

OPERATION OF White Bay Cruise Terminal Rozelle



INDEPENDENT OPERATIONAL ENVIRONMENTAL COMPLIANCE AUDIT REPORT

May 2014

Dickson Environmental Consulting and Audit Pty Ltd
Conducted by Julie Dickson
M Env Mgmt, CEnvP,

RABQSA Certified Lead Environmental Auditor
Certificate No: 13573

Signed

A handwritten signature in blue ink, appearing to read 'Julie Dickson'.

Date: 04/07/2014

Document History

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List of Terms and Acronyms

WBCT Management	Sydney Ports Corporation is the body responsible for the general operation and management of WBCT. Sydney Ports has a range of personnel responsible for carrying out the responsibilities of the WBCT management. WBCT Management refers to the Sydney Ports General Managers, including the GMAMM.
Control Measures	The actions to be undertaken to achieve the stated environmental objectives, including any necessary approval, applications, consultation or monitoring. Also known as mitigation measures.
Contractor	The party or company hiring the facility for a function or event, and includes all employees and sub-contractors.
Cruise Ship Day	A day in which there is a cruise ship utilising the WBCT
Cruise Ship Operator	Operators of cruise ships berthing at the terminal.
CTOC	Cruise Terminal Operations Coordinator
DECA	Dickson Environmental Consulting and Audit Pty Ltd – the organisation engaged to undertake the Independent Operational Environmental audit
DG	Director-General of Department of Planning & Infrastructure
DP&I	Department of Planning and Infrastructure. DP&I is responsible for regulating compliance with the Project Approval
Sub-contracted Events coordinator	The party or company responsible for the function or event at the WBCT.
EA	Environmental Assessment
EPA	Environment Protection Authority
Environmental Objectives	The environmental performance objectives that are to be achieved
EP&A Act	Environmental Planning and Assessment Act 1979
ESD	Ecologically Sustainable Development
GMAMM	Sydney Ports General Manager – Assets Manager and Maintenance
IOC	Issue of Concern
MCoA	Ministers Conditions of Approval
Monitoring	The process of measuring actual performance and nomination of the frequency and timeframe in which monitoring is to be carried out and/or completed.
NC	Non compliance
Non-cruise ship days	A day in which there is no cruise ship utilising the WBCT
OFI	Opportunity for Improvement
OEH	Office of Environment and Heritage (formerly DECCW)
OEMP	Operational Environmental Management Plan
Patron	The person or organisation visiting or making use of the WBCT in a temporary or ongoing arrangement, and includes a ship passenger
Project Approval	The approval granted by the Minister for Planning for MP10_0069
RABQSA	Registrar Accreditation Board and Quality Society of Australasia International (now known as Exemplar Global)
SoC	Statement of Commitment
SPC	Sydney Ports Corporation
SWMS	Safe Work Method Statement
WB	White Bay
WBCT	White Bay Cruise Terminal
Works	This term refers to all matters associated with on-site construction and operational activities.

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1 EXECUTIVE SUMMARY

Under the Minister’s Conditions of Approval for the Sydney Ports’ White Bay Cruise Passenger Terminal (CPT) project, an independent environmental audit of the operation of the project is required to be undertaken to fulfil the objective of Condition B38(d) and the Sydney Ports Compliance Tracking Program. This requires that “an independent environmental audit will be undertaken *after 12 months* of the White Bay No.5 Cruise Passenger Terminal becoming operational. The Independent Environmental Audit Report must be submitted to the Department of Planning for information within two (2) months of each audit being completed”.

This first operational independent audit was conducted 12 months commencement of operation of the Terminal (April 2013). Two site visits were conducted during cruise ship operations, and one day was spent at the Sydney Ports office to review documentation, records and interview key personnel. The purpose and scope of this audit was to assess:

- Compliance with the Conditions of Approval and project commitments;
- Environmental performance against relevant environmental project criteria; and
- Assessment of the effectiveness of environmental mitigation measures and recommendations provided in Operational Environmental Management Plans (OEMPs).

Table 1 - Summary of Findings

Type* & No.	Organisation	Finding	Recommendations	Status	Criteria / report reference
OFI #1	Carnival Australia	Carnival Australia (the main cruise ship operator) have released a “Good Neighbour Commitment” which provides a number of commitments including minimising noise and light spill, however no specific commitments are made in relation to minimising air / odour emissions.	Firm written commitments should be made by Carnival Australia in their “Good Neighbour Commitment” to limit air emissions to the maximum extent possible as per the requirements stated in the “Welcome to White Bay Cruise Terminal” document	Open	Condition B29
OFI # 2	Harbour Masters / SPC	Due to the noise sensitivity of the area, waste collection is no longer allowable prior to 7.00am which has caused some issues in relation to timely pick up of waste when a function is held the night prior to a cruise ship day.	The Venue Managers, Sydney Ports and the waste contractors will need to continue working together to find the most effective solutions for waste collection in these circumstances	Open	Section 3.2.4
OFI # 3	Sydney Ports	The OEMP refers to the noise levels from gasoline and diesel powered forklifts, however LPG models are primarily used	The OEMP should be updated to reflect that LPG forklifts are used including the noise level ratings.	Open	Condition D3

Key to abbreviations: **OFI** = Opportunity for Improvement; **IOC** = Issue of Concern **NC** = Non Compliance

Compliance to Ministers Conditions of Approval and project commitments

The outcome of the audit was positive in relation to the level of compliance to the conditions of approval, with an effective compliance tracking process in place. The audit found that relevant conditions had been fully complied with by the Proponent / Principal (Sydney Ports) and by the Venue Managers. No non-compliances or Issues of Concern have been raised, however two opportunities for improvement has been raised in relation to Conditions B29 and D3 as indicated above in Table 1. No non-compliances, Issues of Concern or opportunities for improvement have been raised in relation to project commitments.

Assessment of the performance against project criteria and effectiveness of environmental mitigation measures (OEMPs)

The outcome of the audit was positive in relation to the performance against project criteria and the effectiveness of mitigation measures. . No non-compliances or Issues of Concern have been raised, however one opportunity for improvement has been raised as noted in Table 1 above.

2 INTRODUCTION

2.1 Project Background

The White Bay Cruise Terminal (WBCT) is a new purpose-built cruise passenger terminal located at White Bay Wharf 5 (WB5), with secondary berthing at White Bay Wharf 4 (WB4). On the 2 February 2011, Sydney Ports Corporation (Sydney Ports) received approval for Major Project 10_0069 under Section 75J (now repealed) of the *Environmental Planning and Assessment Act 1979* to demolish an assortment of buildings and structures on the site, construct the White Bay Cruise Terminal (WBCT), operate the facility with berthing for up to two cruise ships, with the second ship serviced by a temporary terminal facility at WB4, and the use of the WBCT for functions, exhibitions and corporate events.

The Conditions of Project Approval (Appendix J) require an Operational Environmental Management Plan (OEMP) to be completed for the approved project. The OEMP is to include relevant sub-plans to address key issues and related activities, such as traffic, noise and air quality management. Two OEMPs have been prepared for the project. The Cruise Operations OEMP relates to the use of the WBCT for cruise operations associated with ships berthed at WB5 and for the use of a temporary cruise terminal for cruise operations associated with a cruise ship berthed at WB4. The Functions OEMP deals with the use of the WBCT for functions and events.

Key documentation prepared during the planning approval and assessment process included an Environmental Assessment (EA) prepared by JBA (September 2010) and a Response to Submissions Report prepared by JBA (December 2010) both on behalf of Sydney Ports (the proponent). White Bay 4 and White Bay 5 in the main are located on the south eastern arm of the Balmain Peninsula on the northern shore of White Bay. The site is within a broader area primarily owned and controlled by Sydney Ports and is within the Leichhardt Local Government Area approximately 2.4km west of the Sydney CBD. The site is shown in Figure 1.

2.2 Project Description

The White Bay CPT operation involves the following key elements:

- Operation on cruise days
- Functions.

The development site is located on the south-eastern arm of the Balmain Peninsula on the northern shore of White Bay as shown in the locality plan below in Figure 1. The site is located within the Leichhardt Local Government Area (LGA) and is approximately 2.4 km west of the Sydney CBD.



Figure 1 – Locality Plan

Description of Facilities

Hours of operation of the Cruise Passenger Terminal and related activities are 24 hours per day, 7 days per week.

WB5 Permanent Facility

The key features of the new WBCT at WB5 include:

- Arrivals hall;
- Baggage hall;
- Storage and amenities area;
- Customs and Australian Quarantine and Inspection Service (AQIS) facilities,
- X-ray equipment and offices;
- Storage facilities;
- Building signage;
- Car parking, covered set-down and pick-up points and coach queuing areas;
- Secured providoring waiting area and wharf access;
- Offices, lunch room and amenities;
- Two passenger gangways;
- Land Slide Restricted Zone including a Cleared Zone (Customs, Immigration and Security); and
- Operational and security lighting as well as other required security infrastructure.

WB5 Operation Activities

The WBCT facility mainly caters for domestic cruise ships, since the larger international vessels exceed the height allowances of the Sydney Harbour Bridge. From time to time, there will be smaller seasonal or around the world ships utilising WB5. If a second ship is to berth at White Bay at the same time, it will occupy WB4.

There is typically a full exchange of domestic passengers required for domestic cruise ships at WB5.

Passengers accessing the WBCT are required to use the dedicated access road via James Craig Road.

Other activities associated with these cruise ship operations that will occur on-site include providoring (approximately 27 providore trucks will enter the site for each ship that berths). Providoring traffic is permitted to access the site via Robert Street.

WB4 Temporary Facility

The WB4 temporary facility is generally utilised when there is a cruise ship already occupying WB5. The WB4 terminal facility will be housed in a marquee or similar structure that would be erected prior to the arrival of the ship and removed following departure of the ship. The temporary structure however, may remain erected after a cruise ship departs should it be required for another cruise ship within the ensuing weeks. It is expected that the need for a temporary facility at WB4 will arise approximately 10 times per year.

The temporary facility at WB4 will have similar key internal features as the WB5 permanent facility and will carry out the same operational activities. The WB4 temporary terminal will not include permanent gangway structures for passenger access to ships. Passengers will access ships directly from the wharf side using ship gangways.

2.3 Requirement for this audit

Condition B38 of the project approval requires Sydney Ports to develop and implement a Compliance Tracking Program to track compliance with the conditions of approval. Specifically, Condition B38 specifies:

The Proponent shall develop and implement a Compliance Tracking Program to track compliance with the requirements of this approval. The Program must be submitted to the Director-General for approval prior to the commencement of construction and operate for a minimum of five years following commencement of operation. The Program must include:

- a) provisions for periodic review of the compliance status of the project against the requirements of this approval and the Statement of Commitments detailed in the document referred to in condition A1 of this approval;*
- (b) provisions for the notification of the Director-General prior to the commencement of construction and prior to the commencement of operation of the project;*
- (c) provisions for periodic reporting of compliance status to the Director-General during construction and operation;*
- (d) a program for independent environmental auditing in accordance with ISO 19011:2003 - Guidelines for Quality and/ or Environmental Management Systems Auditing;*
- (e) procedures for rectifying any non-compliance identified during environmental auditing or review of compliance;*
- (f) mechanisms for recording environmental incidents during construction and operation and actions taken in response to those incidents;*
- (g) provisions for reporting environmental incidents to the Director-General during construction; and*
- (h) provisions for ensuring all employees, contractors and sub-contractors are aware of, and comply with, the conditions of this approval relevant to their respective activities.*

This independent environmental compliance audit has been undertaken on behalf of Sydney Ports to fulfil the objective of Condition B38(d), and Sydney Ports' Compliance Tracking Program.

The audit was conducted through 2 separate site visits on Sunday 18 May and Friday 30 May 2014 when a ship was in port and on one day in the Sydney Ports office in Windmill Street on Wednesday 21 May 2014.

