



EDEN CRUISE SHIP FACILITY

## Operational Environmental Management Plan

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## Executive Summary

Eden Cruise Ship Facility (the Facility) is located on land within Snug Cove and the bed of Twofold Bay, within the Port of Eden (the Port) on the Sapphire Coast of New South Wales (NSW). The Facility has a capital investment value of \$44 million and has been declared State Significant Infrastructure (SSI) by the Minister for Planning.

Funding for the Facility was secured from Commonwealth, State and Local Governments to help grow the South Coast economy by allowing the Port to benefit from the ongoing growth in visitation from the cruise ship industry in NSW. The Facility will transform the capabilities of the Port by allowing vessels up to 325 metres (m) in length to berth at the Breakwater Wharf, turning Eden into a major cruise destination and driving economic growth in the region.

This Operational Environmental Management Plan (OEMP) has been prepared in accordance with the requirements of Conditions D1 and D2 of the SSI Approval No. 7734, Modification of Infrastructure Approval SSI 7734 (Infrastructure Approval Mod 1), and *Environmental Protection and Biodiversity Conservation Act 1999* (EPBC Act) Referral Decision 2016/7828. The OEMP details how the performance outcomes, commitments and mitigation measures for environmental risks identified in the Environmental Impact Statement (EIS), Response to Submissions Report (RTS) and Modification Request for cruise ship activities at the Facility will be implemented and achieved during Operation of the Facility.

It identifies and describes the assets relevant to the Facility requiring management, identifies the location and boundaries of the Facility, and the services provided requiring management and monitoring. This OEMP provides details of environmental policies, guidelines and principles to be followed in the Operation of the Facility. It also provides a framework for addressing Complaints and non-conformances, roles and responsibilities and contact details for agencies in instances of emergencies or incidents.

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# Acronyms

Acronym/Term	Definition
AMSA	Australian Maritime Safety Authority
ANZECC	Australian and New Zealand Environment Conservation Council
AS/NZS	Australian Standard/New Zealand Standard
BMW	Ballast Water Management Convention
BVSC	Bega Valley Shire Council
CCC	Community Consultative Committee
DoEE	Commonwealth Department of the Environment and Energy
Dol	NSW Department of Industry – Crown Lands
DP&E	NSW Department of Planning and Environment
DPI	NSW Department of Primary Industries including DPI Agriculture, DPI Biosecurity and Food Safety, DPI Water and DPI Fisheries
DMCO	Duty Manager Cruise Operations
EIS	The Eden Breakwater Wharf Extension State Significant Infrastructure – Environmental Impact Statement, dated 3 November 2016
EHS	Environmental Health and Safety
EPA	NSW Environment Protection Authority
EPBC Act	Commonwealth <i>Environmental Protection and Biodiversity Conservation Act 1999</i>
ER	Environmental Representative as defined in the SSI Approval
GHG	Greenhouse gases
GPO	General Power Outlets
IMO	International Maritime Organisation
LGA	Local Government Area
LOA	Length overall (for a vessel)
NEPM	The <i>National Environment Protection (Ambient Air Quality) Measure 2016</i>
NPWS	NSW National Parks and Wildlife Service
NSW	New South Wales
OEH	NSW Office of the Environment and Heritage
OEMP	Operational Environmental Management Plan
OCTP	Operational Compliance Tracking Program
ORRCA	Reporting of injuries to marine mammals to the Organisation for the Rescue and Research of Cetaceans in Australia
PANSW	Port Authority of New South Wales
POEO Act	NSW <i>Protection of the Environment Operations Act 1997</i>
RTS	Response to Submissions Report Eden Breakwater Wharf Extension, dated 24 February 2017, including the Summary of Proposed Mitigation Measures
SSI	State Significant Infrastructure

## Definitions

Term	Definition
Complaints	A written or verbal expression of dissatisfaction about an activity, or proposed activity, or failure to act by the Operator, Duty Manager Cruise Operations (DMCO) or anyone else directly or indirectly related to the Facility.
Council	Bega Valley Shire Council.
Cruise Ship Day	A day in which there is a cruise ship utilising the Facility.
Cruise Ship Operators	Operators of cruise ships berthing at the Facility including onboard staff.
Cruise Ship Season	Arrival of the first cruise ship in the last half of a calendar year until departure of the last cruise ship in the first half of the following calendar year. The 2018/19 Cruise Ship Season is September 2018 to April 2019.
Duty Manager Cruise Operations (DMCO)	Manages the Operation of the Facility on behalf of the Port Authority of New South Wales (Operator).
EIS	Eden Breakwater Wharf Extension State Significant Infrastructure – Environmental Impact Statement, dated 3 November 2016.
EPBC 2016/7828	Commonwealth <i>Environment Protection and Biodiversity Conservation Act 1999</i> (EPBC Act) Referral Decision, 13 April 2017.
Expanded Operations	Operation of the Facility after the 2019/2020 Cruise Ship Season where no more than 60 cruise ships can visit the Facility.
Facility	Eden Cruise Ship Facility, including all infrastructure required to allow cruise ships to berth at the extended Eden Breakwater Wharf and land side areas, facilities and services for management of passenger visitation including disembarkation, embarkation and transport.
Incident	An occurrence or set of circumstances that: <ul style="list-style-type: none"> <li>▪ Cause, or threatens to cause, material harm to the environment, community or any member of the community, being actual or potential harm to the health or safety of human beings or to threatened species, endangered ecological communities or ecosystems that is not trivial; or</li> <li>▪ Results in non-compliance with SSI Approval No. 7734 and EPBC Referral Decision 2016/7828.</li> </ul>
Infrastructure Approval Mod 1	Infrastructure Approval (SSI) 7734 issued by the Executive Director, Priority Projects Assessment (as delegate of the Minister for Planning) Department of Planning and Environment under Section 115ZB of the <i>Environmental Planning and Assessment Act 1979</i> , (dated 5 July 2017) and Modification of Infrastructure Approval SSI 7734 (dated 7 November 2018).
MARPOL	International Convention for the Prevention of Pollution from Ships 1973: <ul style="list-style-type: none"> <li>▪ As corrected by the Procès-Verbal of Rectification dated 13 June 1978, and</li> <li>▪ As affected by any amendment made under Article 16 of MARPOL, other than an amendment not accepted by Australia or that has not entered into force in Australia, and</li> <li>▪ As modified and added to by the Protocol of 1978 relating to the International Convention for the Prevention of Pollution from Ships, 1973, as affected by any amendment to that Protocol made under Article VI of the Protocol other than an amendment not accepted by Australia or that has not entered into force in Australia.</li> </ul>
MARPOL Annex VI Mod 1	Regulations for the Prevention of Air Pollution from Ships. Eden Breakwater Wharf Extension Modification Request to Infrastructure Approval SSI 7734 (2 July 2018) and SSI 7734 Mod 1 – Addendum Modification Report (14 October 2018).

