table 8-4 Soil and water management measures

ID	Mitigation measure	Responsibility	Reference
SW1	The Unexpected Finds Procedure for contamination will be followed should unexpected contamination or asbestos (or suspected contamination) be encountered or otherwise discovered.	Construction contractor	Part B, Condition B17 Appendix F
SW2	Erosion and sediment controls will be implemented. The controls will: <ul style="list-style-type: none"> (a) be implemented prior to the commencement of construction or other surface disturbance; (b) be adequately maintained for the duration of surface disturbance; (c) be in accordance with the relevant requirements of the Managing Urban Stormwater: Soils and Construction - Volume 1: Blue Book (Landcom, 2004) guideline 	Construction contractor	Part B, Condition B18 EIS Mitigation measure B1
SW3	An Erosion and Sediment Control Plan (ESCP) will be prepared prior to construction. The ESCP will be progressively updated to reflect the changing nature of the Project site as construction activities progress.	Construction contractor	EIS Mitigation measure WA6
SW4	Inspection and monitoring of the erosion and sediment control measures and the internal SEF drainage network will be undertaken regularly throughout the construction period and following large rainfall events. Any increase in sediment loads resulting from construction activities may necessitate more frequent maintenance of the SEF drainage network, including the on-site detention tank and oil-water separators.	Construction contractor	EIS Mitigation measure WA7

ID	Mitigation measure	Responsibility	Reference
SW5	The existing Emergency Response Plan will be implemented for potential spills on site	Construction contractor	EIS Mitigation measure WA8

8.3. Waste

Table 8-5 outlines the objectives, legislation, existing environment and potential impacts associated with waste. Table 8-6 outlines the minimum management measures to be adopted.

Table 8-5 Waste overview

Aspect	Summary
Objective	<ul style="list-style-type: none"> • Manage waste in accordance with the hierarchy of priorities for the efficient use of resources, consistent with the objectives of the WARR Act (Figure 8-1) • Transport, store and handle waste in accordance with NSW EPA waste classification and in a manner that prevents pollution of the surrounding environment • Dispose waste at appropriately licenced facilities
Legislation / guidelines	<ul style="list-style-type: none"> • <i>Protection of the Environment Operations Act 1997</i> (POEO Act) • Protection of the Environment Operations (Waste) Regulation 2014 • Waste Classification Guidelines (NSW EPA, 2014) • NSW Waste Avoidance and Resource Recovery Strategy 2014-2021 (EPA 2014) • <i>Waste Avoidance and Resource Recovery Act 2001</i> (WARR Act)
Potential impacts	<ul style="list-style-type: none"> • Anticipated construction waste streams include: <ul style="list-style-type: none"> – Excess spoil from excavation works – General construction waste such as off-cuts, packaging and excess construction material (i.e. concrete, timber, plastic and metal) – Empty cable drums – Waste oils, greases and lubricants from maintenance of construction plant and equipment – Domestic waste from site personnel including food scraps, glass and plastic bottles, paper and plastic containers – Sewage waste



Figure 8-1 Waste hierarchy

Table 8-6 Waste management measures

ID	Mitigation measure	Responsibility	Reference
W1	All waste generated from the Project will be classified in accordance with the NSW EPA (2014) Waste Classification Guidelines. Where required, material will be transported from the Project to an appropriately licensed landfill for disposal, or to an appropriately licenced recycling facility as soon as practicable.	Construction contractor	EIS Mitigation measure W1 Part B, Condition 29 Part B, Condition 31
W2	The resource management hierarchy principles established under the WARR Act of avoid / reduce / reuse / recycle / dispose will be applied where feasible.	Construction contractor	EIS Mitigation measure W2 Part B, Condition 28
W4	Wastes will be appropriately transported, stored and handled in accordance with NSW EPA waste classification and in a manner that prevents pollution of the surrounding environment.	Construction contractor	EIS Mitigation measure W4 Part B, Condition 30
W5	The handling and management of special wastes will be carried out in accordance with relevant legislation, codes of practice and Australian standards.	Construction contractor	EIS Mitigation measure W5
W6	A Waste Register will be maintained for the duration of construction. The register will detail the type of waste, volume/quantity of waste and recycle/disposal options.	Construction contractor	EIS Mitigation measure W6
W7	Working areas will be maintained, kept free of rubbish, and cleaned up at the end of each working shift.	Construction contractor	EIS Mitigation measure W7

ID	Mitigation measure	Responsibility	Reference
W8	Chemicals, fuels and oils used on-site will be kept in appropriately bunded areas in accordance with the requirements of all relevant Australian Standards, and/or Storing and Handling of Liquids: Environment Protection- Participants Manual (EPA, 2007)	Construction contractor	Part B, Condition 24 Part B, Condition 33
W9	Waste not generated by the development will not be received, stored, treated, processed, re-processed or disposed of on the site except as expressly permitted in an applicable EPL, specific resource recovery order or exemption under the Protection of the Environment Operations (Waste) Regulation 2014	Construction contractor	Part B, Condition 33

8.4. Other environmental aspects

Other environmental aspects relate to:

- Air quality and dust
- Hazard and risks
- Heritage.

Table 8-7 outlines the minimum management measures to be adopted.

Table 8-7 Other mitigation measures

ID	Mitigation measure	Responsibility	Reference
Air quality and dust			
AQ1	Reasonable and feasible dust suppression will be implemented during construction activities to minimise fugitive dust emissions.	Construction contractor	EIS Mitigation measure AQ1 Part B, Condition B11
AQ2	All vehicles transporting materials to and from the Project will be covered and secured.	Construction contractor	EIS Mitigation measure AQ3 Part B, Condition B12
AQ3	Speed limits on the site will be established and enforced during construction.	Construction contractor	EIS Mitigation measure AQ4
AQ4	All plant and equipment will be inspected before it is used on-site and maintained in accordance with manufacturers specifications and would comply with relevant vehicle emission standards, where applicable.	Construction contractor	EIS Mitigation measure AQ5

ID	Mitigation measure	Responsibility	Reference
AQ5	All plant and equipment will be switched off when not in use for extended periods.	Construction contractor	EIS Mitigation measure AQ6
AQ6	Dust and air quality complaints will be managed in accordance with the overarching complaints handling process for the Project. Appropriate corrective actions, if required, will be taken to reduce emissions in a timely manner.	Construction contractor	EIS Mitigation measure AQ8
Hazard and risk			
HR8	Outcomes from the construction and design safety management study will be implemented to minimise credible threats and mitigation to the Eastern Gas Pipeline and regulating station.	Construction contractor	EIS Mitigation measure H8
Heritage			
H1	The unexpected finds protocol (heritage) will be followed should unexpected, suspected heritage be excavated or otherwise discovered.	Construction contractor	EIS Mitigation measure H1 Appendix G
General			
G1	All new buildings and structures and any alternations or additions to existing buildings and structures that are part of the development must be constructed in accordance with the relevant requirements of the BCA	Construction contractor	Part A, Condition A8
G2	All demolition must be carried out in accordance with Australian Standard AS 2601-2001 The Demolition of Structures, or its latest version	Construction contractor	Part B, Condition A9

9. Non-compliance, incident and emergency response

9.1. Non-compliance

A non-compliance is defined as an occurrence, set of circumstances or development that is a breach of the Development Consent but is not an incident.

9.1.1. Response

After a non-compliance has been identified, the following actions will be undertaken:

- Stop work
- Notify site manager
- Identify corrective actions to be undertaken
- Record details of non-compliance and actions taken
- Review the cause of the non-compliance and implement any identified improvements in environmental management.

9.1.2. Notification

In accordance with Part C, Condition C14, the Planning Secretary will be notified in writing via the [Major Projects](#) website [within seven days](#) after Iberdrola Australia become aware of any non-compliance.

In accordance with Part C, Condition C15, a non-compliance notification will identify the Project and the application for it, set out the condition of consent that the Project is non-compliant with, the way in which it does not comply and the reasons for the non-compliance (if known) and what actions have been, or will be, undertaken to address the non-compliance.