2.4 Purpose and Scope

The purpose and scope of this audit was to assess:

- Compliance with the Conditions of Approval; (Part 1 of Checklist) and compliance with the Statement of Commitments; (Part 2 of Checklist) and
- Environmental performance against relevant project criteria and the effectiveness of environmental mitigation measures including measures and recommendations documented in the:
 - WTBC Operational Environmental Management Plan (OEMP) – Cruise Operations; and
 - WTBC Operational Environmental Management Plan (OEMP) – Function and Event Operations.

2.5 Methodology

An audit checklist comprising the requirements of the Ministers Conditions of Approval, and the Statement of Commitments was prepared based on documentation provided by Sydney Ports.

The assessment of the effectiveness of environmental mitigation measures primarily involved site inspections, interviews with key management personnel, observation of activities and review of inspection reports and other related documentation. The performance was primarily assessed against the criteria documented in the Operational Environmental Management Plans and related sub-plans.

2.6 Glossary of Terms in relation to findings

- **Compliant (C):** Complies with all requirements of the condition(s)
- **Opportunity for Improvement (OFI):** An opportunity identified during the audit that could assist in the improvement of environmental performance on the project.
- **Issue of Concern (IOC):** A situation observed during the audit that is not considered as good environmental practice and requires corrective action. The issue requires follow-up.
- **Non-compliance (NC):** Does not fully comply with all requirements of the condition or does not meet appropriate environmental management standards. Non-compliances require verification of adequate corrective action by the independent auditor within 6 weeks of the audit. Where the non-compliance is based on site observations, a return site visit would be required.
- **Not Applicable (NA):** There were either no compliance issues related to the condition, is a future required action or was not applicable at the time of the audit.

3 AUDIT FINDINGS

The audit findings from this audit are presented as a summary in Table 1 in the executive summary.

Detailed findings are presented below in Sections 3.1 to 3.4 of this report and in the checklists in Appendix 1.

3.1 MCoA Compliance

A detailed review against the Ministers Conditions of Approval was conducted using an audit checklist. Detailed findings are included in the checklist in Part 1 of *Appendix 1* of this report and summary findings are included in Table 2.

The outcome of the audit was positive in relation to the level of compliance to the conditions of approval, with an effective compliance tracking process in place. The audit found that relevant conditions had been fully complied with by the Proponent / Principal (Sydney Ports) and by the Function contractor. No non-compliances or Issues of Concern were identified

However two opportunities for improvement were identified as per below and in Table 1 in the Executive Summary:

Opportunity for Improvement – OFI # 1

- ◆ Firm written commitments should be made by Carnival Australia in their “Good Neighbour Commitment” to limit air emissions to the maximum extent possible as per the requirements stated in the “Welcome to White Bay Cruise Terminal” document

Opportunity for Improvement – OFI # 3

- ◆ The OEMP should be updated to reflect that LPG forklifts are used including the noise level ratings.

3.2 Statement of Commitments (SoC)

A detailed review against the Statements of Commitments was conducted using an audit checklist. Detailed findings are included in the checklist in Part 2 of *Appendix 1* of this report and summary findings are included in Table 2.

The outcome of the audit was positive in relation to compliance to the Statement of Commitments. The audit found that the commitments had been complied with by the Proponent SPC and the Venue Managers. No areas of non-compliance were identified, and no Issues of Concern or Opportunities for Improvement have been raised.

3.3 Environmental performance and effectiveness of environmental mitigation measures – Cruise Operations

The environmental performance and effectiveness of mitigation measures was assessed primarily through site inspections, interviews with key management personnel, observation of activities, reviews of monitoring results and assessment against key mitigation measures documented in the Operational Environmental Management Plans (OEMP).

The site inspection involved 2 separate visits to the Terminal on cruise days when the Dawn Princess (18 May 2014) and Pacific Jewel (30 May 2014) was in port. Photos were taken during the

site inspections and are presented below in Table 2. Overall, the physical assessment of the project site found that overall the environmental controls were well understood implemented and maintained, and good levels of housekeeping were observed. No areas of non-compliance were noted, and no Issues of Concern or Opportunities have been raised in this area.

The OEMP assessment focused on the key mitigation measures documented in Section 3.2 – Environmental Impacts and Control Measures. Where issues are substantially addressed within the Conditions of Approval and Statement of Commitments, they are not repeated within this section. Key areas assessed and the outcomes are detailed below

Availability of OEMP and awareness of environmental requirements

- Whilst not initially available on site, the OEMP was made available on site shortly after the initial inspection. All persons working at the site are required to undergo a detailed on-line induction which includes key requirements of the OEMP

Stormwater Management (including spills and emergency response, dangerous goods and hazardous substances management, oil and hydrocarbon pollution prevention, sewage management)

- Minimal quantities of dangerous goods or hazardous substances are stored on site.
- Spill kits were provided and were noted to be fully stocked. The site inspection did not identify any areas with oil staining, evidence of leaks or inappropriate storage
- Appropriate processes were in place to transfer liquid wastes from ship to waste tanker (see waste management below)
- Forklifts sighted mainly operate on LPG – minimising potential for diesel spills

Waste Management (including solid waste, liquid waste, quarantine waste, separation recycling, signage etc.)

- Strict protocols are in place for fuel bunkering, sewage removal, transfer of liquid and solid wastes. At the time of the second site visit, the removal of oily waste was in progress – portable bunds were in place under the connections, highly rated hoses were used for transfer, all permits were in order, and waste tracking documentation had been completed. The driver / operator was highly knowledgeable in regards to process and destination of wastes.
- The removal of solid quarantine was also observed on the day of the second site visit. The collection was orderly and ensured separation of quarantine waste from other waste streams.
- Highly visible colour coded waste bins with signage indicating general waste, paper or comingled recycling (see photos)
- Wastes appropriately classified and disposed of, separated for recycling where required, good records of waste disposal including trackable waste (J120 – liquid waste). Waste contractor sorts solid waste streams off site where not separated on site.

Noise management and mitigation

- Unloading operations were in progress at the time of the two site visits. Whilst noise was generated by unloading operations, it did not appear to be excessive.
- The Cruise Terminal Operations Coordinator (CTOC) was well aware of the sensitivities of the area in terms of noise generation and part of the role is to monitor activities and remind persons on site to minimise noise wherever possible.

- A visit to nearby residences and areas close to the port (Grafton Street, Stephen Street and Donnelly Street) was undertaken, and noise levels did not appear to be excessive (auditor opinion and backed up from hand held sound meter).

Air quality and odour management

- At the time of the second audit site visit, some smoke was visible from the ship's funnel (Pacific Jewel), however excessive odours were not detected (auditor opinion)

Transport, traffic management and site access

- Signage and pedestrian separation were effectively implemented
- Traffic was generally well managed. Personnel were on hand to direct visitors traffic, manage taxi queuing, and managing movement of shuttle buses. No significant queuing was noted within the site, and no queuing off site at the time of the site inspections.
- Cycleway access installed during construction phase and is now complete

Landscaping maintenance (including erosion control, plant health, weeds, litter, general housekeeping)

- Landscaping and plantings well maintained – healthy plants and minimal weeds observed
- Maintenance reports were sighted indicating proactive management.

Heritage

- Heritage interpretation as noted to be in place – signage, photos, rock wall lighting. Rail tracks, sleepers and other heritage remnants are retained and visible.
- Cruise ship visitors were noted to be reading the interpretive signs

Complaints Management

- Whilst there were noted to be a considerable number of complaints in relation to noise and air quality, there have been positive responses by Sydney Ports through the management of the complaints register, open letters to the community, appointment of a dedicated community consultation manager and additional noise and air quality monitoring.

3.3.1 Table 1 - Photographs – Cruise day



Photo 1
Transfer of oily waste (J120) from ship to tanker. Highly rated hose and connections and portable bund place beneath connection. Transfer was supervised.



Photo 2
Cleaning of ship hull using water and roller in accordance with painting and washing permit. No detergents or cleaning chemicals are permitted to be used.

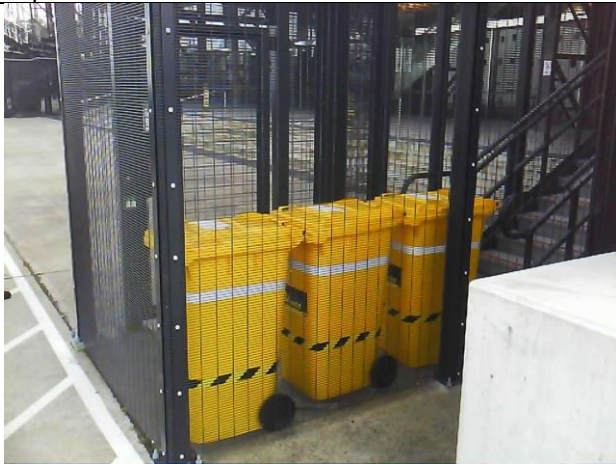


Photo 3
Spill kits stored in stair well in close proximity to operations. CTCOC has key (generally kept locked)



Photo 4
Spill kits fully stocked. Other 2 bins are sealed with lightweight seal



Photo 5
Collection of solid quarantine waste by Sita



Photo 6
Waste receptacle area at rear of terminal

3.3.1 Table 1 - Photographs – Cruise day



Photo 7
Waste and recycling bins at entrance to Terminal – for use by visitors and passengers



Photo 8
Waste bins inside terminals. They are provided at the cafeteria and contents transferred to general waste bins.



Photo 9
View of Pacific Jewel in port. Some visible smoke from funnel. Retained heritage structure in foreground



Photo 10
Intersection of James Craig Road and The Crescent showing right turn lane and signage

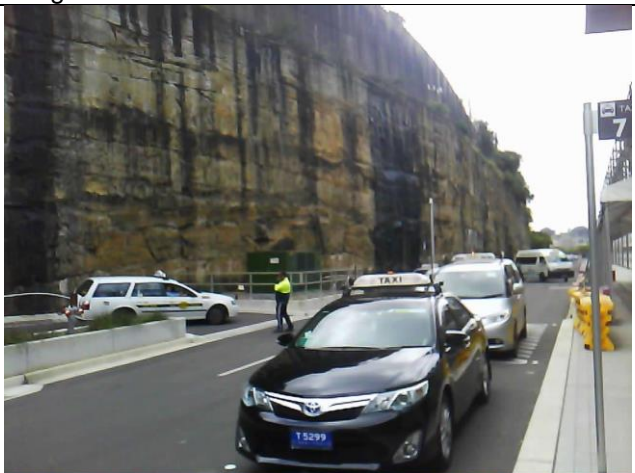


Photo 9
Taxi queuing area. Traffic controller directs drivers out of the staging area on the left to join the queue on the right. Additional staff are on hand to manage queues of people awaiting taxi pick up.



Photo 10
View of short term car park, front of Terminal and retained heritage structure

3.3.1 Table 1 - Photographs – Cruise day



Photo 11
Shuttle bus queuing area



Photo 12
Landscaping near the foreshore



Photo 13
Landscaping near rock wall



Photo 14
Landscaping with heritage interpretive signage



Photo 15
Retained sleepers in the carpark as part of heritage retention



Photo 16
Railway tracks retained and incorporated into new carpark and road works

3.3.1 Table 1 - Photographs – Cruise day



Photo 17
Railway tracks retained in taxi queuing area



Photo 18
Cycleway on Robert Street leading to Buchanan Street

3.4 Environmental performance and effectiveness of environmental mitigation measures – Function and Events Operations

The environmental performance and effectiveness of mitigation measures was assessed primarily through interviews with key management personnel, and reviews of records in relation to Functions and events undertaken at WBCT 5 documented in the Operational Environmental Management Plan (OEMP) - Functions and Event Operations. The audit did not involve attendance at any function.