Term	Definition
Non-Cruise Ship Day	A day in which there is no cruise ship utilising the Facility.
Operation	The Operation of the Facility in accordance with the SSI Infrastructure Approval Mod 1 (whether in full or in part) for its intended purpose, excluding the following activities: <ul style="list-style-type: none"> <li>▪ Maintenance works (including dredging)</li> <li>▪ Pilotage and other services designated under legislation to the Harbour Master</li> <li>▪ Compliance auditing A24 – A27 of the Infrastructure Approval Mod 1.</li> </ul>
Operator	The Port Authority of New South Wales is the Operator for the Facility and responsible for overall compliance with the OEMP, and the operational aspects of the Infrastructure Approval Mod 1 and EPBC Act Referral Decision.
Port	Port of Eden.
Predicted Air Quality Concentrations	The Predicted Air Quality concentrations are described as the maximum cumulative SO <sub>2</sub> concentration at the most affected sensitive receiver as predicted in the report Eden Breakwater Wharf Extension Project – Refined SO <sub>2</sub> Emission Modelling dated 29 June 2018 developed by ERM (ERM, 2019).
Predicted Noise Levels	The approved-Predicted Noise Levels for the Facility were developed during the EIS and based on predictive modelling presented in the Noise, Vibration and Air Quality Assessment undertaken by Pacific Environment Limited (PEL), July 2016 (PEL, 2016).
Principal	Land owner and responsible for ensuring a competent operator is engaged to operate the Facility in compliance with the OEMP, and the operational aspects of the Infrastructure Approval Mod 1 and EPBC Act Referral Decision. The NSW Department of Industry – Crown Lands is the Principal for the Facility.
Refined SO <sub>2</sub> Emission Modelling	Appendix C to the Eden Breakwater Wharf Extension Modification Request to Infrastructure Approval SSI 7734 (2 July 2018).
Relevant Maritime Acts	Commonwealth <i>Protection of the Sea (Prevention of Pollution from Ships) Act 1983</i> and Commonwealth <i>Navigation Act 2012</i> as amended from time to time, or the relevant Act(s) applying at the time. <i>Marine Safety Act 1998</i> (NSW), as amended from time to time, <i>Ports and Marine Administration Act 1995</i> and <i>Marine Pollution Act 2012</i> as amended from time to time or the relevant Act(s) applying at the time.
Relevant Maritime Authority	Port Authority of New South Wales.
RTS	Response to Submissions Report Eden Breakwater Wharf Extension, dated 24 February 2017, including the Summary of Proposed Mitigation Measures.
Secretary	Secretary of the NSW Department of Planning and Environment.
Sensitive Receiver	Includes residences, educational institutions (including preschools, schools, universities, TAFE colleges), health care facilities (including nursing homes, hospitals), religious facilities (including churches), child care centres, passive recreation areas (including outdoor grounds used for teaching), active recreation areas (including parks and sports grounds), commercial premises (including film and television studios, research facilities, entertainment spaces, temporary accommodation such as caravan parks and camping grounds, restaurants, office premises, retail spaces and industrial premises), and others as identified by the Secretary.
SSI	The State Significant Infrastructure, as generally described in Schedule 1 of the Infrastructure Approval Mod 1 and carrying out of which is approved under the terms of the approval.
Typical Operations	Operation of the Facility up to the end of the 2019/2020 Cruise Ship Season where no more than 20 cruise ships can visit the Facility.

# 1. Introduction

This Operational Environmental Management Plan (OEMP) has been prepared for the Eden Cruise Ship Facility (the Facility) by the Principal, New South Wales (NSW) Department of Industry – Crown Lands (DoI). Operation of the Facility and OEMP implementation will be undertaken by the Relevant Maritime Authority, the Port Authority of New South Wales (PANSW).

The Facility is located on land within Snug Cove and the bed of Twofold Bay, within the Port of Eden (the Port) on the Sapphire Coast of NSW. The Facility has a capital investment value of \$44 million and has been declared State Significant Infrastructure by the Minister for Planning.

Funding for the Facility was secured from Commonwealth, State and Local Governments to help grow the South Coast economy by allowing the Port to benefit from the ongoing growth in visitation from the cruise ship industry in NSW. The Facility will transform the capabilities of the Port by allowing vessels up to 325m in length to berth at the Breakwater Wharf, turning Eden into a major cruise destination and driving economic growth in the region.

The Facility comprises the Eden Breakwater Wharf and the Wharf Extension (the Wharf), and all associated infrastructure required to allow cruise ships to berth and land side areas, facilities and services for management of passenger visitation including disembarkation, embarkation and transport. This OEMP relates to the use of the Facility for cruise ship berthing and outlines the roles and responsibilities, management, controls and monitoring of those activities. When the Facility is not being used for cruise ship activities, it will continue to be used for other port-related activities in the same way that it has previously been used for such activities. Such port-related activities are not covered by this OEMP, or the suite of documents to which it belongs.

The key approvals for the Operation of the Facility are the State Significant Infrastructure (SSI) Approval No. 7734, Modification 1 of Infrastructure Approval SSI 7734 dated 7 November 2018 (Infrastructure Approval Mod 1), and the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) Referral Decision 2016/7828. This OEMP has been prepared in accordance with the requirements of Conditions D1 and D2 of the Infrastructure Approval Mod 1, and EPBC Act Referral Decision 2016/7828. The OEMP details how the performance outcomes, commitments and mitigation measures for environmental risks identified in the Eden Breakwater Wharf Extension State Significant Infrastructure – Environmental Impact Statement, dated 3 November 2016 (EIS), Response to Submissions Report Eden Breakwater Wharf Extension, dated 24 February 2017, including the Summary of Proposed Mitigation Measures (RTS), and Infrastructure Approval Mod 1 for cruise ship activities at the Facility will be implemented and achieved during Operation of the Facility.

This OEMP will be made available on the Principal's website:

<https://www.industry.nsw.gov.au/lands/major-projects/infrastructure/eden>

and, once operation has commenced, on the Operator's website, which will replace the Principal's website:

<https://www.portauthoritynsw.com.au/>

## 1.1. OEMP Purpose

The purpose of this OEMP is to provide the basis for environmental management for the assets and activities of the Facility.

This OEMP details how the performance outcomes, commitments and mitigation measures made and identified in the EIS, RTS and Infrastructure Approval Mod 1 will be implemented and achieved during Operation by:

- Identifying all policy statutory and other obligations required to be fulfilled in relation to the Operation of the Facility
- Identifying environmental risks associated with the Operation of the Facility

- Documenting environmental mitigation measures and environmental performance outcomes
- Demonstrating how Operation of the Facility will be carried out under this OEMP to implement the environmental mitigation measures and achieve the environmental performance outcomes identified at the Facility
- Outlining how the environmental management practices should be adhered to during Operation of the Facility including references to the relevant OEMP Sub-plans
- Defining the roles and environmental responsibilities for management of the Facility and the relationship with relevant stakeholders
- Documenting suitable emergency preparedness and response procedures
- Outlining the Complaints management procedure
- Identifying requirements of relevant legislation, policies, guidelines and principles to assist with compliance conditions within the Infrastructure Approval Mod 1 and EPBC Act Referral Decision
- Providing the program for monitoring air quality
- Providing the methodology for reporting, managing and maintaining compliance
- Detailing an inspection program including the activities to be inspected and frequency of inspections
- Detailing how the Operation of the Facility will be carried out under the OEMP and OEMP Sub-plans to address issues during Operation as identified through the Community Consultative Committee (CCC), Complaints Register or monitoring programs
- Outlining training and induction for employees, including contractors and sub-contractors, in relation to environmental and compliance obligations under the Infrastructure Approval Mod 1
- Providing a guide/framework for the interaction with relevant government authorities and stakeholders
- Allowing for periodic review and update of the OEMP and all associated plans and programs.