NOTE: under Part C, Condition C16, a non-compliance which has been notified as an incident does not need to also be notified as a non-compliance.

9.2. Incident

An incident is defined in the Development Consent as a set of circumstances that causes or threatens to cause material harm to the environment.

Material harm is defined in the Development Consent as harm that:

- Involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial; or
- Results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (such loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

9.2.1. Response

Immediately after identification of an incident, the personnel present at the incident will determine whether the area requires isolation. If isolation is required, the following steps will be undertaken:

- Stop works around the area
- Implement containment measures to prevent the impact of the incident spreading
- Undertake internal notifications, and any external notifications as appropriate.

9.2.2. Notification and reporting

Internal notification

All incidents will be communicated immediately to Iberdrola. Site inductions will emphasise this obligation to all contractors and personnel working on-site.

External notification

Immediately

In accordance with Part C, Condition C13 the Department will be notified in writing via the [Major Projects](#) website [immediately](#) after Iberdrola Australia becomes aware of an incident.

The notification will identify the development (including the development application number and the name of the development if it has one) and set out the location and nature of the incident.

Agencies that may also need to be notified include:

- Police, Fire or Ambulance 000
- State Emergency Services 13 25 00
- NSW EPA 131 555
- Safe Work NSW 13 10 50 (for notifiable incidents)
- Cumberland City Council (02) 6959 5510
- Transport for NSW 13 22 13.

Within seven days

In accordance with Appendix 4 of the Development Consent, within [seven days](#), a written incident notification addressing the requirements set out below will be submitted to the Planning Secretary via the [Major Projects](#) website after Iberdrola Australia becomes aware of an incident.

Notification is required to be given under this Condition even if Iberdrola Australia fails to give the notification required under Part C, Condition C13 or, having given such notification, subsequently forms the view that an incident has not occurred.

Written notification of an incident must:

- (a) identify the development and application number
- (b) provide details of the incident (date, time, location, a brief description of what occurred and why it is classified as an incident)
- (c) identify how the incident was detected
- (d) identify when the applicant became aware of the incident
- (e) identify any actual or potential non-compliance with conditions of consent

Environmental Management Strategy

- (f) describe what immediate steps were taken in relation to the incident
- (g) identify further action(s) that will be taken in relation to the incident
- (h) identify a project contact for further communication regarding the incident.

Within 30 days

In accordance with Appendix 4 of the Development Consent, within 30 days of the date on which the incident occurred or as otherwise agreed to by the Planning Secretary, Iberdrola Australia will provide the Planning Secretary and any relevant public authorities (as determined by the Planning Secretary) with a detailed report on the incident addressing all requirements below, and such further reports as may be requested.

The Incident Report will include:

- (a) a summary of the incident;
- (b) outcomes of an incident investigation, including identification of the cause of the incident;
- (c) details of the corrective and preventative actions that have been, or will be, implemented to address the incident and prevent recurrence; and
- (d) details of any communication with other stakeholders regarding the incident.

9.3. Records

All incidents and non-compliances will be recorded and maintained within a **Complaints and Incident Management Database**. The database will also include details of any corrective actions, lessons learnt and close out of the incident or complaint.

9.4. Emergency response

Emergency response procedures are outlined within Iberdrola Australia's Emergency Response Plan (June, 2022). This Plan will be implemented in the event of an emergency.

In accordance with Part B, Condition B25, the Emergency Response Plan will be updated prior to the commencement of commissioning and provided to Fire and Rescue NSW.

In accordance with Part B, Condition B26, an **Emergency Services Information Package** will be prepared in accordance with *Emergency services information and tactical fire plan* (FRNSW, 2019), to the satisfaction of Fire and Rescue NSW. A copy of the Emergency Services Information Package will be kept on-site in a prominent position adjacent to the site entry points, following commencement of commissioning, as required in accordance with Part B, Condition B27.

10. Monitoring, audits and review

10.1. Independent audits

Part C, Condition C17, requires that Independent Audits of the Project will be conducted and carried out at the frequency and in accordance with the *Independent Audit Post Approval Requirements* (2020), unless otherwise agreed by the Planning Secretary,

The frequency of Independent Audits specified in *Independent Audit Post Approval Requirements* (2020) is detailed in Table 10-1.

Table 10-1 Audit frequency

Phase	Initial Independent Audit	Ongoing Independent Audit Intervals
Construction	Within 12 weeks of the commencement of construction	At intervals, no greater than 26 weeks from the date of the initial Independent Audit or as otherwise agreed by the Secretary
Operation	Within 26 weeks of the commencement of operation	At intervals, no greater than 3 years or as otherwise agreed by the Secretary.
Closure	Within 52 weeks from notifying of suspension/ceasing of operations.	At intervals no greater than 1 year or as otherwise agreed by the Secretary.

Independent Audits will be undertaken by a suitably qualified, experienced and independent auditor. The auditor will have both:

- Certification as a lead or principal environmental auditor with a relevant industry body (i.e. such as JAS-ANZ or Exemplar Global or an organisation accredited by an industry body such as JAS-ANZ or Exemplar Global) or other suitable qualifications; and
- Experience in relation to developments that have been subject to environmental impact assessment, environmental management, compliance and auditing in the relevant industry.

Independent Audits will be:

- Reviewed and responded to by Iberdrola Australia
- Submitted to DPHI within two months of undertaking the independent audit site inspection, unless otherwise agreed by the Department.

10.2. Review

In accordance with Part C, Condition C4, Iberdrola will

- Update the strategies, plans, programs or studies required under this consent to the satisfaction of the Planning Secretary prior to carrying out any upgrading or decommissioning activities on site
- Review and, if necessary, revise the strategies, plans or programs required under this consent to the satisfaction of the Planning Secretary within one month of the:
 - submission of an updated layout plan under Part C, Condition C11
 - submission of an incident report under Part C, Condition C13
 - submission of an audit report under Part C, Condition C17
 - any modification to the conditions of this consent.

In accordance with Part C, Condition C3(g), a review of the environmental risk assessment will be undertaken to determine whether the measures implemented to manage the risks identified are effective.

10.3. Monitoring and inspections

Environmental Inspections and monitoring will be undertaken for construction (Table 10-2). The findings from monitoring activities will be reported and evaluated to identify opportunities for improvement in environmental management.

Table 10-2 Construction monitoring

Category	Frequency	Actions	Relevant plan or strategy
General site inspection	Weekly	<ul style="list-style-type: none"> • Inspect environmental controls • Actions identified during inspections will be assigned to a person for completion and monitored for close out • Any relevant identified issues will be discussed at daily pre-starts 	EMS (this document)
Post rainfall inspection	As outlined in Section 8.2.	<ul style="list-style-type: none"> • Inspect the erosion and sediment control measures and the internal SEF drainage network 	EMS (this document)
Independent audit	As outlined in Section 10.1.	<ul style="list-style-type: none"> • Conduct independent audits in accordance with the <i>Independent Audit Post Approval Requirements (2020)</i> 	EMS (this document)

APPENDIX A LEGISLATION REGISTER

Environmental Planning Instrument
<i>Environmental Planning and Assessment Act 1979</i>
<i>Environmental Planning and Assessment Regulation 2021</i>
<i>Contaminated Land Management Act 1997</i>
<i>Biosecurity Act 2015</i>
<i>Biodiversity Conservation Act 2016 (BC Act)</i>
<i>Protection of the Environment Operations Act 1997 (POEO Act)</i>
Protection of the Environment Operations (Waste) Regulation 2014
<i>Waste Avoidance and Resource Recovery Act 2001</i>
<i>State Environmental Planning Policy (SEPP) (Biodiversity and Conservation) 2021 - Chapter 6 Water Catchments</i>
<i>SEPP (Resilience and Hazards) 2021 (R&H SEPP)</i>
<i>Cumberland Local Environmental Plan 2021 (Cumberland LEP)</i>
<i>Roads Act 1993</i>
<i>Heritage Act 1977</i>

APPENDIX B DEVELOPMENT CONSENT

Secondary development consent requirements related to construction and where they are included in this EMS are provided in Table 10-3.