The majority of physical issues relating to the environmental management of the site are covered under section 3.2.3 – Effectiveness of environmental mitigation measures – Cruise Operations. Only issues specific to functions management are addressed here.

The outcome of the audit for the Function and Events operations was positive. No areas of non-compliance were identified and no issues of concern have been raised. However, one opportunity for improvement has been raised for consideration.

Availability of OEMP and awareness of environmental requirements

- The Venue Managers were provided with a copy of the OEMP and are provided with a Functions Checklist that summarise all approval requirements. The Venue Managers require hirers to sign a contract to ensure hirers are aware of the approval requirements.

Stormwater Management (

- Addressed under “Cruise Operations”.

Waste Management

- Due to the noise sensitivity of the area, waste collection is no longer allowable prior to 7.00am which has caused some issues in relation to timely pick up of waste when a function is held the night prior to a cruise ship day. Sydney Ports, the venue managers and the waste contractors will need to continue working together to find the most effective solutions for waste collection in these circumstances. (Opportunity for Improvement)

Noise management and mitigation / complaints management

- Functions were not attended as part of the audit. This was assessed in relation to Conditions of Approval and Statement of Commitments

Air quality and odour management

- Addressed under “Cruise Operations” section

Transport, traffic management and site access

- Addressed under “Cruise Operations” section, CoA and SoCs

Landscaping maintenance

- Addressed under “Cruise Operations”

Heritage

- Addressed under “Cruise Operations”

Complaints Management

- Noise complaints were made regarding fireworks from a barge on 30 Nov 2013. The issue causing the complaints was investigated and changes have been made to the Venue Manager's booking system to ensure this doesn't happen again. SPC responded individually to all complainants. Further details of the actions taken are addressed in Condition D4 of the MCoA.

Opportunity for Improvement – OFI #2

- ◆ The Venue Managers, Sydney Ports and the waste contractors will need to continue working together to find the most effective solutions for waste collection in these circumstances.

Details of findings can also be found in Table 1 – Summary of Findings in the executive summary.

4 APPENDIX 1 – Audit checklists

List of contents of appendix:

- ◆ Part 1 - Minister's Conditions of Approval (MCoA);
- ◆ Part 2 - Statement of Commitments (SoC);

Audit Checklist – for Operation of White Bay Cruise Passenger Terminal, Wharf No. 5 White Bay

4.1 Part 1 - Ministers Conditions of Approval (MCoA)

***Note:** Only conditions relevant to White Bay operation are included in this table (Conditions related only to construction are not included).

MCoA No	Condition heading	MCoA Requirement (Note – red text indicates latest modification of MCoA)	Comments, observations, discussion Evidence, supporting documentation	Audit Outcome		
				* See footer for key		
				C ✓	Finding O IOC NC ◆ ☒ ☒	NA
A1	Terms of Approval	<p>The Proponent shall carry out the project in accordance with the:</p> <p>(a) Major Project Application 10_0069;</p> <p>(b) White Bay Cruise Passenger Terminal “ Environmental Assessment, prepared by JBA Planning on behalf of Sydney Ports Corporation and dated September 2010;</p> <p>(c) White Bay Cruise Passenger Terminal” Response to Submissions Report, prepared by JBA Planning on behalf of Sydney Ports Corporation and dated December 2010;</p> <p>(d) modification application MP 10_0069 MOD 2, as modified by the Response to Submissions document dated 17 July 2012, prepared by JBA Urban Planning Consultants Pty Ltd;</p> <p>(e) modification application MP 10_0069 MOD 4, as modified by the Response to Submissions document dated 25 January 2013, prepared by JBA Urban Planning Consultants Pty Ltd</p> <p>(f) modification application MP 10_0069 MOD 3, as modified by the Response to Submissions document dated 7 September 2012, prepared by JBA Urban Planning Consultants Pty Ltd;</p> <p>(g) Statement of Commitments in Annexure 1 of this approval, as modified; and</p> <p>(h) conditions of this approval.</p>	<p>Ongoing requirement.</p> <p>Compliance with this condition is assessed via the compliance tracking program as required by D13 and an annual compliance tracking report</p> <p>An Independent Environmental Audit against the operational requirements has been undertaken after 12 months of commencing operations. (this report).</p>	✓		

MCoA No	Condition heading	MCoA Requirement (Note – red text indicates latest modification of MCoA)	Comments, observations, discussion Evidence, supporting documentation	Audit Outcome		
				* See footer for key		
				C ✓	Finding O IOC NC ◆ ☒ ☒	NA
A3	Terms of Approval	The Proponent shall comply with the reasonable requirements of the Director-General arising from the Departments assessment of: (a)any reports, plans or correspondence that are submitted in accordance with this approval; and (b)the implementation of any actions or measures contained in these reports, plans or correspondence.	A request from the Department of Planning was received by Sydney Ports regarding Off-site Parking Monitoring Program. A response was provided. A request from the Director-General was received regarding a copy of complaints register to be provided as a result of the first noise monitoring report submitted. A response was provided. Ongoing requirement.	✓		
A4C	Terms of Approval	Pre Operation: The following conditions include actions and requirements that are to be undertaken or met prior to operation of the project. Without limiting such conditions, the Staging Report shall include a table that states that such actions and requirements will be implemented or met for each stage of the works: B1, B11, B16, B18, B20, B24, B25, B27, B37, B38, D15, D16.		✓		
A4D	Terms of Approval	Operation: The following conditions include actions and requirements that are to be undertaken or met during operation of the project. Without limiting such conditions, the Staging Report shall include a table that states that such actions and requirements will be implemented or met for each stage of the works: B3, B4, B5, B8, B9, B17, B24, B25, B26, B27, B28, B29, B35, B36, B37, B38, D1, D2, D4 – D16.		✓		
A6	Limits of Approval	The overnight berthing of cruise ships at White Bay Berths No.4 and No.5 at the same time shall be minimised to the greatest extent practicable.	In the first year of operation, the number of ships that have berthed at No. 4 and No. 5 at the same time is 4 out of a total number of 113 berthing at No 5. Of these 4 concurrent berthings, 2 vessels stayed overnight (ie 10pm - 7am) at No. 4, namely Amadea on 26/02/14 and Black Watch on 14/03/14. Of these 2 overnight stays, no vessels were berthed at No. 5 at the same time. Ship arrival schedules are determined years in advance and are tracked in Sydney Ports' ship booking system (ShIPs). Overnight stays are generally required for international transit ships, as part of international cruise itineraries.	✓		

MCoA No	Condition heading	MCoA Requirement (Note – red text indicates latest modification of MCoA)	Comments, observations, discussion Evidence, supporting documentation	Audit Outcome		
				* See footer for key		
				C ✓	Finding O IOC NC ◆ ☒ ☒	NA
A7	Limits of Approval	The use of the project site for functions shall not exceed a total of 500 patrons on the site at any one time.	<p>The limit for patron numbers at functions is specified in the OEMP. Under the contract (Harbour Masters Pty Ltd) for the hiring of the venue, the use of WBCT for functions is required to comply with the OEMP. There have been 4 functions held in the first year. The number of patrons at these has been below 500 in all 4 functions.</p> <p>Quarterly Compliance Summary reports for 1 Nov 2013 to 31 Jan 2014 and 1 Feb to 30 April 2014 sighted. Records show that 350 is the maximum number recorded at any event during the period.</p> <p>Correspondence with the Harbour Masters indicates that the Venue Manager is on site at all time to ensure compliance with the OEMP and that security staff use clickers to count patrons entering the venue.</p>	✓		
A9	Limits of Approval	Functions are not permitted when a cruise ship is berthed at White Bay Wharf No.5, except in unforeseen circumstances, such as extreme weather or mechanical failure.	In the first year, there has not been a function held concurrently with a cruise ship berthing at White Bay No. 5. The Functions hiring agreement with Harbour Masters specifies that the function area can only be used on Non-Ship Days, and are required to comply with the OEMP.	✓		
B3	Transport and Traffic Impacts	The Proponent shall design, construct and maintain all internal road works , including servicing areas and car parks, pedestrian and cycle facilities to meet the following requirements: (a) compliance with the provisions of relevant Australian Standards, RTA standards and guidelines; (b) the provision of delineated pedestrian and cycle access from Robert Street to the White Bay Wharf No.5 Cruise Passenger Terminal; (c) installation of clear signage to demarcate all vehicle movements within the site; (d) installation and maintenance of any landscaping on the Site so as not to affect driver sight distance for vehicles entering and exiting the Site; and (e) clear demarcation of all visitor, disabled, ambulance and service vehicle parking areas.	All internal roads including service areas and car parks, pedestrian and cycle facilities were noted to be well maintained at the time of the audit. (b) Delineated pedestrian and cycle access from Robert Street to the terminal were sighted during the inspection (refer to photos in main report) (c) Signage was reviewed during the site visit and was found to be adequate (see photos) (d) At the time of the site visit, all landscaping was low (generally grasses) and would not affect sight distance at entry and exit. (e) Clear demarcation noted during site inspection	✓		

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B4	Transport and Traffic Impacts and Public Transport	The Proponent shall work with cruise ship operators to facilitate shuttle bus services operating between the cruise passenger terminal and the Sydney CBD, on cruise ship days. The shuttle service shall aim to provide passengers, crew and terminal workers with a viable transport option and shall operate at a frequency commensurate with demand.	Coaches have been provided by cruise ship operators to Sydney Airport and Central Station on cruise ship days for passengers. Crew and workers may use this coach service as well, and some cruise lines (eg. Princess) provide a free shuttle service for their crew. The site inspection confirmed that shuttle bus services were available and well patronised on the days of the site inspections.	✓		
B5	Transport and Traffic Impacts and Public Transport	Public vehicular access to the site on cruise ship days and during functions shall only be via James Craig Road, except for low impact activities identified in the Operation Environmental Management Plan required under condition D15, and all servicing of the site and car parking during all site operations shall be undertaken on site.	This requirement is noted in the Cruise Operations OEMP and in the Functions and Events OEMP. Local signage directs passenger vehicles to access the site via James Craig Road. Security staff in the gatehouse instruct any vehicles entering via Roberts Street to use the James Craig Road entry and no access is permitted. Vehicles are physically directed via a boomgate system to exit the site via James Craig Road. It was verified on the days of the site inspections, that access was available only via James Craig Road and vehicles were not permitted to enter via Robert Street.	✓		
B6	Transport and Traffic Impacts and Public Transport	The Proponent shall minimise the loss of parking resulting from changes to Robert Street, and shall design and construct Robert Street, south and west of Buchanan Street so as to address the following requirements: (f) maintain existing pedestrian access and provide clearly delineated and accessible pedestrian access to the site; (g) maintain existing two way vehicular access; (h) facilitate Council's Strategic bike network and provide clearly delineated cycle connections to Buchanan Street and the White Bay Wharf No.5 Cruise Passenger Terminal; and (i) provide parallel parking on the northern side of the road and perpendicular parking on the southern side of the road (including the provision of a paved area between the perpendicular parking area and the boundary fence of the port, where reasonable and feasible).	Primarily related to construction, however (h) and (i) were verified during operation: (h) clearly delineated cycle connections to Buchanan Street and the Terminal were noted (see photos) (i) Parallel parking is provided on the northern side and perpendicular parking on the southern side of Robert Street (see photos)	✓		