In addition, this OEMP has been prepared in accordance with:

- Guidelines for the Preparation of Environmental Management Plans, Department of Infrastructure, Planning and Natural Resources, 2004
- Applicable conditions of the Infrastructure Approval Mod 1 (No. 7734)
- Condition 4(b) of the EPBC Act Referral Decision (EPBC 2016/7828).

## 1.2. OEMP Requirements Matrix

This OEMP addresses the requirements of Conditions D1 and D2 of the Infrastructure Approval Mod 1 as shown in Table 1.

**Table 1: Requirements of Infrastructure Approval Mod 1 and OEMP Section Reference**

Condition No.	Requirement	Reference
A23	<p>Construction and Operation Compliance Reports must include:</p> <ul style="list-style-type: none"> <li>(a) a results summary and analysis of environmental monitoring;</li> <li>(b) a summary of the Complaints Register required under Condition A28 including the number of any complaints received, a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;</li> <li>(c) details of any review of, and minor amendments made to, the CEMP or OEMP;</li> <li>(d) a register of any consistency assessments undertaken and their status;</li> <li>(e) results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;</li> </ul>	Section 7.2

Condition No.	Requirement	Reference
	<ul style="list-style-type: none"> <li>(f) a summary of all incidents notified in accordance with Condition A33 and Condition A34 of this approval including actions taken to address the cause or impact of an incident;</li> <li>(g) a Five Year Operational Compliance Summary Report every five years from commencement of Operation, unless otherwise agreed by the Secretary, which includes: <ul style="list-style-type: none"> <li>i. the name and size of visiting cruise ships and date of visits,</li> <li>ii. the number and nature of complaints in relation to specific cruise ships,</li> <li>iii. results of air quality monitoring and any noise monitoring undertaken to investigate repeated noise complaints,</li> <li>iv. identification of any issues that need to be addressed through revision of the OEMP and/or OEMP Sub-plans; and</li> </ul> </li> <li>(h) any other matter relating to compliance with the terms of this approval or as requested by the Secretary.</li> </ul>	
A28	A complaints register must be maintained for the duration of construction and operation.	Section 3.5.2
A29	The complaints register must be provided to the Secretary upon request, within the timeframe stated in request	Section 3.5.2
A30	<p>The following information must be available to facilitate community enquiries and complaints within one (1) month from the date of this approval:</p> <ul style="list-style-type: none"> <li>(a) a 24 hour telephone number for the registration of complaints and enquiries about the SSI;</li> <li>(b) a postal address to which written complaints and enquiries may be sent;</li> <li>(c) an email address to which electronic complaints and enquiries may be transmitted; and</li> <li>(d) a mediation system for complaints unable to be resolved.</li> </ul> <p>This information must be accessible to all in the community regardless of age, ethnicity, disability or literacy level.</p>	Section 3.5
A32	<p>The complaints register must record the:</p> <ul style="list-style-type: none"> <li>(a) number of complaints received;</li> <li>(b) number of people affected in relation to a complaint;</li> <li>(c) means by which the complaint was addressed and whether resolution was reached, with or without mediation.</li> </ul>	Section 3.5.2
A33	The Secretary must be notified as soon as possible and in any event within 24 hours of the Proponent being made aware of any incident.	Section 3.6
A34	Notification of an incident under Condition A33 of this approval must include the time and date of the incident, details of the incident and must identify any non-compliance with this approval.	Section 3.6
A35	Any requirements of the Secretary or relevant public authority (as determined by the Secretary) to address the cause or impact of an incident reported in accordance with Condition A33 of this approval, must be met within the timeframe determined by the Secretary or relevant public authority.	Section 3.6
A36	If statutory notification is given to the NSW Environment Protection Authority (EPA) as required under the NSW <i>Protection of the Environment Operations Act 1997</i> (POEO Act) in relation to the SSI, such notification must also be provided to the Secretary within 24 hours after the notification was given to the EPA.	Section 3.6

Condition No.	Requirement	Reference
D1	An OEMP must be prepared to detail how the performance outcomes, commitments and mitigation measures made and identified in the EIS and Submissions Report will be implemented and achieved during Operation.	Section 3 Section 6
D2	The OEMP must provide:	
	(a) description of management and monitoring activities. Where the OEMP covers activities to be carried out under other approvals, licenses and permits, the OEMP must clearly identify which activities are to be carried out under this approval;	Section 6 Section 7.1
	(b) details of environmental policies, guidelines and principles to be followed in the operation of the SSI;	Section 4
	(c) a list of all the OEMP Sub-plans required in respect of Operation, as set out in Condition D3;	Section 1.3
	(d) details of how the Operation of the SSI will be carried out under the OEMP and OEMP Sub-plans to: <ul style="list-style-type: none"> <li>i. achieve the environmental performance outcomes identified in the EIS/Submissions Report;</li> <li>ii. implement the mitigation measures identified in the EIS/Submissions Report and any additional measures recommended in Compliance Audits or to address any issues identified in the Five Year Operational Compliance Summary Reports;</li> <li>iii. comply with the relevant terms of this approval; and</li> <li>iv. address issues during Operation, as identified through the Community Consultative Committee, community-based forums provided for under Condition B5, Complaints Register or monitoring programs, through a process of continual improvement;</li> </ul>	Section 3.3 Section 3.5 Section 6 Section 7.1
	(e) an inspection program detailing the activities to be inspected and frequency of inspections;	Section 6 Section 7.1
	(f) a description of the roles and environmental responsibilities of the Proponent's employees and their relationship with the Relevant Maritime Authority and Council including roles and responsibilities for management of any matters which are to be reported in the Operation Compliance Reports required under Condition A21;	Section 3 Section 7.2
	(g) for training and induction for employees, including contractors and sub-contractors, in relation to environmental and compliance obligations under the terms of this approval;	Section 3.2
	(h) a mechanism for communicating the environmental and compliance obligations under this approval to cruise ship crews; and	Section 3
	(i) for periodic review and update of the OEMP and all associated plans and programs.	Section 1.5

### 1.3. OEMP Sub-plans and Monitoring Programs

This OEMP is supported by the following OEMP Sub-Plans and monitoring programs:

- Traffic, Transport and Access OEMP Sub-plan (DoI, 2019a)
- Noise Management OEMP Sub-plan (DoI, 2019b)
- Air Quality Management OEMP Sub-plan including the Air Quality Operation Monitoring Program (DoI, 2019c).

This OEMP and the OEMP Sub-plan fit into the broader suite of the Port of Eden management documents that are implemented by the Operator.

## 1.4. OEMP Consultation

Extensive consultation for the Facility has been ongoing since the beginning of the Project, through the EIS and construction phase. This has been via direct consultation with affected stakeholders through face to face meetings, public notices and the CCC information sharing.

This OEMP and its sub-plans have been prepared with consultation from the following stakeholders:

- Bega Valley Shire Council (BVSC)
- NSW Environment Protection Authority (EPA)
- PANSW
- Community Consultative Committee (CCC).

Details and outcomes of the consultation relating to the OEMP and its sub-plans is outlined in Table 2.