Table 10-3 Secondary development consent requirements related to construction

#	Development Consent Requirement	Location in this Document
A1	In addition to meeting the specific performance measures and criteria established under this consent, all reasonable and feasible measures must be implemented to prevent, and if prevention is not reasonable and feasible, minimise, any material harm to the environment that may result from the construction, operation, commissioning, upgrading, rehabilitation or decommissioning of the development.	Section 8
A8	All new buildings and structures and any alternations or additions to existing buildings and structures that are part of the development must be constructed in accordance with the relevant requirements of the BCA	Section 8.4
A9	All demolition must be carried out in accordance with Australian Standard AS 2601-2001 The Demolition of Structures, or its latest version	Section 8.4
A11	All plant and equipment used on site, or in connection with the development, must be: (a) maintained in a proper and efficient condition; and (b) operated in a proper and efficient manner.	Section 8.1
A13	The Applicant must ensure that all of its employees, contractors (and their sub-contractors) are made aware of, and are instructed to comply with, the conditions of this consent relevant to activities they carry out in respect of the development.	Section 5.2
B4	A Traffic Management Plan must be prepared and implemented for the development. The plan must: (a) be prepared prior to the commencement of construction; (b) be prepared in consultation with TfNSW; (c) include: i. a summary of any relevant commitments or recommendations identified in the documents listed in condition A2(c); ii. a description and map of the transport route(s) to be used for all development-related traffic; iii. a description of measures to minimise project related light vehicle traffic on Herbert Road; iv. details about the management of oversize/overmass vehicles and heavy vehicles requiring escort, including protocols for	Traffic Management Plan

#	Development Consent Requirement	Location in this Document
	<p>reversing from the site to minimise risks to pedestrians and other road users; and</p> <p>v. a driver’s code of conduct.</p>	
B5	<p>Construction may only occur between 7:00 am and 6:00 pm Monday to Fridays; and 8:00 am and 1:00 pm Saturdays, except:</p> <p>(a) for deliveries of plant, equipment and materials which are required to be delivered outside standard construction hours by the police and/or other authorities for safety reasons; or</p> <p>(b) for emergency work to avoid loss of life, damage to property and/or environmental harm; or</p> <p>(c) for works implemented in accordance with an out-of-hours work protocol approved by the Planning Secretary.</p>	Section 8.1
B6	<p>An out-of-hours-work protocol must be submitted to the Planning Secretary for approval prior to the commencement of any out-of-hours construction work (other than the exceptions listed in conditions B5(a)-B5(b). The protocol must:</p> <p>(a) identify a process for the consideration and management of construction which is outside the hours defined in condition B5;</p> <p>(b) be consistent with the requirements of the Interim Construction Noise Guideline (DECC, 2009);</p> <p>(c) justify why the construction needs to be undertaken as out-of-hours construction, including consideration of consultation undertaken as part of the documents listed in condition A2(c);</p> <p>(d) identify low, medium and high-risk out-of-hours work, proposed mitigation and management measures; and</p> <p>(e) include written notification arrangements for affected residences for approved out-of-hours work</p>	Section 8.1
B7	<p>All reasonable and feasible noise mitigation measures must be implemented to achieve the noise management levels detailed in the Interim Construction Noise Guideline (DECC, 2009). Any activities that could exceed the noise management levels must be identified and managed in accordance with the environmental management strategy required under condition C1 of this approve</p>	Section 8.1
B11	<p>All reasonable and feasible mitigation measures must be implemented to:</p> <p>(a) prevent the generation of dust from the development; and</p> <p>(b) limit the extent of potential dust generating surfaces exposed at the development at any given time</p>	Section 8.4

#	Development Consent Requirement	Location in this Document
B12	Trucks entering or leaving the site that are carrying loads of dust generating materials must have their loads covered at all times, except during loading and unloading	Section 8.4
B16	The development must not cause any water pollution, as defined under Section 120 of the POEO Act	Section 8.2
B17	<p>An Unexpected Finds Procedure for contamination must be prepared before the commencement of construction and implemented throughout construction. The procedure must:</p> <ul style="list-style-type: none"> (a) be followed should unexpected contamination or asbestos (or suspected contamination) be excavated or otherwise discovered; (b) include details of who will be responsible for implementing the unexpected finds procedure and the roles and responsibilities of all parties involved; and (c) be prepared, (or reviewed and approved), by consultants certified under either the Environment Institute of Australia and New Zealand’s Certified Environmental Practitioner (Site Contamination) scheme (CenvP(SC)) or the Soil Science Australia Certified Professional Soil Scientist Contaminated Site Assessment and Management (CPSS CSAM) scheme. 	Appendix F
B18	<p>Erosion and sediment controls must be implemented for the development. The controls must:</p> <ul style="list-style-type: none"> (a) be implemented prior to the commencement of construction or other surface disturbance; (b) be adequately maintained for the duration of surface disturbance; (c) be in accordance with the relevant requirements of the <i>Managing Urban Stormwater: Soils and Construction - Volume 1: Blue Book</i> (Landcom, 2004) guideline 	
B24	<p>All chemicals, fuels and oils used on-site must be stored and handled in accordance with:</p> <ul style="list-style-type: none"> (a) the requirements of all relevant Australian Standards; and (b) the NSW EPA’s Storing and Handling of Liquids: Environmental Protection – Participants Handbook if the chemicals are liquids. <p>In the event of an inconsistency between the requirements (a) and (b) above, the most stringent requirement must prevail to the extent of the inconsistency.</p>	Section 8.3
B28	All reasonable mitigation and management measures must be implemented to minimise the waste generated by the development.	Section 8.3

#	Development Consent Requirement	Location in this Document
B29	All waste generated by the development must be classified in accordance with the EPA's Waste Classification Guidelines 2014;	Section 8.3
B30	All waste generated by the development must be stored and handled in accordance with its classification.	Section 8.3
B31	All waste must be removed from the site as soon as practicable and reused, recycled or sent to an appropriately licensed waste facility for disposal	Section 8.3
B32	Waste not generated by the development must not be received, stored, treated, processed, re-processed or disposed of on the site except as expressly permitted in an applicable EPL, specific resource recovery order or exemption under the Protection of the Environment Operations (Waste) Regulation 2014	Section 8.3
B33	Chemicals, fuels and oils used on-site must be kept in appropriately bunded areas in accordance with the requirements of all relevant Australian Standards, and/or Storing and Handling of Liquids: Environment Protection- Participants Manual (EPA, 2007).	Section 8.3
C4	<p>The Applicant must:</p> <ul style="list-style-type: none"> (a) (a) update the strategies, plans, programs or studies required under this consent to the satisfaction of the Planning Secretary prior to carrying out any upgrading or decommissioning activities on site; and (b) (b) review and, if necessary, revise the strategies, plans or programs required under this consent to the satisfaction of the Planning Secretary within 1 month of the: <ul style="list-style-type: none"> i. submission of an updated layout plan under condition C11 of Schedule 2; ii. submission of an incident report under condition C13 of Schedule 2; iii. submission of an audit report under condition C17 of Schedule 2; or iv. any modification to the conditions of this consent 	Section 10.2
C10	<p>Prior to commencing the construction, operations, upgrading or decommissioning of the development or the cessation of operations, the Applicant must notify the Department in writing via the Major Projects website portal of the date of commencement, or cessation, of the relevant phase.</p> <p>If any of these phases of the development are to be staged, then the Applicant must notify the Department in writing prior to commencing</p>	Section 6.4

#	Development Consent Requirement	Location in this Document
	the relevant stage, and clearly identify the development that would be carried out during the relevant stage	
C11	<p>Prior to commencing construction, layout plans showing details on the siting of batteries must be submitted to the Department via the Major Projects website.</p> <p>The development must be constructed in accordance with the layout plans.</p>	Section 3
C13	<p>The Department must be notified in writing via the Major Projects website immediately after the Applicant becomes aware of an incident. The notification must identify the development (including the development application number and the name of the development if it has one) and set out the location and nature of the incident. Subsequent notification requirements must be given, and reports submitted in accordance with the requirements set out in Appendix 4 of the Development Consent</p>	Section 9.2
C14	<p>The Planning Secretary must be notified in writing via the Major Projects website within seven days after the Applicant becomes aware of any non-compliance</p>	Section 9.1
C17	<p>Unless otherwise agreed by the Planning Secretary, Independent Audits of the development must be conducted and carried out at the frequency and in accordance with the Independent Audit Post Approval Requirements (2020).</p>	Section 10.1

APPENDIX C EIS MITIGATION MEASURES

EIS Mitigation measures related to construction and where they are included in this EMS are provided in Table 10-3.