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B8	Transport and Traffic Impacts and Public Transport	The Proponent shall ensure that public access to: (a) the foreshore of White Bay Wharf No.5 via Robert Street is maintained during the daytime when it is not required for port operations; (b) the foreshore of White Bay Wharf No.5 is maintained during functions to the greatest extent practicable; and (c) the public areas of the terminal building and short term car park, via Robert Street's pedestrian and cycle path, is maintained during the daytime whilst a cruise ship is berthed at White Bay Wharf No.5.	Section 4.6 of Appendix E1 of OEMP outlines public access requirements. (a) Public access has been maintained to the foreshore of White Bay Wharf No.5 via Robert Street during the daytime when it is not required for port operations; (b) Public access has been maintained to the foreshore of White Bay Wharf No.5 during functions to the greatest extent practicable - it has not been possible to provide access during functions, however this has only been on 4 occasions over the year; and (c) Public access has been maintained to the public areas of the terminal building and short term car park, via Robert Street's pedestrian and cycle path, during the daytime whilst a cruise ship is berthed at White Bay Wharf No.5. The Sydney Ports website provides information regarding access to the public including a flyer / media release as a pdf file.	✓		
B8A	Transport and Traffic Impacts Access	The Proponent shall participate in any strategic planning process, or investigations into potential opportunities and priorities for additional public access points to the site, that may result from the 'Bays Precinct Taskforce' work.	Sydney Ports has participated in the Bays Precinct Taskforce activities however there have been no further discussions over the last year	✓		
B9	Transport and Traffic Impacts Access	The Proponent shall ensure that: (a) access to all adjoining properties is maintained during construction and operation, where reasonable and feasible, unless otherwise agreed by the relevant property owner or occupier; and (b) any access physically affected by the Project is reinstated to at least an equivalent standard, unless agreed with the property owner.	Access to all adjoining properties has been maintained at all times during operation. According to the compliance tracking report, no queuing has occurred on Robert Street that has resulted in access being restricted, other than minor incidences during the initial use of the terminal. This issue was managed by the security guards at the time. The site visits did not identify any issues in relation to access to properties.	✓		
B12	Heritage	The Proponent shall limit heritage impacts to the greatest extent practicable and shall implement the recommendations in section 7 of the report titled Cruise Passenger Terminal, White Bay Heritage Impact Statement (Final), September 2010, prepared by City Plan Heritage, and the recommendations in the letter from City Plan	Heritage recommendations have been implemented in the design of the terminal. Photographic archival recording has been undertaken (thumbnails sighted during audit). Rail tracks have been retained on site for incorporation into the facility (see photos)	✓		

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		Heritage to Sydney Ports Corporation dated 14 November 2012 and titled Heritage Statement for White Bay 5 Cruise Passenger Terminal – Removal of Rail Tracks/CH12-157, subject to the conditions of this approval.				
B12A	Heritage	The Proponent shall prepare a Heritage Interpretation Strategy to facilitate the interpretation of heritage elements within the White Bay site area, including rail sidings. The strategy shall be prepared generally in accordance with NSW Heritage Council guidelines, in consultation with Leichhardt Council and submitted to the Director-General for approval. The strategy shall be implemented within six months of terminal operations commencing, or as otherwise agreed by the Director-General.	Heritage Interpretation Strategy was prepared in consultation with Leichhardt Council (dated April 2013, approved by DG in May) and in accordance with Heritage Council guidelines. Implementation has included: Permanent signs have been installed describing the heritage significance of the site. Lighting has been provided to highlight the rock face. It is noted that the original lighting has been modified due to light spill issues for neighbouring residences. Further consideration is being given to potential electronic projected interpretive text and images within the terminal building, once the usage of the facility for functions increases.	✓		
B16	Urban Design and Landscaping	The Proponent shall ensure that all external lighting installed as part of the project is mounted, screened, and directed in such a manner so as not to create a nuisance to surrounding land uses. The lighting shall be the minimum level of illumination necessary, and be in general accordance with the latest version of AS 4282 – 1997 <i>Control of the Obtrusive Effects of Outdoor Lighting</i> .	Hyder's Design Certificate dated 27 Feb 12 indicates that the design is in accordance with condition B16. The OEMP references this requirement. There were some complaints during the early months of operation in relation to lighting impacts. A meeting was held with between AW Edwards (construction contractor), Sydney Ports and residents on the evening of 10 July 2013 to discuss complaints. As a result the lights were modified with one light removed entirely and the adjacent two lowered and the programming was also changed to address concerns. Security lighting on the rockwall is turned off at 9.00pm and car parking lights are turned off at this time if no activities are occurring. Lighting complaints mostly ceased in Sept 2013, however one complaint was made in Feb 14 due to Pacific Jewel arriving earlier than expected.	✓		

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B17	Urban Design and Landscaping	<p>The Proponent shall prepare and implement a Landscape Plan for the project. The Plan shall be prepared by appropriately qualified person(s) and shall present a landscape design for the project. The Plan shall generally be consistent with the <i>Glebe Island and White Bay Master Plan</i> (with the exception of the area to the south of Robert Street between the perpendicular parking and the external boundary fence to the port), and shall include, but not necessarily be limited to:</p> <p>(a) identification of design principles and standards based on local environmental values, land use and urban design context, heritage values, sustainable design and maintenance, passenger and community safety, security, privacy, and information, and relevant design standards and guidelines;</p> <p>(b) location and identification of existing and proposed landscaping, including the use of flora species endemic to the locality, including the use of mature shade trees and the landscaping of car park areas and access routes;</p> <p>(c) the provision of landscaped bays integrated within car parking bays along the southern and northern side of Robert Street;</p> <p>(d) design details of the built landscape elements of the project, including the short term car park, coach and minibus parking areas;</p> <p>(e) graphics for key elements including sections, sketches, perspective views, etc; and</p> <p>(f) standards, procedures and methods to maintain landscaped areas.</p> <p>In preparing the Plan, the Proponent shall consult with the Sydney Harbour Foreshore Authority and Council. The Plan shall be submitted for the approval of the Director General prior to the construction of the project, unless otherwise agreed by the Director General.</p>	<p>DG approved landscape plan on 23/3/13.</p> <p>The landscaped areas were maintained for a 12 month consolidation (or 'establishment') period. Maintenance activities (irrigation, weeding, removal or rubbish, replacement of plants as required) are carried out by Cabbage Tree Landscape to ensure that landscaped areas are weed-free and healthy.</p> <p>The watering programme is maintained by landscaping company Cabbage Tree and will be adjusted over the next year until the planting is hardened off to natural climatic conditions. Maintenance reports sighted indicated at least 2 visits per month are undertaken.</p>	✓		
B18	B18 - Soil and Water Quality Impacts Storm Water	<p>The Proponent shall, prior to construction, prepare and implement an Integrated Water Cycle Plan for the project to facilitate Water Sensitive Urban Design measures and ensure that stormwater systems are designed and built to minimise pollutant discharges into receiving waterways. The Plan shall be prepared in consultation with OEH and Council and shall include, but not be limited to:</p> <p>(a) the identification of existing hydrology conditions;</p>	<p>Relevant for B18(d) only. Ongoing maintenance, management and monitoring. The relevant infrastructure has been inspected / maintained as required. Tanks and treatment devices installed and are under warranty and inspected as per owner's manual.</p> <p>Jones and Jones Plumbing maintain all hydraulics - irrigation, stormwater, supply. Six monthly checks</p>	✓		

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		<p>(b) objectives and performance standards for water cycle outcomes that are to be achieved during construction and operation of the project, including the identification and consideration of relevant design guidelines, standards and catchment management plans;</p> <p>(c) water management measures that are to be applied so as to meet the objectives and performance standards, including but not limited to:</p> <p>i) on-site storage for rainwater reuse;</p> <p>ii) stormwater treatment devices to remove gross pollutants, sediments, oils and greases from first flush stormwater run-off;</p> <p>iii) bioremediation swales; and</p> <p>(d) ongoing operation maintenance, management and monitoring measures, for the achievement of the identified objectives and performance standards.</p> <p>The Plan shall be prepared by a qualified practicing Civil Engineer with relevant experience in stormwater and environmental engineering</p>	<p>completed on 28/10/13 and 14/04/2014 – records sighted.</p> <p>Rain water tank used for toilet flushing and irrigation. Manual system for switching from rainwater to potable water supply (if required) - Tank has been full.</p>			
B22	B22 - Spoil and Waste Impacts	<p>All waste and fill materials, whether imported or generated on site, shall be assessed, classified, managed and disposed of in accordance with the Waste Classification Guidelines (OEH 2009), or any future guideline that may supersede that document. All waste materials removed from the site shall only be directed to a waste management facility lawfully permitted to accept the materials.</p>	<p>Bins used on the shore are provided and collected on behalf of SPC by Remondis. Sita is engaged to remove waste from the ships (classified and managed as quarantine waste). Unloading operations were observed during one of the site inspections. Majority of waste from ships is directly transferred to waste contractor trucks. Separate glass, cardboard etc.</p> <p>Sewage, oily water, sludge, hazardous items etc was removed by truck by Sita up until week prior to audit, - now TPI. All liquid wastes. Checklists completed as part of checks on removal - Sighted records for 9/05/2014.</p> <p>Wastes are classified on board. Permitting system is in place through SHiPS - tracks removal of waste - data entered owned by Carnival (vessel agents).</p> <p>Remondis are engaged to pick up waste from the terminal cruise ship operations. Cleaners pick up the bins</p>	✓		

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			<p>and place in skips out the back. WRAPP reporting to occur at end of the year, Remondis would report quantities to SPC.</p> <p>Waste from functions is collected by Sita, booked via Clean Event (Contracted cleaning company to Harbourmasters)</p> <p>Functions - hirer is responsible for waste disposal. Noted late collection of waste following function on 29 May 2014 – some effect on next day's operations –</p>			
B24	B24 - Hazards and Risks Emergency Plan	The Proponent shall, prior to operation, develop and implement a comprehensive Emergency Plan and detailed emergency procedures for the project. The Plan shall be consistent with the Department's Hazardous Industry Planning Advisory Paper No.1, 'Industry Emergency Planning Guidelines'. The Plan shall include response procedures for any incident/fire scenarios in neighbouring facilities and site flooding.	<p>Emergency Plan and Procedures are implemented and tested. They are reviewed after 12 months and training is provided for security staff.</p> <p>Drills conducted quarterly - latest drill conducted 28 January 2014 - by Trimevac. The formal training session was conducted in accordance with Australian Standard 3745-2010 and Emergency procedures Guidelines. Records of attendance, debrief and recommendations were sighted.</p>	✓		
B25	B25 - Hazards and Risks Safety Management System	The Proponent shall, prior to operation, develop and implement a comprehensive Safety Management System, covering all on-site operations, including bunkering. The safety Management System shall be consistent with the Department's Hazardous Industry Planning Advisory Paper No.9, 'Safety Management'.	<p>Terminal Operations are conducted in accordance with Sydney Ports' Safety Management System (SPC wide). A SMS compliance document has also been developed for the facility based on the overall SMS titled "Safety Management System Compliance for White Bay 5 Passenger Terminal Operation" dated 20/02/2013.</p> <p>Safe Work Method Statements (SWMS) are required as part of the SMS and are implemented for key tasks undertaken by contractors (sighted for DIT Marine and General Engineering.</p> <p>The bunkering of vessels in Sydney Ports is the responsibility of the vessel owner and in accordance with SPC procedure for safely managing the bunkering process. The procedure is included as Appendix 4 to the</p>	✓		