**Table 2: Agency and Stakeholder Consultation**

Agency / stakeholder	Comments Relating to the OEMP and Sub-plans
BVSC	<p>Consultation commenced with submission of the OEMP and OEMP Sub-plans to BVSC for review and comment on 24 January 2019.</p> <p>Discussions with Keith Tull, Manager Planning Services on 1 February 2019 indicated that no issues were identified with the plans. Formal correspondence was received on the 8 February 2019 acknowledging acceptance of all plans except the Traffic, Transport and Access OEMP Sub-plan where more information was requested.</p> <p>Additional information was provided to BVSC regarding the Traffic, Transport and Access OEMP Sub-plan and correspondence was received on the 8 March 2019 acknowledging acceptance of the plan.</p>
EPA	<p>Consultation commenced with submission of the OEMP and Sub-plans to EPA for review and comment on 24 January 2019.</p> <p>EPA provided formal advice on 6 February 2019 that the plans were adequate, and that the EPA had no further comment.</p>
PANSW	<p>Consultation commenced with submission of the OEMP and Sub-plans to PANSW for review and comment on 21-23 January 2019.</p> <p>Comments have been received on the OEMP and Sub-plans and all items closed out as of the 1 February 2019.</p> <p>PANSW, including the including the Harbour Master for the Port of Eden, provided formal advice on 7 June 2019 confirming that the plans were acceptable with no further comments and/or amendments required.</p>
CCC	<p>Consultation with the CCC commenced on 21 November 2018 with the OEMP and OEMP Sub-plans being presented to the CCC.</p> <p>Consultation regarding the OEMP and OEMP Sub-plans has been ongoing since November 2018.</p> <p>The OEMP and OEMP Sub-plans were formally presented to the CCC on 30 January 2019.</p> <p>One set of comments was received from a community member regarding the Traffic, Transport and Access OEMP Sub-plan, these comments were addressed in the plan. No other comments or concerns were raised or received to date.</p>

Consultation with CCC is ongoing.

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## 1.5. OEMP Approval, Revisions and Distribution

In accordance with Condition D5 of the Infrastructure Approval Mod 1, the OEMP must be submitted to the Secretary of the Department of Planning and Environment (DP&E) for approval no later than one-month prior to the commencement of Operation of the Facility.

The OEMP and OEMP Sub-plans have been prepared to be dynamic documents and as such the documents will be the subject of periodic review and may be updated due to the following:

- Recommendations made in the Annual Compliance Audits
- Recommendations made in the Operation Compliance Reports
- Recommendations made in the Five Yearly Compliance Summary Report
- Changes to ownership or management responsibilities of the assets or activities related to the Facility
- Identified changes in the risk profile for the Facility.

The OEMP and OEMP Sub-plans and any revisions resulting from the findings of the Five Yearly Compliance Summary Report will be submitted to the Secretary for approval no later than one month following submission of the Compliance Summary Report. Copies of the approved OEMP and OEMP Sub-plans including the Air Quality Management OEMP Sub-plan, Noise Management OEMP Sub-plan, and Traffic, Transport and Access Management OEMP Sub-Plan will also be placed on the Principal's and Operator's website:

<https://www.industry.nsw.gov.au/lands/major-projects/infrastructure/eden>

<https://www.portauthoritynsw.com.au/>

The OEMP and OEMP Sub-plans will be implemented for the duration of Operation of the Facility and be made publicly available prior to the commencement of Operation, and for the duration of Operation.

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## 2. Facility Description

### 2.1. Location

Figure 1 shows the locality of the Port in relation to major centres and within Twofold Bay, with the Facility located in the red square.



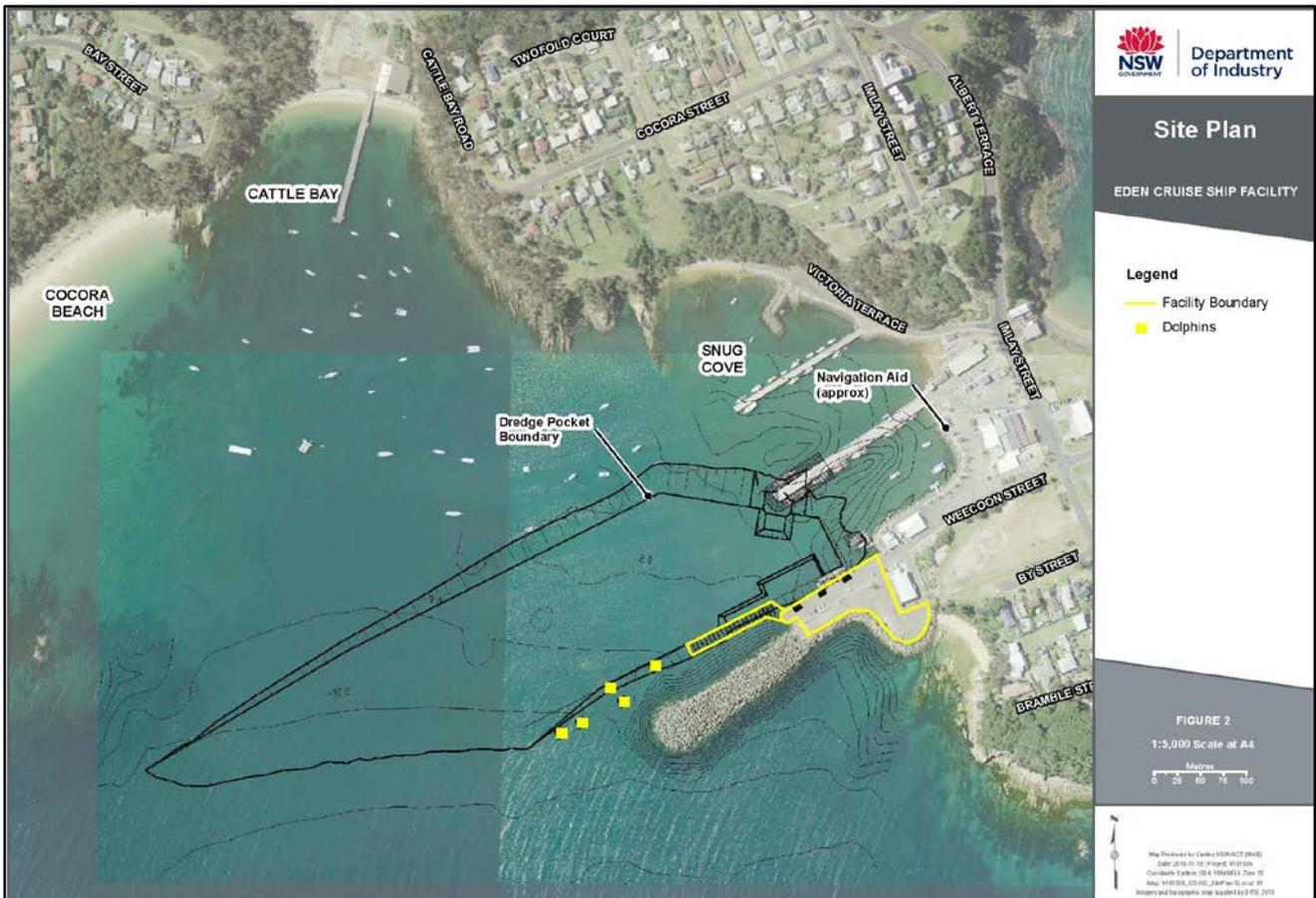
**Figure 1: Facility and Port Locality within Twofold Bay**

The Facility is located in Snug Cove, within the Port on the Sapphire Coast of NSW approximately 40km north of the New South Wales and Victorian border. The Facility is located within the Bega Valley Shire Local Government Area (LGA). Services at the Port which are carried out by PANSW, and not covered in this OEMP include:

- Harbour Master
- Marine Pilot
- Hydrographic surveys
- Port Security
- Shipping Schedules
- Maintenance of safe navigation passages for shipping
- Environmental spill clean-up within the Port.