Table 10-4: SSD 59625460 EIS Mitigation Measures

ID	Mitigation Measures	Timing	Where addressed
General			
G1	Operate plant and equipment in a proper and efficient manner and maintain plant and equipment in a proper and efficient condition.	Construction and operation	Section 8.1
Traffic and transport			
T1	<p>Develop a CTMP, prior to construction, in consultation with Transport for New South Wales. Include, at a minimum, the following management measures:</p> <ul style="list-style-type: none"> • Undertake consultation with the relevant road authorities and adjacent landowners during preparation of the CTMP • A process for ongoing consultation with relevant authorities • A process for managing OSOM deliveries • Routes to be used by heavy construction-related vehicles to minimise impacts on sensitive land uses and businesses. Secondary alternative construction route activities should be included, in the event of the primary route is blocked off by an emergency • Identification of parking areas for the workforce to minimise impacts on sensitive land uses and businesses • Implement measures to manage and facilitate the ingress/egress of the plant delivery truck to ensure safety for all users along Herbert Place, including, as required regulatory and direction signposting, variable message signs, traffic management personnel and all other traffic control devices necessary for the implementation of the CTMP • Ensure the performance of project traffic arrangements is monitored during construction. 	Pre-construction	Traffic Management Plan
T2	Induct employees and contractors to raise awareness and understanding of traffic and transport mitigation measures will be implemented during construction.	Construction	Traffic Management Plan

ID	Mitigation Measures	Timing	Where addressed
T3	<p>To minimise the potential for parking disruptions, the following management hierarchy will be applied:</p> <ul style="list-style-type: none"> Existing parking within the SEF will be utilised. Car parking will occur within the proposed construction compound. In consultation with neighbouring landowners. 	Construction	Traffic Management Plan
T4	<p>The following hierarchal approach would be adopted for access into the SEF:</p> <ul style="list-style-type: none"> Use of construction vehicles that allow for ingress/egress in a forward direction. Whilst this is the preference it is noted that the vehicle size would be dictated by the chosen OEM specifications and heavy vehicle general mass and dimension limits Vehicles unable to egress in a forward direction would prioritise reversing onto the private Visy access road in consultation with Visy and drive onto Herbert Place in a forward direction. Vehicles unable to egress in a forward direction would reverse onto the private Visy access road and Herbert Place in rare scenarios where constraints do not facilitate the alternative options 	Construction	Traffic Management Plan
Noise and vibration			
NV1	<p>Restrict noise-generating construction activities to the recommended standard hours of work:</p> <ul style="list-style-type: none"> 7 am to 6 pm, Monday to Friday 8 am to 1 pm, Saturday No work on Sundays or public holidays. <p>Note certain activities may be required outside of the standard construction hours. Key stakeholders would be informed prior to out of hours activities. These activities potentially include:</p> <ul style="list-style-type: none"> Delivery of plant and equipment for safety reasons (e.g. OSOM vehicles) Commissioning and testing activities that must align with demands on the grid Emergency work to avoid damage to persons or property and/or to prevent environmental harm 	Construction	Section 8.1

ID	Mitigation Measures	Timing	Where addressed
	<ul style="list-style-type: none"> Construction works where it can be demonstrated and justified that these works are required to be undertaken outside of standard construction hours. 		
NV2	Undertake and provide consultation avenues during construction including: <ul style="list-style-type: none"> Notifying impacted receivers prior to works commencing Maintaining community relations throughout construction period Complaints handling through appropriate channels and response mechanism. 	Construction	Section 8.1
NV3	Worksite induction training and / or toolboxes will include education for workers on noise issues related to the Project Site and to be aware of the mitigation measures to be implemented.	Construction	Section 8.1
NV4	Identify feasible and reasonable approaches to reduce noise and vibration impacts in the CEMP as per the NSW Department of Environment and Climate Change's <i>Interim Construction Noise Guideline 2009</i> .	Pre-construction	Section 8.1
Hazards and risk			
HR8	Prior to construction, a construction and design safety management study in accordance with Jemena protocols will be developed with participation from Jemena to further consider the credible threats and mitigation to the Eastern Gas Pipeline and regulating station, including consideration of AS4853 -Electrical Hazard Assessment and AS2885.6 - Pipelines - Gas and liquid petroleum Pipeline safety management.	Pre-construction	Section 8.4
Land and contamination			
LC1	An Unexpected Finds Protocol will be included in the CEMP to manage any disturbance of material that is odorous, stained or containing anthropogenic materials, in the event these are encountered during construction.	Pre-construction	Appendix F
LC2	Should fill be identified at the location of the cooling towers, further sampling will be undertaken to address the data gap present and for waste classification.	Construction	Section 8.2

ID	Mitigation Measures	Timing	Where addressed
Water			
WA6	A Soil and Water Management Plan and Erosion and Sediment Control Plan (ESCP), or equivalent, would be incorporated into the CEMP. These plans would be developed and implemented in accordance with the principles and requirements of the Landcom 2004 Managing Urban Stormwater: Soils and Construction – Volume 1 (commonly known as the ‘Blue Book’). The ESCP will be progressively updated to reflect the changing nature of the Project site as construction activities progress.	Pre-construction	Section 8.2
WA7	Inspection and monitoring of the erosion and sediment control measures and the internal SEF drainage network will be undertaken regularly throughout the construction period and following large rainfall events. Any increase in sediment loads resulting from construction activities may necessitate more frequent maintenance of the SEF drainage network, including the on-site detention tank and oil-water separators.	Construction	Section 8.2
WA8	An incident response procedure will be prepared to manage the response for potential spills on-site. This may include closing off the isolation valve at the drainage outlet of the Project Site to prevent any stormwater discharge from the Project Site drainage network.	Pre-construction	Section 8.2
Social and economic			
SE1	<p>Undertake community and stakeholder engagement in the lead up to and during construction of the Project. This would help to ensure that:</p> <ul style="list-style-type: none"> • The community and stakeholders have a high level of awareness of all processes and activities • The community and stakeholders are made aware of any potential disturbances and/or disruptions well in advance of them occurring • Accurate and accessible information is made available • A timely response is given to issues and concerns raised by the community • Feedback from the community is encouraged • Opportunities for input are provided. 	Pre-construction	Section 6.5 Appendix D Appendix E