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			SMS compliance document. Bunkering Permits required to be completed – sighted Permit 1027278 – 9/05/14 Fuel oil bunkering; Bunker Fuel or slops transfer vessel checklist and undertaking checklist 9/05/14, MV Pacific Jewel Bunker Plan, Audit of Bulk Transfer Operation (no 20947) dated 9/05/14			
B26	B25 - Hazards and Risks Safety Management System	The Proponent shall store and handle all chemicals, fuels and oils in appropriately roofed and bunded areas with impervious flooring and in accordance with: (a) all relevant Australian Standards; (b) for liquids, a minimum bund volume requirement of 110% of the volume of the largest single stored volume within the bund; and (c) the EPA's <i>Environment Protection Manual Technical Bulletin Bunding and Spill Management</i> , or any future guideline that may supersede that document. In the event of an inconsistency between the requirements listed from a) to c) above, the most stringent requirements shall prevail to the extent of the inconsistency.	Chemical/oil/fuel storage is in accordance with OEMP. Small quantities of cleaning chemicals are stored on site. Forklifts are gas powered. Gas cylinders are deployed in cages to designated areas on site to facilitate efficient change-over of cylinders during loading and unloading operations. Hydraulic vegetable oil is used for hydraulic gangway, and located within the plant. Servicing is done by mobile service contractors onsite. Three mobile spill kits are located onsite inside the stairwell in close proximity to forklift operations. Site inspection did not identify any inappropriate chemical, fuel or oil storage.	✓		
B27	B25 - Hazards and Risks Safety Management System	The Proponent shall, prior to operation, integrate its existing effluent discharge operational procedures into the Operational Environmental Management Plan required under condition D15	The OEMP contains requirements for sewage discharge based on the existing effluent discharge operational procedures.	✓		
B28	Air Quality Impacts	The Proponent shall operate the project with the objective that emissions from cruise ships operating at White Bay Terminal 4 and 5 do not result in an exceedance of the ambient air quality impact assessment criteria specified in Table 3.1 of the report titled <i>White Bay Passenger Terminal Air Quality Assessment</i> , dated 30 July 2010, prepared by Sinclair Knight Mertz.	The objective is stated in the Operational Air Quality Management Plan (OAQMP) – Appendix F of OEMP). Monitoring has been conducted to measure the air quality objectives from operations against these criteria. The monitoring indicates that to date no exceedances of the criteria have occurred. Results are available on the Sydney Ports website under Issues and the community = Monitoring Results – noise and air. Latest report on website covers period 4/12/13 – 23/12/13. Interim report as sighted for the period 16/02/14	✓		

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			<p>to 7/03/14, indicating no exceedances, however the results were yet to be formally confirmed at the time of report drafting.</p> <p>In response to concerns from Balmain residents in relation to air quality of cruise ship days, additional air quality monitoring was conducted by an independent specialist on an additional eight days, with dates chosen for their potential to produce the highest readings of sulphur dioxide and particulate matter, taking into consideration the presence of ships berthed at White Bay, prevailing conditions and number of complaints received. The readings for these parameters were below the allowable limits on all of the eight targeted days (as reported on the SPC website)</p>			
B29	Air Quality Impacts - Odour	The Proponent shall not permit any offensive odour, as defined under section 129 of the <i>Protection of the Environment Operations Act 1997</i> , to be emitted from the site which impacts on any sensitive receptors. Burning of any garbage, vegetation or other combustible material is not permitted.	<p>Odour management is described in the OEMP – within the – Odour Management sub-plan in Appendix G. Potential odour sources are identified as: ship refuelling, liquid waste, solid waste and engine and exhaust flues from cruise ships operating on auxiliary power at berth.</p> <p>Activities have been conducted in accordance with the OEMP including notifying ship operators to minimise emissions to maximum extent possible on arrival for every visit. The “Welcome to White Bay Cruise Terminal Sydney – Notification to visiting Cruise Ships” was sighted.</p> <p>However, a number of complaints have been received regarding odour, primarily in relation to exhaust fumes from the cruise ships.</p> <p>Carnival Australia (the main cruise ship owner) have released a “Good Neighbour Commitment” which provides a number of commitments including minimising noise and light spill, however no specific commitments are made in relation to minimising air / odour emissions.</p>		◆ OFI	

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			Firm commitments should be made by Carnival Australia to limit air emissions to the maximum extent possible as per the requirements stated in the “Welcome to White Bay Cruise Terminal” document No burning of garbage, vegetation or other material has been undertaken			
B34	Complaints and Enquiries	Prior to the commencement of construction, or as otherwise agreed by the Director-General, the Proponent shall ensure that the following are available for community enquiries and complaints for the duration of construction (a) a 24 hour 1800 telephone number(s) on which complaints and enquiries about the project may be registered; (b) a postal address to which written complaints and enquires may be sent; (c) an email address to which electronic complaints and enquiries may be transmitted; and (d) a mediation system for complaints unable to be resolved. The telephone number, the postal address and the email address must be published in newspaper(s) circulating in the local area prior to the commencement of construction and prior to the commencement of operation. This information must also be provided on the Proponent’s website	NOTE This condition is relevant to construction only except the last paragraph. Advertisement including telephone number, postal address and email address for community enquiries and complaints to be published in local newspaper (s) prior to commencement of operations. Website contains contact information. Sighted copy of advertisement placed in the Inner West Courier announcing the arrival of its first ship due on Monday 15 April 2013. Sydney Ports webpage provides community contact details for the Community Relations Manager – (02) 9296 4962 (recorded message after hours – can leave message) This number was tested as part of the audit process.	✓		
B35		Prior to the commencement of construction, or as otherwise agreed by the Director-General, the Proponent must prepare and implement a Construction Complaints Management System consistent with AS 4269: Complaints Handling and maintain the System for the duration of construction and up to 12 months following completion of construction. Information on all complaints received, including the means by which they were addressed and whether resolution was reached with or without mediation, must be included in the construction compliance reports referred to under condition B38 and made available to the Director-General on request.	Complaints Management (Complaints Response Procedure) is detailed in section 2.4 of the OEMP and SPC's Complaints Management System and was implemented for 12 months following completion of construction. The complaints register and complaints summary report was reviewed as part of the audit process.	✓		

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B36		<p>Prior to the commencement of construction, or as otherwise agreed by the Director-General, the Proponent shall establish and maintain a website for the provision of electronic information associated with the project. The website may be a new website or be dedicated pages within an existing website and is to be maintained for the duration of construction and for 12 months following completion of the project. The Proponent must publish and maintain up-to-date information on this website or dedicated pages including, but not necessarily limited to:</p> <p>(a) a copy of the documents referred to under condition A1 of this approval, and any documentation supporting modifications to this approval that may be granted;</p> <p>(b) a copy of this approval and each relevant environmental approval, licence or permit required and obtained in relation to the project;</p> <p>(c) subject to confidentiality requirements, a copy of each strategy, plan and program required under this approval;</p> <p>(d) the outcomes of independent environmental audits in accordance with condition B38(d) of this approval; and</p> <p>(e) details of contact point(s) to which community complaints and inquiries may be directed, including a telephone number, a postal address and an email address.</p>	<p>The Project website was in place as part of the Sydney Ports website during construction and for 12 months following completion. It included approval documentation, relevant plans and strategies, audit reports and contact details. The website has been updated to provide operational related information and still provides links to assessment and approvals documentation.</p>	✓		
B37		<p>The Proponent shall, subject to confidentiality, make all documents required under this approval publicly available.</p>	<p>Relevant documents required under this approval are available on the website, and are updated as they become available.</p>	✓		
B38		<p>Tracking Program to track compliance with the requirements of this approval. The Program must be submitted to the Director-General for approval prior to the commencement of construction and operate for a minimum of five years following commencement of operation. The Program must include:</p> <p>(a) provisions for periodic review of the compliance status of the project against the requirements of this approval and the Statement of Commitments detailed in the document referred to in condition A1 of this approval;</p> <p>(b) provisions for the notification of the Director-General prior to the commencement of construction and prior to the commencement of operation of the project;</p>	<p>Compliance Tracking Program (v2.3 by TSA Management -October 2011) currently available on Project website includes operational requirements. There has been no change to this document since the last environmental audit undertaken during the construction phase and continues to operate. Operational requirements of the compliance tracking program are incorporated into the OEMPs.</p> <p>A compliance tracking report spreadsheet (March 2014) was provided to the auditor for review and it is utilised to track ongoing compliance with conditions of approval.</p>	✓		

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		(c) provisions for periodic reporting of compliance status to the Director-General during construction and operation; (d) a program for independent environmental auditing in accordance with ISO 19011:2003 - Guidelines for Quality and/ or Environmental Management Systems Auditing; (e) procedures for rectifying any non-compliance identified during environmental auditing or review of compliance; (f) mechanisms for recording environmental incidents during construction and operation and actions taken in response to those incidents; (g) provisions for reporting environmental incidents to the Director-General during construction; and (h) provisions for ensuring all employees, contractors and sub-contractors are aware of, and comply with, the conditions of this approval relevant to their respective activities.	b) Sydney Ports notified the Director-General in a letter dated 10 April 2013 that cruise operations at the White Bay Cruise Terminal are scheduled to commence on Monday 15 April 2013 c) Annual Compliance Tracking reports will be prepared for the first 5 years of operation This was in preparation at the time of the audit and will be submitted to DP&I at the same time as the Annual Environmental Audit d) This independent environmental audit was undertaken 12 months after commencement of operations as required by the Compliance Tracking program and the conditions of approval.			
		NOISE AND VIBRATION IMPACTS				
D1		The Proponent shall design, construct, operate and maintain the project using all reasonable and feasible precautions and measures to achieve the objective that noise contributions from activities on Cruise Ship Days associated with the project do not contribute to an exceedance of the noise criteria specified in Table 1, at those locations and during those periods indicated. The criteria apply under: (a) wind speeds up to 3 ms ⁻¹ (measured at 10 metres above ground level); or (b) temperature inversion conditions up to 3°C per 100 metres and wind speeds up to 2 ms ⁻¹ (measured at 10 metres above ground level).	Noise monitoring has been undertaken and exceedances have been recorded (also refer condition D11). Complaints relating to noise have also been recorded (180 up to Feb 2014 for cruise operations) Mitigation measures have been implemented for both land based and ship based operations to minimise noise emissions. The DG has been notified of exceedances and mitigation measures (3 letters 21/02/13, 18/11/13 and 12/03/14). Noise mitigation is an ongoing issue being addressed in conjunction with other relevant agencies including EPA, Department of Planning, Leichhardt Council, and RMS. Leichhardt Council and affected residents have been notified of the noise exceedances. Generally, exceedances were in the evening period and most exceedances of the average criteria were due to ship engine and fan noise. Exceedances of the maximum noise criterion were caused by heavy duty vehicle activity. Additional noise mitigation measures implemented landside include:	✓		