### 2.2. Facility

The Facility comprises the Eden Breakwater Wharf and the Wharf Extension (the Wharf), and all associated infrastructure required to allow cruise ships to berth and land side areas, facilities and services for management of passenger visitation including day visit disembarkation, embarkation and transport. Figure 2 shows the boundaries of the Facility, wharf and dolphins, and its location within Snug Cove.



**Figure 2: Facility Boundaries, Key Navigational Assets including Dolphins and Navigation Aid**

The Port has been a cruise ship destination for the past 14 years, with ships previously being unable to berth at the Breakwater Wharf due to their draft and length. Commonwealth, State and Local Governments provided the funding to extend the Breakwater Wharf in a bid to help grow the far south coast economy by allowing the Port to capitalise on an increase in popularity in the cruise ship industry. Key elements of the Facility include:

- A 220m long Wharf
- Three mooring dolphins and two berthing dolphins
- Landside bollards to restrain the ship's bow
- Minor services (lighting, potable water, and emergency water)
- Navigation aids
- Land-based facilities and services for management of passenger visitation including disembarkation, embarkation and transport locations.

Table 3 outlines the assets in the Facility as relevant to this OEMP which require management.

**Table 3: Facility Assets Requiring Management**

Asset	Description
Navigation Aids	<ul style="list-style-type: none"> <li>▪ 1 x Snug Cove foreshore sector light</li> <li>▪ 1 x Westernmost dolphin (MD3) green beacon light</li> <li>▪ 3 x mooring dolphins</li> <li>▪ 2 x berthing dolphins.</li> </ul>

Asset	Description
Utilities	<ul style="list-style-type: none"> <li>▪ Lighting</li> <li>▪ Waste facilities</li> <li>▪ Power</li> <li>▪ Signage</li> <li>▪ Cables and conduits</li> <li>▪ Potable water.</li> </ul>
Wharf Furniture	<ul style="list-style-type: none"> <li>▪ Traffic barriers</li> <li>▪ Bollards</li> <li>▪ Fenders</li> <li>▪ Emergency access ladders</li> <li>▪ Bus bays</li> <li>▪ Footpaths.</li> </ul>

## 2.3. Activities

### 2.3.1. Facility Operation

Operation of the Facility will be undertaken by PANSW, therefore implementation of this OEMP is the responsibility of PANSW.

This OEMP relates to the management of activities associated with cruise ship arrival, berthing and departure. A maximum of 20 cruise ships will berth at the Facility prior to 1 January 2020 (Typical Operations), in accordance with Condition E20(a)(i) of the Infrastructure Approval Mod 1. Following 1 January 2020, up to 60 cruise ships will berth at the Facility per year (Expanded Operations) and will meet the low sulfur fuel requirement and emission restrictions specified in MARPOL Annex IV, as implemented by the Relevant Maritime Acts, or more stringent emissions restrictions under these Acts. In addition, cruise ships will meet or be below the Predicted Air Quality Concentrations presented in Table 4 and Table 5, and Predicted Noise Levels presented in Table 6.

**Table 4: Predicted Maximum SO<sub>2</sub> Concentrations – Incremental and (Cumulative) – Typical Operations**

Averaging period	Assessment Criterion	Background concentration	Maximum concentration at most affected sensitive receptor, µg/m <sup>3</sup>		
			Residual oil	Marine distillate	Low sulfur fuel
10-min	712	149	340 (489)	59 (208)	11 (160)
1-hour	570	104	237 (341)	42 (146)	8 (112)
24-hour	228	24	86 (110)	15 (39)	3 (27)
Annual	60	3	0.24 (3)	0.04 (3)	0.01 (3)

**Table 5: Predicted Maximum SO<sub>2</sub> Concentrations – Incremental and (Cumulative) – Expanded Operations**

Averaging period	Assessment Criterion	Background concentration	Maximum concentration at most affected sensitive receptor, µg/m <sup>3</sup>		
			Residual oil	Marine distillate	Low sulfur fuel
10-min	712	149	707 ( <b>856</b> )	124 (273)	23 (172)
1-hour	570	104	494 ( <b>598</b> )	86 (190)	16 (120)

Averaging period	Assessment Criterion	Background concentration	Maximum concentration at most affected sensitive receptor, $\mu\text{g}/\text{m}^3$		
			Residual oil	Marine distillate	Low sulfur fuel
24-hour	228	24	94 (118)	16 (40)	3 (27)
Annual	60	3	0.65 (4)	0.11 (3)	0.02 (3)

Note: shading denotes that residual oil will not be in use following 1 January 2020 in accordance with MARPOL Annex IV

**Table 6: Predicted Noise Levels**

Receiver Type	Period	Predicted Noise Levels, dBA		
		Ship in Transit	Large Ship at Berth	Medium Ship at Berth
Residential (NCA 1)	Day (7am to 6pm)	49	51	40
	Evening (6pm to 10pm)	49	51	40
	Early Morning (6.30am to 7am)	49	-	-
Residential (NCA 2)	Day (7am to 6pm)	49	52	42
	Evening (6pm to 10pm)	49	52	42
	Early Morning (6.30am to 7am)	49	-	-
Commercial	When in use	65	65	65
Industrial	When in use	70	70	70
Passive Recreation Area	When in use	50	50	50
Place of Worship	When in use	50	50	50
Educational Receivers	When in use	55	55	55

Cruise ships berthing at the Facility will be up to 325m length overall (LOA) (Smartship, 2015), and will transit Twofold Bay from waters of the Tasman Sea, escorted by tugs. Tug operations are managed by commercial operators located on the two adjacent jetties. Once berthed, passengers and crew will disembark the vessel via the ship's gangway, directly onto the Wharf.

The Facility will accommodate cruise ship services in accordance with individual cruise ship schedules with berthing only permitted from 07:00 until 22:00, however arrivals, berthing, and departures will generally occur between the hours of 07:00 and 18:00 of the same day. There will be no overnight berthing of cruise ships, except for unforeseen circumstances such as mechanical failure or adverse weather.

### 2.3.2. Customs and Quarantine

Australian Border Force has an office located at 253 Imlay Street, for Quarantine, Immigration and Customs for vessels using the Port as their first port of call in Australia. It is staffed by two Customs Officers.

Passengers and crew from cruise ships may be subject to customs and quarantine processes carried out on board the ship, and therefore the Facility would not be required to facilitate Customs and Quarantine services.

### 2.3.3. Transport and Access

A Traffic, Transport and Access Management OEMP Sub-Plan has been prepared in conjunction with this OEMP and outlines in detail the safe and efficient management of traffic, transport and access

for vehicles, vessels, and pedestrians during Cruise Ship Days. Table 7 describes the traffic, transport and access assets and services provided by the Facility.