ID	Mitigation Measures	Timing	Where addressed
Waste management			
W1	All materials requiring removal from the Project Site will be classified in accordance with the <i>NSW EPA (2014) Waste Classification Guidelines</i> . Where required, material will be transported from the Project Site to an appropriately licensed landfill for disposal, or to an appropriately licenced recycling facility.	Construction	Section 8.3
W2	The resource management hierarchy principles established under the WARR Act of avoid / reduce / reuse / recycle / dispose will be applied where feasible.	Construction	Section 8.3
W3	Waste management measures will be included in the CEMP, detailing appropriate procedures for waste management in accordance with the waste management hierarchy.	Pre-construction	Section 8.3
W4	Wastes will be appropriately transported, stored and handled in accordance with NSW EPA waste classification and in a manner that prevents pollution of the surrounding environment.	Construction	Section 8.3
W5	The handling and management of special wastes will be carried out in accordance with relevant legislation, codes of practice and Australian standards.	Construction	Section 8.3
W6	A Waste Register will be maintained for the duration of construction. The register will detail the type of waste, volume/quantity of waste and recycle/disposal options.	Construction	Section 8.3
W7	Working areas will be maintained, kept free of rubbish, and cleaned up at the end of each working shift.	Construction	Section 8.3
Air Quality			
AQ1	Reasonable and feasible dust suppression will be implemented during construction activities to minimise fugitive dust emissions.	Construction	Section 8.4
AQ3	All vehicles transporting materials to and from the Project Site will be covered and secured.	Construction	Section 8.4
AQ4	Speed limits on the site will be established and enforced during construction.	Construction	Section 8.4

ID	Mitigation Measures	Timing	Where addressed
AQ5	All plant and equipment will be inspected before it is used on-site and maintained in accordance with manufacturers specifications and would comply with relevant vehicle emission standards, where applicable.	Construction	Section 8.4
AQ6	All plant and equipment will be switched off when not in use for extended periods.	Construction	Section 8.4
AQ7	Air quality measures will be included in the CEMP.	Pre-construction	Section 8.4
AQ8	Dust and air quality complaints will be managed in accordance with the overarching complaints handling process for the Project. Appropriate corrective actions, if required, will be taken to reduce emissions in a timely manner.	Construction	Section 8.4
Biodiversity			
B1	Biodiversity measures will be included in the CEMP to ensure that runoff from the Project Site is managed to prevent the spread of noxious weeds and other invasive species.	Pre-construction	Section 8.4
Heritage (Aboriginal and non-Aboriginal)			
H1	An unexpected finds protocol will be prepared and included in the CEMP. This protocol will outline the procedure for managing the identification of items of potential heritage significance during construction.	Construction	Section 8.4 Appendix G

APPENDIX D IBERDROLA AUSTRALIA COMPLAINTS HANDLING POLICY

Complaints Handling Policy

Making a complaint

A complaint can be reported verbally (by telephone or in person) or in writing (by letter, facsimile, email or social media channels) to an Infigen employee or Iberdrola Australia's registry services provider, Link Market Services Limited.

How can you contact Iberdrola Australia to make a complaint?

Individuals can contact Iberdrola Australia in one of the following ways:

Head Office
Level 17, 56 Pitt Street
Sydney NSW 2000
Australia

Phone: +61 8031 9900
Free (within Australia): +61 1800 917 372
Fax: +61 2 9247 6086
or by filling in our online enquiry form.

Wind farms

For wind farm related complaints, please email complaints@iberdrola.com.au

Wind farm related complaints can also be submitted to the Office of the National Wind Farm Commissioner by phone, email or in writing. For more information, please visit www.nwfc.gov.au.

Phone: +61 1800 656 395
Email: nwfc@environment.gov.au

National Wind Farm Commissioner
PO Box 24434
Melbourne VIC 3001
Australia

The complaints process

The complaints process of Iberdrola Australia is as follows:

- (a) the initial response (being the first contact made with the complainant after the complaint is received) for a written or verbal complaint should be provided to the complainant as soon as practicable, and normally within five business days;
- (b) where feasible, complaints are targeted to be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to the relevant member of senior management;

(c) once resolution of a complaint has been determined, the complainant should be advised of the decision made in relation to the complaint and any further remedies (e.g. referral of asset related matters to the National Wind Farm Commissioner for facilitation/conciliation) available to the complainant if they are not satisfied with the outcome.

Iberdrola Australia Energy Trust

In respect of the managed investment scheme, Iberdrola Australia Energy Trust (IET):

(a) if a complaint cannot be resolved within 45 days or the complainant is dissatisfied with the decision, the complainant may have the right to further complain to the external dispute resolution scheme of the Australian Financial Complaints Authority (AFCA);

(b) all complaints answered in writing will contain the following (or any updated wording advised by AFCA to Iberdrola Australia from time to time) :

Iberdrola Australia Energy RE Limited is a member of an independent dispute resolution scheme, managed by the Australian Financial Complaints Authority (AFCA). If you feel your complaint remains unresolved or you wish AFCA to further investigate your complaint, you can contact AFCA as detailed below:

By telephone: +61 1300 56 55 62

In writing: Australian Financial Complaints Authority – GPO Box 3, Melbourne VIC 3001

By email: info@afca.org.au

Privacy Complaints

If a privacy complaint is not resolved satisfactorily within 45 days of being received and there is no timely prospect of the complaint being resolved, the complainant should be made aware of the Office of the Australian Information Commissioner (OAIC) and the ability of the complainant to make a written complaint to the OAIC pursuant to section 36 (Complaints) of the Privacy Act.

Charges associated with handling complaints

Subject to any statutory requirements, complaints handling will be conducted at no charge to the complainant. A copy of Infigen's Complaints Handling Policy will be made available to complainants on request, free of charge.

APPENDIX E IBERDROLA AUSTRALIA COMPLAINT MANAGEMENT PLAN

Smithfield Power Station



Smithfield Power Generation Pty Limited
ABN 45 616 835 682
1 Farrer Place, Sydney, NSW, 2000
T: 02 8031 9900

Complaints Management Plan

Guidelines for receiving, recording and handling of complaints related to the Smithfield Power Station facility.

April 2024

Document Reference: SMTG1-PRJ-IBA-PLN-0011-0

Smithfield Power Station

Complaints Management Plan



Revision History

Date	Author	Version	Revision Notes
10/04/2024	Matthew Hayward	0	Controlled to SMTG1

Smithfield Power Station

Complaints Management Plan



1. INTRODUCTION

This protocol outlines the complaints management procedure to be used by Iberdrola Australia in relation to communication with external stakeholders wishing to register an inquiry or raise a complaint relating to the operation of the Smithfield Power Station (Facility), or during the construction or demolition of equipment at Smithfield.

The definition of 'complaint' as per Iberdrola Australia's Complaints Handling Policy is *"an expression of dissatisfaction made by a third party to Iberdrola Australia, including to its agents and employees, which relates to Iberdrola Australia and its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected."*

i. Purpose

The objective of this protocol is to ensure there is a transparent process in place to efficiently and respectfully resolve legitimate issues, concerns or problems raised by individuals or groups in relation to the operation or relocation of the Facility.

The sections below identify the key personnel relevant to this process; describe the procedural obligations of each internal stakeholder; and set out minimum requirements for what information is recorded at the time a complaint or inquiry is received.

ii. Background

Smithfield Power Station is comprised of three (3) GE Frame 6B Gas Turbine Generators and Balance of Plant (BOP) owned and operated by Smithfield Power Generation Pty Ltd (Iberdrola Australia).

The Facility provides up to 123MW of electricity to the National Electricity Market (NEM) and is operated by Iberdrola Australia as a commercial firming generation asset.

Demolition of plant at Smithfield commenced in February 2024. The plant will continue operation during demolition and construction in 2024 and 2025. Works, including commissioning in various phases, will be occurring during this time period.

The key planning and environmental approvals that govern the project are the Smithfield Development Approval and the Smithfield Environmental Protection Authority Licence 5701.

The aspects of these approvals relevant to this Protocol include:

iii. Noise Management Plan and Community Engagement Plan

The DA requires Iberdrola Australia to obtain an environmental authorisation that will include conditions. A condition of the Environmental Licence requires Iberdrola Australia to prepare and comply with a Community Engagement Plan (CEP) and a Noise Management Plan (NMP) which details ongoing noise monitoring to be undertaken and include provisions for reporting at the end of each season (four times per year) during the operational phase of the development.