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		<p>Table 1 – Noise Criteria (dBA)</p> <table border="1"> <thead> <tr> <th rowspan="2">Location</th> <th colspan="2">Day 7:00am to 6:00pm on any day</th> <th colspan="2">Evening 6:00pm to 10:00pm on any day</th> <th colspan="3">Night 10:00pm to 7:00am on any day</th> </tr> <tr> <th>L_{Aeq} (15-minute)</th> <th>L_{Aeq} period</th> <th>L_{Aeq} (15-minute)</th> <th>L_{Aeq} period</th> <th>L_{Aeq} (15-minute)</th> <th>L_{Aeq} period</th> <th>L_{A1} (1-minute)</th> </tr> </thead> <tbody> <tr> <td>Grafton Street, Balmain</td> <td>56</td> <td>N/A</td> <td>54</td> <td>N/A</td> <td>49</td> <td>N/A</td> <td>55</td> </tr> <tr> <td>Donnelly Street, Balmain</td> <td>54</td> <td>N/A</td> <td>52</td> <td>N/A</td> <td>49</td> <td>N/A</td> <td>59</td> </tr> <tr> <td>Dockside Apartments</td> <td>60</td> <td>N/A</td> <td>57</td> <td>55</td> <td>53</td> <td>46</td> <td>63</td> </tr> <tr> <td>Refinery Drive, Pyrmont</td> <td>55</td> <td>N/A</td> <td>53</td> <td>47</td> <td>51</td> <td>42</td> <td>61</td> </tr> <tr> <td>Oxley Street, Glebe</td> <td>58</td> <td>N/A</td> <td>47</td> <td>N/A</td> <td>47</td> <td>43</td> <td>57</td> </tr> <tr> <td>Camerons Cove, Balmain</td> <td>50</td> <td>N/A</td> <td>48</td> <td>N/A</td> <td>45</td> <td>42</td> <td>55</td> </tr> </tbody> </table> <p>and shall submit a report to the Director General upon the implementation of those measures. These measures may include operational changes, further on-site mitigation to infrastructure or off-site mitigation measures. The Proponent shall notify Leichhardt Council and properties at which the noise criteria was exceeded as to the circumstances that led to the exceedance and measures to be implemented to address potential future exceedances</p>	Location	Day 7:00am to 6:00pm on any day		Evening 6:00pm to 10:00pm on any day		Night 10:00pm to 7:00am on any day			L _{Aeq} (15-minute)	L _{Aeq} period	L _{Aeq} (15-minute)	L _{Aeq} period	L _{Aeq} (15-minute)	L _{Aeq} period	L _{A1} (1-minute)	Grafton Street, Balmain	56	N/A	54	N/A	49	N/A	55	Donnelly Street, Balmain	54	N/A	52	N/A	49	N/A	59	Dockside Apartments	60	N/A	57	55	53	46	63	Refinery Drive, Pyrmont	55	N/A	53	47	51	42	61	Oxley Street, Glebe	58	N/A	47	N/A	47	43	57	Camerons Cove, Balmain	50	N/A	48	N/A	45	42	55	<ul style="list-style-type: none"> Garbage trucks prevented from accessing WBCT prior to 7am Ground service equipment (eg – baggage cages) are now moved and prepared the evening before rather than the early morning hours before the arrival of a cruise ship when there are consecutive ship days. Notifications are delivered to the Staff or Deputy Captain of all cruise ships reminding them of the proximity to residential areas and outlining expectations including: <ul style="list-style-type: none"> No all deck announcements or music while in port (except required safety announcements) Ensure ship generators /engines are maintained and operating efficiently to reduce air and noise emissions while in port Ships to run on minimum power whilst at berth Minimise light spill from ship lighting after sunset <p>In relation to complaints, SPC has established a community relations manager position and improved the complaints recording procedures.</p> <p>In their letters to the DG, SPC have committed to further mitigating impacts from cruise ship operations where reasonable and feasible. In the March 2014 letter, SPC have indicated that they are planning to undertake additional noise monitoring to confirm if mitigation measures have resulted in noise level reductions and / or define the source of continued exceedances. At the time of the audit, further monitoring had been conducted and preliminary results only were available</p>	<p>✓</p>		
Location	Day 7:00am to 6:00pm on any day			Evening 6:00pm to 10:00pm on any day		Night 10:00pm to 7:00am on any day																																																															
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D2		<p>For the purpose of assessment of noise contributions specified under condition D1 of this approval, noise from the project shall be:</p> <p>(a) measured at the most affected point on or within the site boundary at the most sensitive locations to determine compliance with L_{Aeq}(15-minute) and L_{Aeq}(period) noise limits;</p> <p>(b) measured in the free field at least 3.5 metres from any vertical</p>	<p>Noise monitoring has been undertaken in accordance with condition as outlined in monitoring reports (refer to D11)</p>	<p>✓</p>																																																																	

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		<p>reflecting surface in line with the worst-affected dwelling façade to determine compliance with $L_{A1(1\text{-minute})}$ noise limits; and (c) subject to the modification factors provided in Section 4 of the <i>New South Wales Industrial Noise Policy</i> (EPA, 2000), where applicable.</p> <p>Notwithstanding, should direct measurement of noise from the project be impractical, the Proponent may employ an alternative noise assessment method deemed acceptable by OEH (refer to Section 11 of the <i>New South Wales Industrial Noise Policy</i> (EPA, 2000)). Details of such an alternative noise assessment method accepted by OEH shall be submitted to the Director-General prior to the implementation of the assessment method.</p>				
D3		<p>Notwithstanding conditions D1 and D2, the terminal buildings are to be designed and constructed to incorporate the noise mitigation measures committed to in the documents listed in condition A1 and noise emissions from mechanical plant associated with the building shall be limited to a maximum sound power level of 92dBA.</p>	<p>The OEMP requires mechanical plant to be certified to 92dB(A) maximum. The specifications for the forklifts used on site indicate a sound power level at the operator's ear of between 78 and 79.5 for the gasoline models and between 80 and 85 for the diesel models. The site inspection noted that LPG forklifts were primarily used in preference to gasoline or diesel models. The OEMP should be updated to reflect this.</p>		◆ OFI	
		Operation Noise Limits – Functions				
D4		<p>The Proponent shall design, construct, operate and maintain the project to ensure that the LA10 noise emitted from Functions shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) by more than 5db between 7.00am and 12:00 midnight at the boundary of any affected sensitive receiver.</p> <p>The Proponent shall ensure that the LA10 noise emitted from Functions shall not exceed the background noise level in an Octave Band Centre Frequency (31.5Hz – 8kHz inclusive) between 12:00 midnight and 7.00 am at the boundary of any affected sensitive receiver.</p> <p>For the purpose of this condition, the LA10 can be taken as the average maximum deflection of the noise emission from the site.</p>	<p>The Functions OEMP addresses this requirement.</p> <p>No noise monitoring of functions have been conducted to date as there had been no functions held outside at the time of the audit. It was stated that monitoring would be conducted should a function be held outside or amusement rides be arranged.</p> <p>Eight noise complaints have been received in relation to functions – seven were for fireworks from a barge and one was for lights left on. The complaint was investigated and actioned and was also reported to DP&I via the quarterly compliance summary report. In the compliance report, the following response was provided regarding the fireworks complaints: “Venue Manager explained that the fireworks were via a</p>	✓		

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			<i>barge sitting in the middle of the water ways between White Bay and Pyrmont and booked via Maritime – unfortunately it was out of the control on White Bay Venue Management as they do not manage or police the water ways and the event hirer did not notify venue management that they had done this. Sydney Ports sent replied individually to all complaints received in relation to fireworks advising the complainant that neither Sydney Ports or the managing agent were advised by the corporate client that fireworks had been organised, but they independently applied to NSW Roads & RMS for an aquatic licence to conduct the fireworks. This highlighted a gap in our client booking process which Sydney Ports have now addressed to make sure the community is fully informed on the type and nature of events being held at the cruise terminal. Sydney Ports apologised for any inconvenience caused”</i>			
		Operating Hours – Cruise Ship Days and Functions				
D5		The Proponent shall only undertake setup, dismantling, delivery or removal of temporary structures, and amusement rides associated with the project that would generate an audible noise at any residential premises during the following hours: (a) 7:00 am to 6:00 pm, Mondays to Fridays, inclusive; (b) 8:00 am to 1:00 pm on Saturdays; and (c) at no time on Sundays or public holidays.	This requirement is in Functions OEMP. No temporary structures or rides have been installed on site.	✓		
D6		Functions that are likely to generate an audible noise at any sensitive receiver shall be limited to 7:00am to 11:30pm, 4 days in any week, unless otherwise agreed by the Director-General. All patrons are to vacate the site by 12:00 midnight. The Proponent is to provide appropriate venue management staff to supervise patrons vacating the site to ensure that noise and disturbance is minimised.	The Functions OEMP addresses this requirement. Venue sound limits are included in the White Bay Cruise terminal event contract with Harbour Masters. The Functions checklist provided to the Venue Manager (Harbour Masters) includes these requirements. The checklists are completed and submitted to Sydney Ports for each event. It was confirmed that the Venue managers provide staff at each event as a requirement of the contract and CoA.	✓		

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D7		The operation of amusement rides shall only occur 5 times a year. The operation of amusement rides and similar outdoor activities shall only be undertaken between 7:00am and 10:00pm Monday to Saturday and between 9:00am and 6:00pm Sundays or public holidays, unless otherwise agreed by the Director-General.	The Functions OEMP addresses this requirement. No amusement rides or outdoor activities had occurred on site at the time of the audit.	✓		
Operating Activities – Functions						
D8		Amusement rides and similar activities, shall only be erected in front of the terminal building so as to provide effective noise shielding to surrounding residences in Balmain and Rozelle and other noise sensitive receivers.	The Functions OEMP addresses this requirement. No amusement rides or outdoor activities had occurred on site at the time of the audit.	✓		
D9		Amusement Rides and other equipment to be used outside for functions shall have a maximum sound power level of 106dBA	The Functions OEMP addresses this requirement. No amusement rides or outdoor activities had occurred on site at the time of the audit.	✓		
D10		Amplified music other than background music must be confined to inside the terminal building with all doors and windows closed and the roof sealed. For the purpose of this condition, 'background music' is music that is less than 67 dBA at 10 metres from speakers.	The Functions OEMP Appendix D addresses this requirement. No amusement rides or similar activities have been conducted. Amplified music has been contained to within terminal building.	✓		
NOISE MONITORING AND REPORTING						
Noise Monitoring – Cruise Ship Days						
D11		The proponent shall within 12 months of operation undertake monitoring of noise levels from a representative sample of cruise ships, as defined in the Operational Noise Management Plan. The monitoring shall confirm that the project is meeting the noise criteria listed in Condition D1. If the noise monitoring indicates an exceedance of the noise levels identified in Condition D1, the Proponent shall implement further reasonable and feasible measures (where required) in accordance with the procedures outlined in the Operational Noise Management Plan. The proponent shall submit a copy of the outcome of the monitoring results to the Director-General within one month of monitoring being undertaken.	Between June 2013 and February 2014, Sydney Ports conducted 9 rounds of noise monitoring 6 monitoring locations, capturing 11 ship visits, including the first and second instances when two ships have been at berth simultaneously (at WBCT and WB4). The noise monitoring conducted is well in excess of the requirements for noise monitoring set out in the ONMP. In relation to the first 9 rounds of noise monitoring, 107 individual noise measurements were conducted. Noise exceedances were recorded for 29 of these 107 measurements. As a result of the exceedances, and in accordance with the requirements of the ONMP and Project Approval, mitigation measures additional to those	✓		

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			already being implemented were investigated. A range of noise mitigation measures, for both land and ship based activity, were incorporated into operational activities. Following the implementation of mitigation measures, an additional campaign of noise monitoring was conducted, throughout March and April 2014. An additional 6 ship visits were monitored, all ships having been monitored on a previous visit. Measurements were taken at the two closest receivers, Locations 1 & 6. Noise exceedances were recorded for 3 of these 10 measurements. Although exceedances have reduced in frequency and magnitude, exceedances are still occurring and investigation into further mitigation measures is ongoing.			
Noise Monitoring – Functions						
D12		Noise monitoring shall be carried out for functions incorporating outside activities, from 6:00pm and up to 12:30am. The results of the monitoring shall be forwarded to the Department on a quarterly basis (with the report required by condition D13) and made available to the Police and Council upon request. Noise monitoring is to be undertaken in accordance with AS1055 for outdoor sound level measurements, or a commensurate method identified in the Operational Noise Management Plan.	No noise monitoring has been undertaken as the functions have not involved outdoor activities.	✓		
D13		At the end of each quarter the Proponent shall prepare a Compliance Summary Report. The report shall provide a summary of: (a) each function held and the number of patrons permitted in each hall; (b) any event compliance issues for that quarter, particularly in relation to: i) noise impacts and monitoring results, including complaints received; and ii) traffic impacts. The report shall to be integrated into the Compliance Tracking Program required under condition B38 and made available to the Director-General on request.	A compliance summary report was submitted to DG in March 2014, covering the quarter Nov 2013-Jan 2014. This was one month later than required by the Compliance Tracking Program. No reports were submitted prior to this as the first function was in Nov 2013. One event was held in the quarter Feb 2014-April 2014. The compliance summary report was submitted to DG in May 2014.	✓		