**Table 7: Traffic, Transport, and Access Assets**

Asset	Description
Shared Bus and Taxi Zone	<ul style="list-style-type: none"> <li>▪ One way circulation loop</li> <li>▪ Four line marked bus loading bays accommodating one 14.5m coach each</li> <li>▪ Two taxi bays</li> <li>▪ Line marked pedestrian access ways to individual bays</li> <li>▪ 10km/h signage.</li> </ul>
Pedestrian and Traffic Control (Cruise Ship Days)	<ul style="list-style-type: none"> <li>▪ Traffic controllers.</li> </ul>
Wayfinder Signage and Pedestrian Footpath	<ul style="list-style-type: none"> <li>▪ Pedestrian decision route signage and/or Facility staff to direct pedestrian traffic flows</li> <li>▪ 2m wide line marked footpath.</li> </ul>
Emergency Access and Assembly	<ul style="list-style-type: none"> <li>▪ Muster point at Weecoon Street</li> <li>▪ Emergency access and egress ways.</li> </ul>

The traffic, transport and access assets and services will be reviewed during operational conditions to confirm they are appropriate for safe management of traffic and pedestrians. The assets and services may change as required.

### 2.3.4. Services

Table 8 shows the service assets at the Facility.

**Table 8: Service Assets**

Asset	Description
Wharf Lighting and Power Outlets	<ul style="list-style-type: none"> <li>▪ Electrical cables, conduits, pits, junction boxes, and distribution boards</li> <li>▪ 8 x 9m LED flood lighting poles and fittings – southern side of wharf</li> <li>▪ 12 x LED fender line light fittings – northern side of wharf</li> <li>▪ 5 x single phase General Power Outlets (GPO) along wharf.</li> </ul>
Dolphin Lighting	<ul style="list-style-type: none"> <li>▪ 10 x 5m light pole (2 per dolphin)</li> <li>▪ 10 x Solar powered LED light fittings.</li> </ul>
Potable Water	<ul style="list-style-type: none"> <li>▪ Ø100 water main along Wharf</li> <li>▪ 5 x ø65 water connections along Wharf</li> <li>▪ 18 x ø25 water connections along Wharf.</li> </ul>
Emergency Water (fire-fighting)	<ul style="list-style-type: none"> <li>▪ 5 x fire hydrants along Wharf.</li> </ul>

There are no sewage or fuel services provided to cruise ships at the Facility; however, there may be provision of these services through mobile licensed providers.

### 2.3.5. Security

The Port of Eden is a Regulated Port and Port Facility Operator under the *Maritime Transport and Offshore Facilities Security Act 2003*. The PANSW implements a Port Facility Security Plan for the Port for visiting regulated vessels.

In accordance with Port of Eden Port Facility Security Plan, access to the Facility on Cruise Ship Days is restricted to persons who have business on board or at the Facility.

### 2.3.6. Timing of Operation

The commencement date for the Operation of the Facility will be at the start of the Cruise Ship Season, which is anticipated to occur in September 2019. The Operation of the Facility will occur on Cruise Ship Days during the Cruise Ship Season, i.e. the arrival of the first cruise ship in the last half of a calendar year until departure of the last cruise ship in the first half of the following calendar year.

This OEMP, and subsequent revisions, will be implemented for the duration of the Operation of the Facility.

## 3. Roles and Responsibilities, Training, Investigations and Communications

### 3.1. Roles and Responsibilities

The Operator is responsible for overall compliance with the OEMP, Infrastructure Approval Mod 1 and EPBC Act Referral Decision. Table 9 identifies the responsibilities associated with the key management positions during Operation of the Facility.

**Table 9: Roles and Responsibilities**

Position	Responsibility
Principal, DoI	<ul style="list-style-type: none"> <li>▪ Responsibility for preparation of the OEMP and its Sub-plans</li> <li>▪ Responsibility for ensuring there is a competent Operator engaged to operate the Facility in compliance with the OEMP, and the operational aspects of the Infrastructure Approval Mod 1 and EPBC Act Referral Decision.</li> </ul>
Operator, PANSW	<ul style="list-style-type: none"> <li>▪ Responsibility for Operation of the Facility</li> <li>▪ Responsibility for implementation of the OEMP and its Sub-plans</li> <li>▪ Responsibility to ensure compliance with Statutory Requirements as they relate to Operation of the Facility</li> <li>▪ Responsibility for compliance with the operational aspects of the Infrastructure Approval Mod 1 and EPBC Act Referral Decision</li> <li>▪ External communication in relation to matters concerning the Facility.</li> </ul>
Duty Manager Cruise Operations (DMCO), PANSW	<ul style="list-style-type: none"> <li>▪ DMCO is a site-based role to manage the Operation of the Facility</li> <li>▪ Report and investigate Incidents of non-compliance with this OEMP</li> <li>▪ Overall management of all Cruise Ship Day activities including environmental risks and compliance with this OEMP</li> <li>▪ Ensure compliance of Cruise Ship Operators, the Facility and maintenance activities to this OEMP, and the conditions associated with it, including but not limited to the conditions as listed in the Infrastructure Approval Mod 1 and EPBC Act Referral Decision</li> <li>▪ Manage security access to and at the Facility</li> <li>▪ Provide and manage traffic and pedestrian movements at the Facility</li> <li>▪ Ensure compliance in relation to all wharf side activities</li> <li>▪ Liaise with the Harbour Master regarding Port security</li> <li>▪ Supervise specific security access for vehicles and pedestrians around the Facility</li> <li>▪ Manage cruise bookings and associated activities (market stalls etc.)</li> <li>▪ Prepare and provide all reporting associated with the Infrastructure Approvals Mod 1</li> <li>▪ Manage Traffic movement on cruise days (i.e. Passenger transport)</li> <li>▪ Communicate compliance requirements of this OEMP to Cruise Ship Operator at time of booking, including but not limited to, conditions as listed in the Infrastructure Approval Mod 1 and EPBC Act Referral Decision</li> <li>▪ Communicate findings of complaints, Incidents and non-conformances investigations with the Cruise Ship Operator to discuss appropriate corrective actions</li> <li>▪ Communicate complaints, Incidents and non-conformances to the Operator and regulatory agency as required</li> <li>▪ Investigate and close out complaints, Incidents and non-conformances</li> <li>▪ Reporting associated with this plan.</li> </ul>

Position	Responsibility
Harbour Master, PANSW	<ul style="list-style-type: none"> <li>▪ Coordinate the safe transit of all Port users including cruise ships, fishing vessels, private vessels etc.</li> <li>▪ Assist in waterside management of emergency response including oil spill, security threat, fire, and natural disaster</li> <li>▪ Liaise with DMCO regarding overall Port Security.</li> </ul>
Cruise Ship Operators	<ul style="list-style-type: none"> <li>▪ Carry out their activities to be compliant with the OEMP, conditions as listed in the Infrastructure Approval Mod 1 and EPBC Act Referral Decision. Compliance of Cruise Ship Operators will be overseen by DMCO.</li> </ul>
All other Facility staff and contractors not listed here (Work Health and Safety Officer, Facility maintenance workers etc.)	<ul style="list-style-type: none"> <li>▪ Comply with the requirements of this OEMP, conditions as listed in the Infrastructure Approval Mod 1 and EPBC Act Referral Decision</li> <li>▪ Comply with all statutory requirements as far as they pertain to their respective roles</li> <li>▪ Exercise a duty of care to the environment at all times</li> <li>▪ Follow emergency response actions and reporting requirements in the event of environmental Incidents.</li> </ul>

All staff employed, and contractors appointed by the Operator and DMCO will be formally advised of their obligations under the OEMP and informed of its significance. This process will be achieved through a site-specific induction, found in Section 3.2. This OEMP will be made available to all relevant staff, contractors, and Cruise Ship Operators by the DMCO as a reference and regulatory document.