The quarterly reports shall include:

- total number of hours of commercial operation for the season (expressed as both a total number and the percentage of the total hours in the season);
- total hours of commercial operation for the calendar year as at the end of the relevant season;
- results of noise monitoring during the relevant season; and
- the number of noise complaints received, and the actions taken to address these during the relevant season.

iv. Environmental Protection Authority (EPA) Licence

Smithfield site Licence 5701 issued by the New South Wales Environment Protection Authority (**EPA**) requires that complaints register exists and includes;

- a) The date and time that the complaint was made;
- b) Details of the complaint including the likely cause of events giving rise to the complaint;
- c) The contact details of the complainant (if permitted by the complainant); and
- d) Details of any action take in response to the complaint by the Licensee.

The complaints register will be managed by the Smithfield Power Station (SMTG1) Operations and Projects team.

Smithfield Power Station

Complaints Management Plan



2. CONTACT DETAILS

2.1 Website

The Iberdrola Australia website contains information relating to Smithfield.

The website is located at <https://www.iberdrola.com.au/our-assets/firming-assets/>

2.2 Social Media

Complaints made on Iberdrola Australia's social media platforms, e.g., Facebook or Twitter channels, are not considered as formally submitted complaints.

When a complaint regarding the Smithfield Power Station is made on any of Iberdrola Australia's social media channels, the General Manager, Corporate development, Sustainability and Communications (or other team members of the Communications Team monitoring Iberdrola Australia's social media channels), should advise the external stakeholder of the formal complaints management procedure outlined in this document.

The Operations Manager and relevant Project Manager should also be notified of any such complaint.

2.3 Postal Address

Correspondence to Smithfield operations team can be sent to Iberdrola Australia can be contacted at the following postal address:

Operations Manager
Smithfield Power Generation Pty Ltd
Lot 33, 6 Herbert Place
Smithfield, New South Wales, 2167

2.4 Email

The enquiries email address for the project is: complaints@iberdrola.com.au

The recipients of an email sent to this address include Iberdrola Australia's:

- Site Supervisor – Smithfield Power Station
- Thermal Operations Manager – Operations & Projects
- QHSE Manager – Operations
- Project Manager – Smithfield Power Station Project

Smithfield Power Station

Complaints Management Plan



2.5 Phone Calls

Iberdrola Australia has set up a 24-hour phone number for any inquiries, which is:

Dedicated Operations Centre Complaints Line: 1800 917 372

2.6 Smithfield Power Station Project Site Contact

During the Smithfield Power Station Project construction works a representative from Iberdrola Australia will be present at site during site operating hours. Any inquiries and/or complaints received in person at site shall be recorded in the register and forwarded to the Smithfield Project Manager and the Smithfield Operations Manager.

3. HANDLING INQUIRIES & COMPLAINTS

3.1 Receiving inquiries or complaints

All inquiries and/or complaints address via any of the communication routes and media outlined in Section 2 shall be treated seriously and met with respect.

When receiving a verbal complaint, it is important to record and confirm the complainant's details, if permitted by the complainant (i.e., name, contact number, date and time the complaint was made and an accurate date and time that the complaint is relevant to).

Any person with an inquiry or complaint should be encouraged to provide all the information required to enable Iberdrola Australia to understand the nature of the inquiry and the potential impact or urgency relating to the inquiry.

Once details have been recorded the person making the inquiry or complaint should be advised that their complaint will be registered in a register and that a representative from Iberdrola Australia will respond to their inquiry and/or complaint shortly.

3.2 Registering the complaint. On receipt of an inquiry or a complaint, it shall be registered immediately in the SMTG1 Stakeholder Engagement Register [SMTG1-PRJ-IBA-REG-0004-A Stakeholder Engagement Register](#) and forward an e-mail notification to:

- complaints@iberdrola.com.au
- SMT Site Supervisor, Matthew Hayward, matthew.hayward@iberdrola.com.au

Smithfield Power Station



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- Thermal Operations Manager, Stephen Murphy, stephen.murphy@iberdrola.com.au

If the inquiry and/or complaint is in regard to another party works or infrastructure, then we should record the details of the inquiry and forward the details and/or complaint to the third party as appropriate and then respond to the person who raised the inquiry/complaint that we have actioned this with details of who it has been passed through to.

If the complaint is regarding noise, and the OCC Operator did not receive and register the call, advise the OCC of the date and time of the complaint so wind speed and direction can be determined if necessary for far field noise emission impact.

Resolution of the complaints process will be the responsibility of the SMT Site Supervisor with support from others within the business depending on the nature of the inquiry and/or complaint.

When responding or communicating and responding to inquiries and/or complaints copies of any correspondence shall be linked and filed in the register itself so that all correspondence can be retrieved and checked.

The register shall be updated with the appropriate actions taken to resolve the complaint or respond to the inquiry.

To ensure consistency with the Iberdrola Australia Group Complaints Handling process:

- the initial response acknowledging receipt of an inquiry or complaint shall be responded to as soon as practicable, and normally within seven days;
- where feasible all complaints should be resolved within 30 days of being received. Any complaint not resolved within 30 days of being received should be referred to Iberdrola Australia's Thermal Operations Manager;
- once resolution of an inquiry or complaint has been determined, the complainant should be advised of the action made in relation to the complaint and any further remedies (if any) available to the complainant if they are not satisfied with the outcome; and
- subject to any statutory requirements, complaints handling will be conducted at no charge to the complainant.

The SMT register shall be reviewed on a monthly basis and a summary of any inquiries or complaints shall be reported in the internal monthly report.

Refer link to Iberdrola Australia's website:

Smithfield Power Station

Complaints Management Plan



<https://www.iberdrola.com.au/assets/Complaints-Handling-Policy-12pt-font.pdf>
<https://www.iberdrola.com.au/about-us/about-iberdrola-australia/>

APPENDIX F UNEXPECTED FINDS PROCEDURE

Overview

In accordance with Part B, Condition B17, this **Unexpected Finds Procedure** for contamination will be implemented throughout construction and:

- will be followed should unexpected contamination or asbestos (or suspected contamination) be excavated or otherwise discovered
- includes details of who will be responsible for implementing the unexpected finds procedure and the roles and responsibilities of all parties involved
- has been prepared, (or reviewed and approved), by consultants certified under either the Environment Institute of Australia and New Zealand's Certified Environmental Practitioner (Site Contamination) scheme (CenvP(SC)) or the Soil Science Australia Certified Professional Soil Scientist Contaminated Site Assessment and Management (CPSS CSAM) scheme.

Review

This **Unexpected Finds Procedure** for contamination has been reviewed and approved by Christine Louie, who is a certified Environmental Practitioner Site Contamination Specialist under the CEnvP Scheme of the Environment Institute of Australia and New Zealand (Registration Number SC41201).

Background

Arcadis undertook a Preliminary Site Investigation (PSI) (2023) as part of the Smithfield BESS EIS which included a desktop review and site walkover of the Project Site and surrounds. The PSI took into consideration previous investigations of the Project Site, including:

- Preliminary Site Investigation (Jacobs, 2016)
- Contamination Baseline Assessment (Arcadis, 2019).

The desktop review of the council, state and defence records found no potential land contaminating activities on the Project Site. However, such activities were identified within 1 km of the Project Site, including liquid fuel facilities and motor garages.

The desktop review of the NSW EPA records revealed potential land contaminating activities on and surrounding the Project Site. These include the current use of the Project Site as an energy facility, and Visy Paper Pty Ltd located immediately adjacent to the Project Site. Other nearby activities potentially causing contamination include waste generation and treatment, agricultural processing and toxic substance production.

A Contamination Baseline Assessment (CBA) completed by Arcadis in 2019 on the same property found no exceedances of human or ecological health assessment criteria within soil samples taken from the Project Site.

The desktop assessment review indicated a potential for uncontrolled filling and leaks or spills from storage tanks with associated contaminants. Thus, potential contaminants anticipated to be on-site are asbestos, polychlorinated biphenyls (PCBs), water treatment chemicals and PFAS.