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COMMUNITY INFORMATION						
D14		The Proponent shall notify surrounding residents, Council and the Police fourteen days prior to functions that are likely to be audible and will involve outdoor activities between 6.00pm and 11.30pm, including when amusement rides are used on site. The notice shall include the following: (a) date and nature of the event; (b) the hours of operation for the event and expected numbers; (c) proposed outdoor activities; and (d) the name and contact number for an appropriate venue representative. The representative must be on site for the entire event.	Notifications are provided on the website for functions held at the terminal. No functions involving outdoor, amusement rides or audible activities have been held.	✓		
OPERATIONAL ENVIRONMENTAL MANAGEMENT PLAN						
D15		The Proponent shall prepare and implement an Operational Environmental Management Plan that details the environmental management framework, practices and procedures to be followed during the operation of the project. The Plan shall be consistent with the <i>Guideline for the Preparation of Environmental Management Plans</i> (DIPNR, 2004). The Plan shall be prepared in consultation with relevant Government agencies, including but not limited to the RTA, Transport NSW, NSW Maritime, OEH , Emergency Services and Council, and shall include, but not necessarily be limited to: (a) a description of all relevant activities to be undertaken during the operation of the project, including for cruise ship days and functions; (b) statutory and other obligations that the Proponent is required to fulfil during operation, including all approvals, consultations and agreements required from authorities and other stakeholders, and key legislation and policies; (c) a description of the roles and responsibilities for all relevant employees involved in the operation of the project; and (d) details of how the environmental performance of the project will be managed and monitored, and what actions will be taken to address identified adverse environmental impacts. In particular the following environmental matters shall be addressed in the plan:	Two Operational Environment Management Plans have been prepared – one for Cruise Operations, and the other for Functions. During the first site inspection, it was noted that the OEMP was not held on site. This was quickly rectified and a copy was noted to be kept on site at the second site visit. a. Yes – addressed in both OEMPs – Section 2.2 – Operational Phase environmental issues b. Yes – Under Legal and Regulatory Requirements in Cruise operation OEMP and Appendix A in the Functions OEMP (Statutory Requirement Checklist) c. Yes –addressed in Section 3 of both OEMPs d. see below	✓		

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		i) transport and traffic management and site access; ii) noise management; iii) air quality and odour management; iv) stormwater and water quality management; v) landscaping maintenance; vi) hazards and risks and emergency responses; vii) energy and water consumption; viii) waste management; and ix) community consultation, enquiries and complaints system.	Yes - Appendix E1 and E2 Cruise Operations OEMP - Transport Traffic and Access Management Plan – WB5 and WB4 and in Functions OEMP Yes – Operational Noise Management Plan within Cruise Operations and Functions OEMPs Yes – Operational Air Quality Management Plan (Appendix F – Cruise Operations OEMP Yes – in body of Cruise Operations and Functions OEMPs and Table 5 – Stormwater management Yes – Table 10 Cruise Operations OEMP (not required for functions OEMP) Yes – Table 10 – Hazards and Risk Emergency Responses (Functions) and Table 13 (Cruise Operations) Yes Tables 10 and 12 respectively for Cruise Ops and Functions OEMPs Yes – Table 6 of Cruise Operations and Functions EOMPs Yes - - Complaints response procedure in body of OEMPs and Table 9 and 8 respectively – Community Consultation, Enquiries and Complaints system – Cruise Ops and Functions	✓		
D15 cont'd		The Plan shall be submitted to the Department at least one month prior to operation and approved by the Director-General prior to the commencement of operations. Nothing in this approval restricts the Proponent from incorporating the Plan into existing management systems administered by the Proponent.	The Plans were submitted to the DG (March & April 2013). Responses from the department acknowledging receipt of Plans and indicating that the plans generally meet the requirements of conditions D15 and D16 and are approved were sighted.	✓		
D16 (a)		As part of the Operational Environmental Management Plan for the project required under condition D15 of this approval, the Proponent shall prepare and implement: (a) an Operational Transport, Traffic and Access Management Plan . The plan is to be prepared in consultation with the RTA, Transport NSW, Council and Emergency Services. The plan is to detail measures to manage the operational traffic impacts for the project, and shall have consideration of the <i>Guide to Traffic and Transport Management for Special Events</i> . The Plan shall include but not be limited to:	An Operational Transport, Traffic and Access Management Plan (OTTAMP) was prepared in accordance with the requirements of this condition and is provided as Appendix E of the Cruise Operations OEMP and Appendix E of the Functions and Events OEMP. See Appendix E of OEMP	✓		

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		i) standard operational traffic management measures and procedures used during cruise ship and function operations for a range of expected operational scenarios, including measures to reduce peak AM and PM vehicle movements; ii) special events procedures to manage traffic and car parking impacts during non-standard events (such as arrival of large cruise ships, early arrival or late departure of cruise ships) that are likely to cause extensive queuing and traffic delays; iii) parking arrangements for long term stays; iv) priority infrastructure for taxis and hire cars to enter and exit the site during cruise ship visits; v) predicted traffic volumes, types and routes; vi) a Workplace Travel Plan to promote the use of the shuttle bus service and public transport, walking and cycling by employees; vii) a Transport Access Guide to inform passengers patrons of transport options to the site, including the shuttle bus service; viii) the maintenance of safe pedestrian and cycle access from Robert Street to White Bay Wharf No.5; x) the provision of safe public access to the foreshore; and x) a procedure for handling traffic and access complaints that includes recording, investigating, reporting and follow-up action.	Yes – submitted, reviewed and approved by DP&I – as above	✓		
D16 (b)		(a) an Operational Noise Management Plan is to be prepared in consultation with Council. The plan is to detail measures to manage the operational noise impacts for the project, including but not limited to: i) identification of noise sources and scenarios associated with the operation of the project, including for cruise ship days and functions; ii) noise mitigation measures to be applied during the use of the project during cruise ship days and functions; iii) selection of quiet equipment and plant consistent with the noise limit requirements of this approval; iv) maintenance regimes of all equipment to ensure correct working order; v) a monitoring and recording regime for cruise ship operations and functions; and vi) a procedure for handling noise complaints that includes recording, investigating, reporting and follow-up action.	An Operational Noise Management Plan (ONMP) was prepared in accordance with the requirements of this condition and is provided as Appendix D of the Cruise Operations OEMP and Appendix D of the Functions and Events OEMP. Evidence of implementation sighted – Booking checklists, noise monitoring reports and Welcome notification to vessels.	✓		

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D16 (c)		an Operational Odour Management Plan to outline measures to minimise odour impacts associated with the operation of the project. The Plan shall include, but not necessarily be limited to: i) identification of all point and diffuse sources of odour associated with the operation; ii) a detailed description of the odour mitigation methods and management practices that will be used to ensure offensive odour impacts do not occur off site; iii) a detailed description of the methods used for monitoring the effectiveness of the odour mitigation methods and management practices for all point and diffuse sources of odour; iv) details of proposed contingency measures should odour impacts occur; and v) a procedure for handling potential odour complaints that includes recording, investigating, reporting and follow-up action.	An Operational Odour Management Plan (OOMP) was prepared in accordance with the requirements of this condition and is provided as Appendix G of the Cruise Operations OEMP. Odour complaints have been received from the community in relation to exhaust from the cruise ships – refer to Condition B28.	✓		
D16 (d)		an Operational Air Quality Management Plan to detail measures to manage the air quality impacts of the project and to ensure the operation of the project addresses the air quality criteria identified in Condition B28. The Plan shall include, but not necessarily be limited to: i) identification of all sources of sulfur dioxide (SO ₂) and solid particles associated with the operation of the project; ii) identification of potential air quality impacts from the operation of the project; iii) an air quality monitoring programme to confirm the air quality performance of the project during cruise ship days; iv) a description of SO ₂ and solid particle mitigation measures and management practices that could be implemented should exceedences of the air quality criteria in Condition B28 occur as a result of the project; v) demonstration how the requirements of condition B30 (Shore to Ship Power) have been considered; vi) an outline of all responsibilities regarding air quality management for all employees; and vii) a periodic review of the air quality management plan, which includes a review of the extent to which the air quality criteria have been met, complaints from external stakeholders, effectiveness of mitigation measures and any other changing circumstances.	An Operational Air Quality Management Plan (OAQMP) was prepared in accordance with the requirements of this condition and is provided as Appendix F of the Cruise Operations OEMP. Evidence of implementation sighted – air quality Monitoring reports, Welcome Notification to Vessels. Liaison with agencies and the community is ongoing. A review of the monitoring data in air quality reports indicates no exceedance to date. Air quality data is uploaded to the Sydney Ports website on the Community/Issues and the community section. Round 1: was carried out over the period from 21 September 2013 to 7 October 2013, during which three cruise ships berthed at White Bay. Round 2: was carried out over the period from 4 December to 23 December 2013, during which eleven cruise ships berthed at White Bay Two further rounds of monitoring were conducted before the middle of April 2014, however at the time of the audit, full results were not available. Interim results did not indicate any exceedances. Also refer to Condition B28	✓		

4.2 Part 2 - Statement of Commitments

SoC No	Auditee	SoC Requirement		Comments, observations, discussion	Audit Outcome		
					* See footer for key		
					C ✓	Finding O IOC NC ◆ ☒ ☒	NA
Environmental Management							
		Objective	Action				
1		Minimise impact of the Cruise Passenger Terminal operations on surrounding area	Separate Operational Environmental Management Plans (OEMP) will be prepared and implemented for WB4 and WB5 to guide operational activities. They will include: <ul style="list-style-type: none"> • Environmental Management • Traffic, Transport & Pedestrian Movement • Air Quality • Water Quality • Noise & Vibration • Heritage • Landscape & Visual • Waste Management • Energy & Water Consumption, and Greenhouse • Emergency Response • Security and access control • Community Consultation 	Yes – these are all addressed in the OEMP for Cruise operations (WB4 and WB5). Refer to Condition D15	✓		
2		Minimise impact of the function and event operations at WB5 on the surrounding area	An Operational Environmental Management Plan (OEMP) will be prepared and implemented to guide operational activities associated with functions. It will include, but not be limited to: <ul style="list-style-type: none"> • Traffic and Pedestrian Movement (including a Traffic Management Framework) • Water Quality • Noise & Vibration • Heritage • Waste Management • Energy & Water Consumption, and Greenhouse • Emergency Response • Security and access control • Community Consultation 	Yes – these are all addressed in the Functions OEMP Refer to Condition D 15	✓		

SoC No	Auditee	SoC Requirement		Comments, observations, discussion Evidence, supporting documentation	Audit Outcome		
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		General	<p>Hours of operation of the Cruise Passenger Terminal and related activities are 24 hours per day, 7 days per week.</p> <p>Hours of operation for the function facility are as follows:</p> <ul style="list-style-type: none"> • Use of internal and external areas from 7am – 11:30pm (with all patrons to have vacated the site by 12 midnight); • Set-up and cleaning of internal areas of the facility could occur at any time. • Set-up and cleaning of external areas will be undertaken between 7am – 12 midnight. • Amusement rides operating from 7am-10pm. Amusement rides could operate between 10pm and 11pm but only if positioned between the building and wharf edge (i.e. on the southern side of the building). <p>The ability to undertake functions outside these hours would require approval by the Director-General of the Department of Planning.</p>	Yes – these are reflected in the Functions OEMP and are listed as a requirement in the White Bay Functions checklist provided to the White Bay Cruise Terminal Venue Managers.	✓		
Traffic and Pedestrian Movement							
3		Minimise the impact of CPT operational traffic on the surrounding road network	<p>Works required to improve intersections would be finalised before the operation of the WB5 CPT is brought into operation. These works include an additional right turn lane out of James Craig Road would be required.</p> <p>An operational Traffic Management Plan (TMP) for cruise ship visits will be implemented to:</p> <ul style="list-style-type: none"> • Ensure the efficient and orderly management of traffic and pedestrian activities at the proposed CPT; and • Manage long term parking arrangements which will need to be implemented prior to the operation of the long term car park, • The TMP will be prepared in accordance with 	<p>Work to improve the intersections were finalised prior to operations (during construction phase)</p> <p>A Traffic Management Plan is included as part of the Cruise operations OEMP.</p> <p>The TMP notes that it is not necessary to provide long term parking for cruise passengers, so a long term car parking facility for the WBCT is not contemplated in the short term.</p> <p>The TMP states that the Operational</p>	✓		