All staff are responsible for environmental compliance. There is a duty of care of all staff to the environment. Roles and responsibilities of persons in the chain of command have been identified, including environmental responsibilities, compliance reporting, and response to audit feedback.

Roles and responsibilities for the Operator's and DMCO's staff vary on Cruise Ship Days to Non-Cruise Ship Days. General tasks and duties are outlined in Table 9, with additional requirements for Cruise Ship Days listed for those involved.

## 3.2. Inductions and Training

The Operator will develop and deliver a Facility induction and an annual induction refresher to Cruise Ship Operators, Facility employees, subcontractors and staff associated with the Facility either online or in person.

In the first instance, this will be the primary mechanism for communicating the environmental and compliance obligations to all staff and Cruise Ship Operators. The induction will include:

- A summary of key environmental risks for the Facility
- The requirement for mandatory compliance with the Infrastructure Approval Mod 1, EPBC Act Referral Decision
- The requirements of this OEMP by all staff involved in operational activities.

A register of the name, company and date of the inductee, as well as, when their next induction is due will be kept by the DMCO.

The DMCO's staff will have the experience and necessary training to carry out the tasks required for the implementation of this OEMP. This will include awareness of current environmental and social measures, including the appropriate use and maintenance of equipment. Specific environmental training will be provided by qualified persons, including:

- Potential water quality impacts and relevant spill and emergency response procedures
- Reporting of injuries to marine mammals to the Organisation for the Rescue and Research of Cetaceans in Australia (ORRCA)
- Noise, air quality, odour and amenity management procedures

- Heritage protocols
- Traffic and pedestrian management, including transit routes of passengers
- Ongoing monitoring and reporting requirements.

The DMCO will implement appropriate training to ensure its staff and sub-contractors are aware of their environmental responsibilities related to its management of the Facility. The DMCO will maintain a Training Register that records all environmental training completed by its staff, including records of attendance at awareness training, as well as competency assessments where relevant.

All environmental, health and safety issues including non-conformances, Incidents and near misses will be raised as a regular component of meetings.

### 3.3. Community Consultative Committee

A CCC has been established in accordance with the Community Consultative Committee Guidelines State Significant Projects (DP&E, 2016) with accordance with Infrastructure Approval Mod 1.

The CCC was developed from the existing Project Community Liaison Group, which was formed in January 2015. It comprises an Independent Chairperson, up to seven community representatives from; port businesses, maritime user groups, residents surrounding the Facility, BVSC representation and PANSW representation.

The CCC will continue to operate for a minimum of five years from the commencement of the Operation and Maintenance phases in accordance with the Infrastructure Approval Mod 1 and will perform an advisory and consultative role. Generally, meetings will be held quarterly during the Operation of the Facility and Maintenance phase, or as required, with any additional or extraordinary meetings held as required. Any changes to the frequency of meetings will be determined in consultation with the CCC at the end of the first year of the Operation of the Facility.

The purpose of the CCC is to provide a forum for discussion between the Operator of the Facility, community representatives, key stakeholder groups and BVSC; to keep all stakeholders informed about operations and maintenance activities at the Port; seek community views and feedback; and to provide an opportunity for committee members to seek further information. The agenda will generally take the following form:

- Acknowledgement to Country, welcome and apologies
- Business arising from previous meeting
- Cruise ship operations; including, but not limited to, and update regarding cruise ship schedule, planned maintenance or other works at the Facility,
- Amendments to plans or approvals
- Environmental monitoring update
- Community complaints / non-conformances; including updates regarding investigations being undertaken and any outcomes and close out actions
- Community feedback
- Other agenda items / general business.

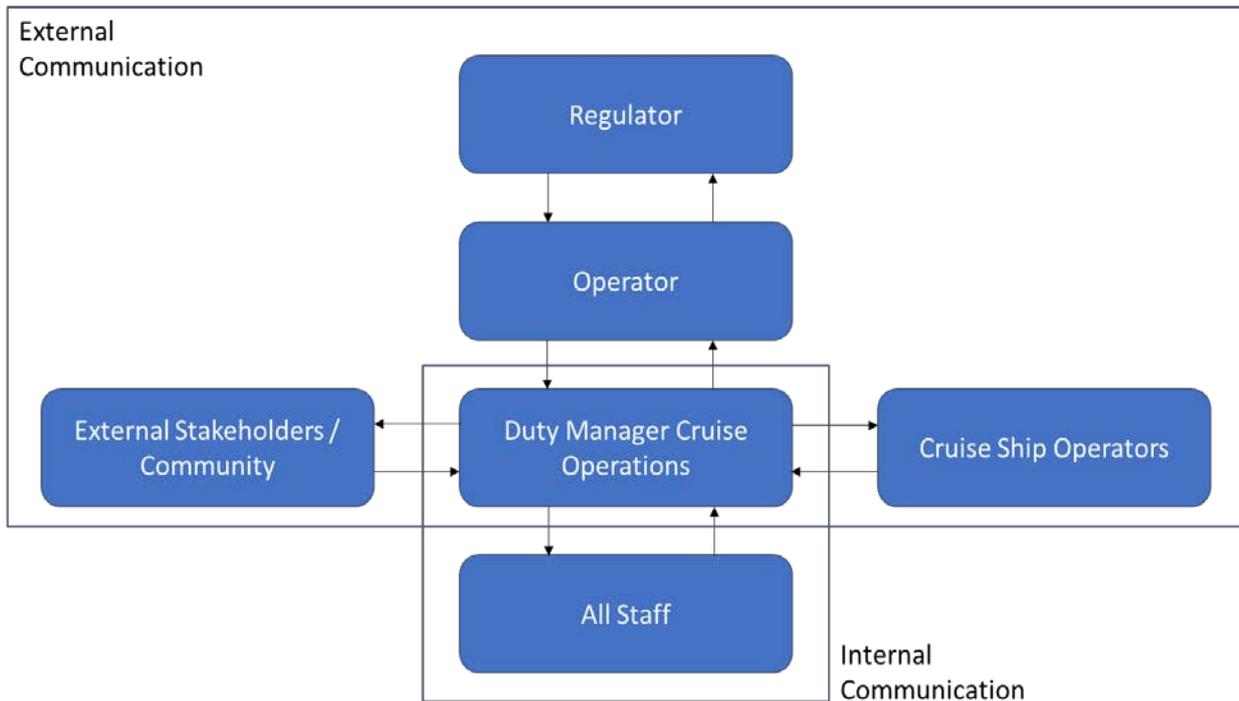
A CCC Report endorsed by the CCC will be submitted to the Secretary five years after commencement of the Operation of the Facility. The report will outline the progress of the committee, any key achievements or issues, whether the purpose of the committee has been achieved, and recommending a timeframe and structure for continued operation.

Where disbandment of the committee is recommended it is to be replaced with a community-based forum, operating for the life of the Facility unless otherwise agreed by the Secretary. The CCC Report (mentioned above) recommending disbandment will be submitted to the Secretary and include:

- Minutes of the CCC meeting documenting member agreement to disbandment
- Proposed membership of the community-based forum.