Environmental Management Strategy

However, field observations and analytical results were below the Tier 1 screening criteria within the National Environmental Protection Measures (NEPM) for the following contaminants:

- Total recoverable hydrocarbons
- Benzene, toluene, ethylbenzene, xylene and naphthalene (BTEXN)
- Polycyclic aromatic hydrocarbons
- Organochlorine pesticides / organophosphate pesticides
- PCBs
- Asbestos
- PFAS.

Minor exceedances of groundwater and surface water criteria were observed. Exceedances of zinc in the groundwater were only marginal and likely indicative of naturally occurring groundwater conditions. Concentrations of per- and polyfluoroalkyl substances (PFAS) in groundwater were also in exceedance of the applicable guidelines, albeit the source of this was unknown. In surface water, concentrations of chromium, copper and zinc were found to be in exceedance of Tier-1 health or ecological screening criteria. Nevertheless, the CBA found that there was a low risk of gross contamination based on the results of the intrusive investigation and groundwater and surface water monitoring.

Therefore, a source of contamination which may pose a risk to human health through direct contact, inhalation vapour intrusion or direct uptake, within a commercial or industrial land use has not been identified.

Scope

This protocol applies to the following activities:

- The demolition and removal of existing structures on-site
- Importation of fill material to support earthworks undertaken as part of the site redevelopment works
- Installation of site infrastructure including stormwater, service connections, utilities, roads and access infrastructure
- Any other activities that have the potential to uncover or encounter contaminated materials, waste or asbestos.

Training and induction requirements

All site personnel (including sub-contractors) at the Project will be inducted on the identification of potential contaminated material along with the requirements of this unexpected finds procedure during inductions and/or regular toolbox talks.

A copy of this unexpected finds procedure will be retained on-site at all times. Electronic copies of this Procedure will be provided to site personnel and sub-contractors, as required.

The site unexpected finds register, and hazardous material register will be updated each time an observation of potentially hazardous or contaminating materials is made.

All personnel have a responsibility to **STOP WORK** and notify the Construction Contractor Site Supervisor of any suspected contamination.

Personal protective equipment (PPE)

When an unexpected potentially contaminated or hazardous material is found on site, appropriate personal protective equipment (PPE) is to be worn prior to any unexpected find investigation / management. This may include, but should not be limited to:

- Eye protection e.g. safety glasses or goggles
- Face mask
- Steel-toe boots
- Safety gloves
- High visibility long-sleeve shirt
- Long trousers
- Hard hat if overhead hazards are present
- P2 respirator if fine materials and dust is present.

Assessment guidelines for unexpected finds

The development use is consistent with commercial / industrial, as defined in the National Environmental Protection (Assessment of Site Contamination) Measure (NEPM) (NEPC, 2013). Unexpected finds at the Project Site should be assessed and managed in accordance with the criteria contained within the following guidelines:

- Heads of EPA Australia and New Zealand (HEPA) (2020) *PFAS National Environmental Management Plan*
- National Environmental Protection Council (ASC NEPC) NEPM (2013) HIL-D and HSL-D (Commercial/Industrial) criteria
- NSW EPA (2014) *Waste Classification Guidelines: Parts 1-3*
- NSW EPA Resource Recovery Framework, including current Orders and Exemptions.
- NSW EPA (2022) *Contaminated land sampling design guidelines part 1 and part 2*
- NSW EPA (2015) *Guidelines on the Duty to Report Contamination under the Contaminated Land Management Act 1997*
- NSW EPA (2019a) *Standards for Managing Construction Waste in NSW*
- NSW EPA (2019b) *Construction and Demolition Waste: A Management Toolkit*
- NSW EPA (2020) *Consultants reporting on contaminated land: Contaminated land guidelines*
- Safe Work NSW (2022) *How to Safely Remove Asbestos Code of Practice*
- Safe Work NSW (2014) *Managing Asbestos in or on Soil.*

Procedure (including roles and responsibilities)

Where odorous, stained soils, or anthropogenic materials (including potential asbestos containing material) are encountered during construction works, this unexpected finds procedure will be implemented by the Construction Contractor Site Supervisor. The Construction Contractor will ensure that this procedure is effectively implemented, and all site personnel are aware of the requirements. In the event of an unexpected find, the following steps are to be carried out.

Step 1. Unexpected Find Encountered During Construction Activities

If an unexpected find is encountered during construction activities:

- **STOP WORK** in the immediate/affected area
- The Construction Contractor will immediately notify the Iberdrola Site Supervisor
- The Construction Contractor will install environmental controls around the affected site area to contain the unexpected find, including diversion of water to minimise potential spread via surface water runoff
- The Construction Contractor will consult a suitably qualified site contamination consultant to determine appropriate actions which may include sampling

Step 2. Unexpected Finds Register

All unexpected finds identified on-site must be recorded in an Unexpected Finds Register (see example below). The Unexpected Finds Register records information inclusive of the following:

- Identification number
- Date
- GPS location
- Name of person who identified the unexpected find
- Material type
- Approximate area of impacted area or unexpected find
- Approximate depth of impact
- Approximate volume
- Sample identification (if samples collected)
- Photograph log
- Notification actions
- Remedial actions
- Validation action
- Laboratory report reference numbers (if samples collected)
- Clearance
- Comments
- Status of unexpected find

The Unexpected Finds Register should be maintained to demonstrate identification, assessment, compliance and validation of all unexpected finds identified at the site.

Step 3. Environmental Management and Work Health Safety Management

Prior to any site investigation and/or management of unexpected finds, appropriate Safe Work Method Statements (SWMS) and Environmental Work Method Statements (EWMS) will be prepared by the Construction Contractor.

Appropriate PPE (as outlined above) is required to be worn during all site activities.

Step 3. Undertake Investigation

Following documentation of the unexpected find, the Iberdrola Site Supervisor will assess the unexpected find with the Construction Contractor and Environmental Consultant. Based on the nature, character and suspected source of the unexpected find, sampling of the material or impacted area may be required. All sampling requirements should be identified, developed and implemented by a suitably qualified environmental consultant in accordance with NSW EPA made or approved guidelines.

Any unexpected find identified as potential asbestos containing material should be managed in accordance with relevant SafeWork NSW asbestos guidelines. An Asbestos Management Plan prepared by a suitably qualified environmental consultant is required for the management of any confirmed asbestos containing material.

Step 4. Site Management

If the site investigations conclude that the unexpected find requires removal and/or management then the excavated material is required to be assessed by a suitably qualified environmental consultant prior to disposal. The material to be disposed of should be sampled in accordance with NSW EPA (2014) *Waste Classification Guidelines* and disposed of to a waste facility licensed to accept the classified waste. Sampling for validation of the excavated area is required to be undertaken by a suitably qualified environmental consultant in accordance with NSW EPA made or approved guidelines.