SoC No	Auditee	SoC Requirement		Comments, observations, discussion Evidence, supporting documentation	Audit Outcome		
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					C ✓	Finding O IOC NC ◆ ☒ ☒	NA
			Sydney Ports' TMP Guideline (2007).	Traffic, Transport and Access Management Plan has been prepared in accordance with the 2007 guideline On the 2 days of the audit site visits, traffic was noted to be well managed, with staff in carparks directing traffic.			
4		Minimise the impact of function and event operational traffic on the surrounding road network	<p>A traffic impact assessment will be undertaken of potential event scenarios for functions with more than 500 attendees at any one point in time, and which are proposed to start or finish during the morning or evening peak traffic periods (i.e. 8am-9am or 5pm-6pm, Monday to Friday).</p> <p>A maximum of 20 functions/events in any calendar year with more than 1500 attendees on site at any one point in time.</p> <p>An operational TMP for functions and events with over 500 attendees at any one point in time will be implemented as part of the OEMP to:</p> <ul style="list-style-type: none"> • Ensure the efficient and orderly management of traffic and pedestrian activities at WB5; • Manage the parking arrangements which will need to be implemented prior to the operation of the CPT as a function facility; and • Corporate functions would be encouraged to transport patrons via buses / coaches. 	<p>At the time of the audit, and in accordance with Condition A7 of the CoA, functions have been limited to 500 attendees. A traffic impact assessment has therefore not been required to date.</p> <p>Refer to condition A7.</p>	✓		
Water Quality							
5		Ensure shipping operations are undertaken in accordance with standard requirements to minimise the potential impact on the	<ul style="list-style-type: none"> • Cruise ship operations such as bunkering while at port will be subject to existing Sydney Ports requirements and protocols, including a safety checklist and auditing. • Discharge of any ballast water from ships will be as per standard AQIS requirements. Prior to the connection point of the on-site 	<ul style="list-style-type: none"> • The bunkering of vessels in Sydney Ports is the responsibility of the vessel owner and in accordance with SPC procedure for safely managing the bunkering process. Refer to Condition B25 • Ballast water is managed by 	✓		

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		environment	stormwater system into the existing stormwater pipes which crosses the site, a stormwater treatment device will be installed on the proposed stormwater system to remove gross pollutants, sediments, oils and greases from the first flush stormwater run-off from the carpark.	vessels in Australia in accordance with Commonwealth requirements. This involves advising AQIS in advance of discharges and confirming that there is no risk from the discharge to the environment (for example undertaking exchange of ballast water whilst at sea). Sydney Ports does not play a specific role in this process, as it is the vessel's responsibility to comply with the Commonwealth's requirements.			
Noise and Vibration							
6		Minimise operational noise impact on surrounding residences.	<p>A Noise Management Plan (NMP) for operations will be prepared and implemented as part of the OEMP and would detail methods available to mitigate noise during the use of the CPT and function facility. In particular the Plan will include:</p> <ul style="list-style-type: none"> • Maintenance of all equipment to ensure correct working order; • Selection of quiet equipment and plant where practicable; • Use of quieter or alternative reversing alarms on mobile plant and equipment permanently on the site; • Appropriate training of all staff in relation to noise issues; • Maintenance of internal roads; • Community consultation program, including 24 hour hotline number for complaints; • Procedures for responding to complaints; and • Nominated responsibilities for noise control during operation, and response to complaints. <p>No delivery, set up, dismantling or removal of</p>	<p>An Operational Noise Management Plan (ONMP) was prepared in accordance with the requirements of Condition D16 (b) and is provided as Appendix D of the Cruise Operations OEMP and Appendix D of the Functions and Events OEMP.</p> <p>Community consultation requirements are addressed in the Cruise operations OEMP</p> <p>The requirements for set up, dismantling or removal of temporary structures etc is addressed in the Functions OEMP. No temporary structures or rides have been installed on site. Refer to Condition D5.</p> <p>No outdoor events have been held to date, so noise monitoring for functions has been undertaken.</p> <p>Patron numbers are restricted to less</p>	✓		

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		<p><i>the temporary terminal structure, amusement rides or other temporary structures will occur outside of the hours of:</i></p> <ul style="list-style-type: none"> <i>7.00 am to 6.00 pm Monday to Friday, and</i> <i>8.00 am to 1.00 pm Saturday.</i> <p>Other measures regarding management of noise from functions will include:</p> <ul style="list-style-type: none"> Incorporation of double doors (air lock) to limit noise breakout. Doors in all facades of the Arrival Hall, and all doors in the north facade of the Baggage Hall and storage and amenities area will remain closed during amplified music events. <i>Amusement rides with potential to cause noise, including any likely to elicit screaming from riders, will only be installed in front of the terminal building so as to provide effective noise shielding to surrounding residences and other noise sensitive receivers.</i> <i>Amplified music other than background music will be confined to inside the terminal building with all doors and windows closed and the roof sealed.</i> During the first outdoor event with significant noise generation, noise monitoring will be conducted to confirm noise levels at residences. Noisy activities can be located strategically to minimise impacts. Noise impacts from night time traffic movements for events greater than 500 people will be addressed as part of the Operational Environmental Management Plan. 	than 500 under Condition A7 so noise impacts from night time traffic generated not required.			

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Air Quality							
7		Minimise odour emissions	As part of the OEMP Sydney Ports will identify any activity that may generate odours, and will identify and implement reasonable and feasibly measures to prevent odour emissions from the premises.	Odour management is described in the OEMP – within the – Odour Management sub-plan in Appendix G. Refer to Condition B29	✓		
Heritage							
8		Recording of structures and buildings to be removed	The White Bay Wharf No. 5 site will be subject of a photographic archival recording prior to the commencement of the demolition works. This is to include structures / buildings such as the canteen and covered car park.	Photographic archival recording has been undertaken (77 thumbnail photos sighted during audit). Rail tracks have been retained on site for incorporation into the facility	✓		
9		Maintenance and interpretation of site features	Selected items/structures will be retained on site for interpretation and will be maintained. Details of interpretive media will be provided as part of the preliminary and detailed design stages as applicable.	Heritage Interpretation Strategy was prepared in consultation with Leichhardt Council. Implementation has included: Permanent signs have been installed describing the heritage significance of the site. Lighting has been provided to highlight the rock face. Further consideration is being given to potential electronic projected interpretive text and images within the terminal building, once the usage of the facility for functions increases. Refer to Condition B12A	✓		
Landscapes and Visual							
10		Minimise impacts on residential amenity	Landscaping will be implemented and maintained, in accordance with the Landscape Management Plan to be prepared at the detailed design stage. This Plan will include: <ul style="list-style-type: none"> planting within car park areas and elsewhere on site; landscaping and fencing along Robert Street where the fence is to be relocated; 	DG approved landscape plan on 23/3/13. The landscaped areas were maintained for a 12 month consolidation (or 'establishment') period. Refer to condition B17 The site visit conducted as part of the audit confirmed plantings within the carpark area, landscaping and fencing	✓		

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			<ul style="list-style-type: none"> processes for the management of the on-site weeds; and monitoring of vegetation to ensure it becomes established and to identify any further management requirements. <p>Where the new access road runs parallel close to Robert Street landscaping and a footpath along Robert St will be provided consistent with the Glebe Island and White Bay Master Plan and Ports Improvement Program.</p> <p>New external light fittings will be positioned to minimise the chances of spill onto surrounding residences.</p> <p>Lighting on site will be designed to meet AS4282 - 1997 Control of Obtrusive Effects of Outdoor Lighting and other relevant standards.</p>	<p>along Robert Street and that weeds are kept under control.</p> <p>Lighting has been provided to highlight the rock face. It is noted that the original lighting has been modified due to light spill issues for neighbouring residences. Lighting – refer to Condition B16</p>			
Waste Management							
11		Reduce the generation of waste	<p>Management of waste will be outlined in the OEMP to ensure that initiatives for the sustainable management of waste are given due consideration. Such measures will include reduction of materials being brought onto the site, reuse of wastes where practicable and recycling.</p> <p>Sydney Ports will:</p> <ul style="list-style-type: none"> Apply the waste management hierarchy (avoid, re-use, recycle and as a last resort dispose). Comply with the NSW Waste Reduction and Purchasing Policy. Comply with DECC's Waste Classification Guidelines Part 1: Classifying Waste during operation of the project. 	<p>Bins used on the shore are provided and collected on behalf of SPC by Remondis. Sita is engaged to remove waste from the ships (classified and managed as quarantine waste). Unloading operations were observed during one of the site inspections. Majority of waste from ships is directly transferred to waste contractor trucks. Separate glass, cardboard etc.</p> <p>Separate recycling and general waste bins are provided at the Cruise Terminal for visitor and passengers use (see photos in body of report)</p> <p>Also refer to Condition B22</p>	✓		

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Energy and Water Consumption and Greenhouse							
12		Reduce energy and water consumption and greenhouse gas generation	<p>Opportunities to minimise energy consumption on site will be identified and implemented. Energy and water management measures will be assessed during detailed design. These measures will be developed as a result of undertaking a sustainability assessment in accordance with Sydney Ports Corporation's Green Port Guidelines during the detailed design phase of the project.</p> <p>Rainwater collected from the roof of the CPT will be stored in rainwater tanks and then re-used for toilet flushing and irrigation for landscaping on site. The design will achieve the equivalent of a minimum green star rating of 4.5 stars.</p>	Energy and Water consumption are addressed in the Cruise Operations and Functions OEMPs as required by Condition D15.	✓		
Emergency Response							
13		Ensure emergency response procedures are adequate	An Emergency Response and Incident Management Plan (ERIMP) will be prepared to ensure incidents are handled promptly and safely. The ERIMP will outline the appropriate emergency response equipment that will be provided, the mandatory training requirements, the emergency response procedure and the responsibilities of site operators	<p>Emergency Plan and Procedures are implemented and tested. They are reviewed after 12 months and training is provided for security staff.</p> <p>A copy was located in the security office (sighted during site inspection)</p>	✓		
Security Access and Control							
14		Ensure the site is safely secured and prevents unauthorised access	<ul style="list-style-type: none"> A security plan will be developed for the CPT and security infrastructure will be installed (such as security fencing, bollards, etc) to ensure compliance with the relevant provisions of the Maritime Transport and Offshore Facilities Security Act 2003 and Customs Act 1901. A security management plan will be prepared and implemented prior to functions being held at WB5, which will include general security 	<p>A Maritime Security Plan for Port Facilities at White Bay Cruise Terminal dated 18/03/2013 has been developed.</p> <p>A Security Management Plan has been prepared by Harbour Master Events and Functions. The template document is a Preliminary Draft version which has blank spaces to be populated to meet specific event requirements for each</p>	✓		

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			procedures, management of unacceptable patron behaviour, responsible service of alcohol, security guard personnel requirements and evacuation procedures in the event of an emergency (such as a fire).	individual event.			
Consultation							
15		Effective consultation with the community	<p>The OEMP will outline measures for effective consultation with the local community and will include:</p> <ul style="list-style-type: none"> • Use of the existing Glebe Island and White Bay Community Liaison Group to discuss CPT related issues; • Ongoing maintenance of phone line to provide opportunity for community input; • A complaints handling procedure to address and respond to issues raised by the community. <p>Use of Sydney Ports' website for the provision of public information.</p>	OEMP Table 9 – Community Consultation, Enquiries and Complaints System addresses these requirements	✓		