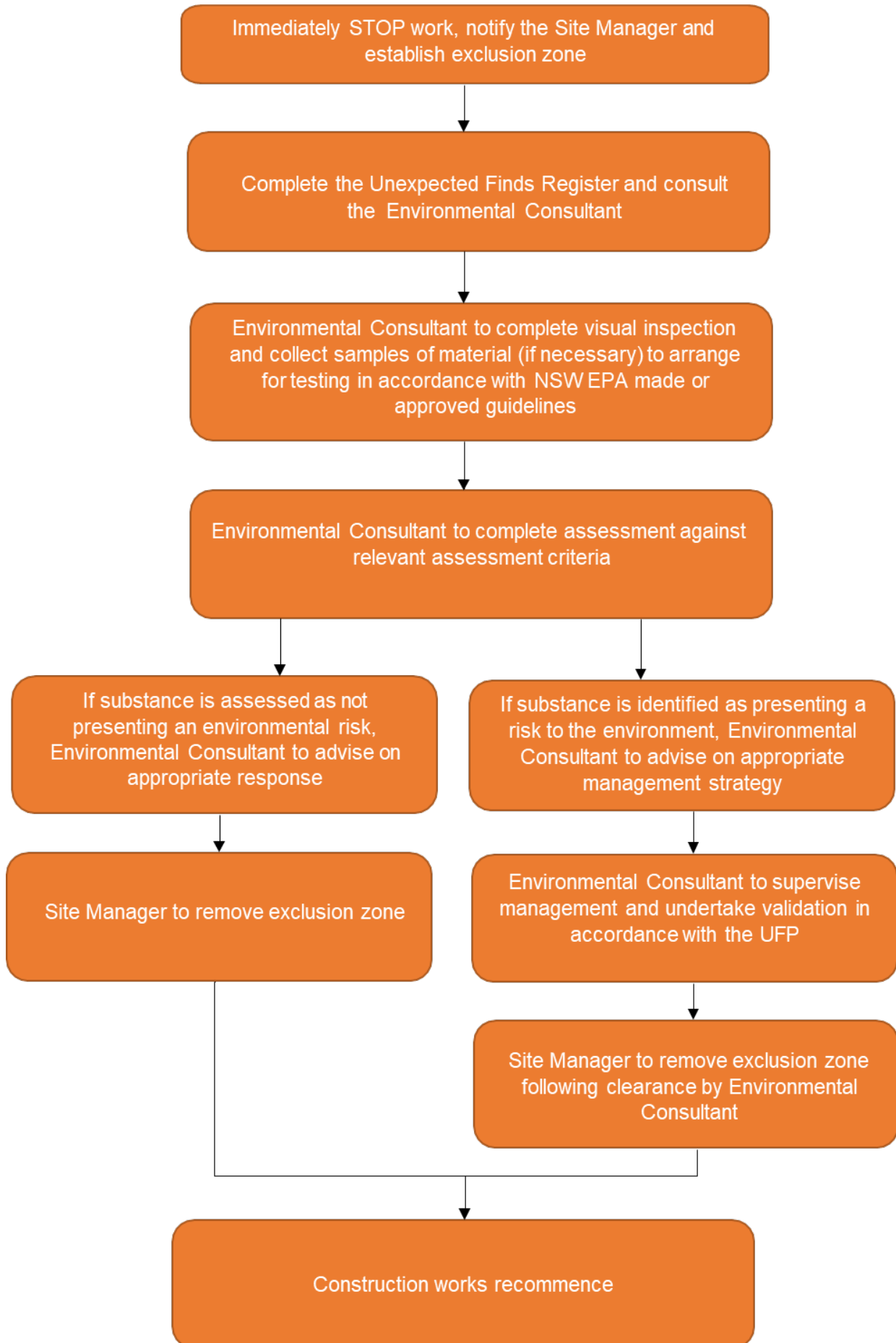
Following clearance and confirmation that the unexpected find has been appropriately managed, documentation should be provided in the form of a clearance or validation report prepared by the environmental consultant. This report should include, but not be limited to the following:

- Details of the unexpected find and supporting documentation contained within the Unexpected Finds Register.
- Information regarding the management processes that have been implemented to manage the unexpected find.
- An assessment of any validation testing results against the relevant assessment criteria.
- Information demonstrating that the management of the unexpected find was effective (including test results, statistical analyses and QA/QC).

Step 5. Recommence Works

Construction works can recommence within the affected site area once clearance and/or validation has been provided by the environmental consultant.

The general overarching process for managing unexpected finds is presented in the following flowchart.



APPENDIX G UNEXPECTED HERITAGE FINDS PROTOCOL

In accordance with EIS Mitigation measures H1, this **Unexpected Heritage Finds Protocol** outlines the procedure for managing the identification of items of potential heritage significance during construction.

Discoveries are categorised as either:

- Aboriginal objects
- Historic (non-Aboriginal) heritage items such as:
 - Archaeological ‘relics’ (protected under the *NSW Heritage Act 1977*) as defined as any deposit, object or material evidence that:
 - Relates to the settlement of the area that comprises New South Wales, not being Aboriginal settlement
 - Is of State or local heritage significance
 - Other historic items (i.e. works, structures, buildings or moveable objects)
- Human skeletal remains

Discovery of unexpected archaeological material – site/item

In the event that any heritage items, or potential heritage items are identified during the course of construction, works in the immediate vicinity of the find will cease and the Construction Contractor will be notified.

The following steps will be followed for **Unexpected Finds**:

1. All construction that could potentially harm the heritage items will cease (within 10 m of the find). Only construction that is required to comply with operational and environmental health and safety standards and/or to protect the cultural heritage should occur.
2. The Construction Contractor should be notified immediately; they will then notify the Iberdrola Site Supervisor.
3. If the item is likely to be a human bone, the skeletal material procedure (see following section) will be followed. Work in the area will cease and not recommence until approval has been granted by Heritage NSW and the NSW Police.
4. A Project Archaeologist will be contacted, and if required, a preliminary assessment and recording of the item will be undertaken. The location, context and value of the heritage item will be recorded as determined by the Project Archaeologist.
5. The Project Archaeologist, Construction Contractor and Iberdrola Site Supervisor will facilitate the involvement of any relevant RAPs (if the item is of Aboriginal cultural value) and recommend the most appropriate course of action.
6. Where the item is an Aboriginal place or object as defined within the *National Parks and Wildlife Act 1974*, the discovery will be reported to Heritage NSW within a reasonable time of becoming aware of the location or discovery of the Aboriginal items.

Discovery of potential human skeletal remains

If a burial site, or human remains, are uncovered during works, all relevant procedures for excavation and removal will be undertaken in accordance with:

- Policy Directive – Exhumation of Human Remains (NSW Department of Health 2008)
- Skeletal Remains – Guidelines for the Management of Human Skeletal Remains under the Heritage Act 1977 (NSW Heritage Office 1998)
- Aboriginal Cultural Heritage Standards and Guidelines Kit (NPWS 1997).

Should human skeletal remains be found, they will be handled in accordance with the *Public Health Act 1991* (NSW).

Management of the remains will be determined through liaison with the appropriate stakeholders (NSW Police Force, forensic anthropologist, Heritage NSW, a suitably qualified archaeologist, etc).

The following process will be followed on discovery of **Skeletal Remains**:

1. Works are to cease immediately; the remains are not to be touched or interfered with in any way
2. Establish an appropriate no go zone around the find of at least 10 m.
3. Contact the Construction Contractor who will notify the police and the Iberdrola Site Supervisor.
4. Notify A Project Archaeologist, any relevant RAPs, Heritage NSW Environment Line on 131 555 as soon as possible and provide available details of the remains and their location.
5. The police may take control of the site to determine whether the bones are human remains. Where this does not occur, a physical forensic anthropologist should assess the remains, and make a determination of ancestry (Aboriginal or Non-Aboriginal) and antiquity (pre-contact, historic or forensic).
6. If the remains are identified as forensic the area is deemed a crime scene and will be handed over to police control.
7. If the remains are considered to be Aboriginal, the discovery will be reported to Heritage NSW and any relevant RAPs within a reasonable time of becoming aware of the location or discovery of the remains. An Archaeological Management Plan will be prepared.
8. If the remains are non-Aboriginal (historical) remains (i.e. a 'relic' under the *Heritage Act 1977*), the site will be secured and Heritage NSW and RAPs will be contacted and an Archaeological Management Plan will be prepared.

Where human skeletal remains uncovered during project activities are to be removed, this will be undertaken in a sensitive and dignified manner. Approval from NSW Health, under the *Public Health Act 1991* (NSW), will be required prior to removing/exhuming any skeletal remains. Controlled excavation and removal by the site archaeologists and other appropriate specialist forensic anthropologist, relevant RAPs, and NSW Police Force will be undertaken in accordance with relevant guidelines and any requirements of Heritage NSW, DPHI and NSW Health.

APPENDIX H EMS APPROVAL