### 3.4. Communication Protocols

The Communication Protocol will follow the two-way communication flow outlined in Figure 3. Noting all external communication will be via the Operator.



**Figure 3: Communication Protocol**

### 3.5. Complaints and Enquiries Procedure

All Complaints and enquires will be managed by the DMCO in accordance with the Community Complaints Procedure developed and implemented by PANSW. A link to the procedure is below:

<https://www.portauthoritynsw.com.au/community/community-complaints-procedure/>

#### 3.5.1. Complaints Procedure

Service NSW manages PANSW's complaints and enquiries 24 hours, every day to ensure Complaints are handled as soon as possible. Figure 4 presents the PANSW Complaints Response Procedure.

Figure 5 presents a flowchart of the process involved in managing Complaints received in relation to the Facility.

If a complaint is received following departure of a cruise ship, the same procedure will be implemented to determine where, if any, non-compliance occurred. Appropriate measures will be put into place to prevent future non-compliance or Incidents. In the first instance, the DMCO will discuss the complaint with the Cruise Ship Operator to discuss appropriate corrective actions as required.



# Complaints response procedure

The 24/7 contact number to lodge a complaint about port related activities or operations is **(02) 9296 4962**

Service NSW manages Port Authority's complaints and enquiries on a 24/7 basis. This ensures complaints are managed in real-time at any time of the day or night.

- 1** **Complaint is received** by Service NSW 24/7 and the nature of the call is identified. Please provide specific details where possible – date, time, vessel name, etc
- 2** **Verbal response is provided**, including an outline of how the call will be managed
- 3** **Action is taken** by Service NSW depending on the nature of the complaint. This may include contacting the onsite Duty Manager for real-time investigation and action required (such as contacting a ship and/or the ship's agent in the event of a noise complaint)
- 4** **Service NSW emails complaint**, inquiry and/or comment to [enquiries@portauthoritynsw.com.au](mailto:enquiries@portauthoritynsw.com.au) for Port Authority to formally respond to the complainant within 3 working days
- 5** Where a complaint results in action (eg ship's agent being contacted), Port Authority will provide **details on the outcome** in the response to the complainant
- 6** All complaints received by Port Authority are registered and allocated a reference number and **kept in a central database**

## PORT AUTHORITY OF NSW CONTACT DETAILS



**Switchboard**  
(02) 9296 4999  
8.30am–5pm, Monday–Friday  
Outside office hours the phone is diverted to Service NSW



**Postal**  
PO Box 25  
Millers Point NSW 2000



**Email**  
[enquiries@portauthoritynsw.com.au](mailto:enquiries@portauthoritynsw.com.au)



**Fax**  
(02) 9296 4742

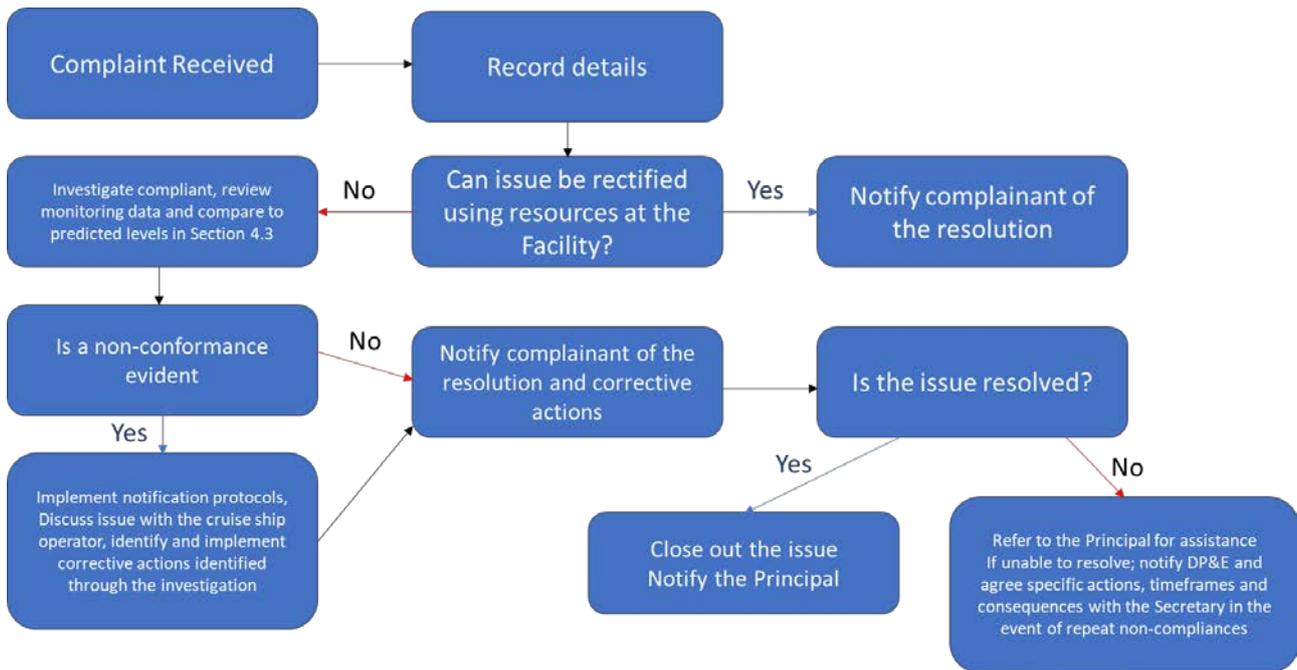


**Website**  
[www.portauthoritynsw.com.au](http://www.portauthoritynsw.com.au)

### In the event of an emergency call Triple Zero (000)

Emergency calls directed to Service NSW will be immediately forwarded through to the Port Authority Vessel Traffic Service (VTS) for immediate action

Figure 4: PANSW Complaints Response Procedure



**Figure 5: Facility Complaints Procedure**

### 3.5.2. Complaints Register

A Complaints Register will be maintained for the duration of Operation of the Facility.

As part of the Complaints management procedure, a legible record of all Complaints made will be kept, including the following:

- Date and time of complaint (if provided)
- Method by which complaint was made (phone, email, post, in person)
- Personal details of complainant which were provided by the complainant or, if no such details were provided, a note to that effect
- Nature of the complaint
- Action taken in relation to the complaint, including follow up contact with complainant
- If no action taken, note outlining the reason(s) why no action was taken.

The Complaints Register will be provided to any authorised officer of the relevant regulatory authority (such as the DP&E and Department of the Environment and Energy (DoEE) upon request, within the timeframe stated in the request. The Complaints register will be kept for a minimum of four years after the initial complaint was made.

## 3.6. Incident Management

Environmental hazards, Incidents and emergencies are to be managed as far as practicable to minimise potential impacts.

All Incidents and near misses must be reported to the DMCO as soon as possible for corrective actions and investigations to occur. The DMCO must report the Incident to the Operator. The Secretary and any other relevant agency (e.g. EPA, BVSC) must be notified as soon as possible and in any event within 24 hours of the Operator being made aware of any Incident.

Incidents notification to the Secretary must include the following information:

- Time and date of Incident
- Location of Incident
- Details of Incident
- Any non-compliance with the Conditions of the Infrastructure Approval Mod 1.

Figure 6 provides an outline of the procedure to follow for Incident reporting and investigation.



**Figure 6: Incident Management and Investigations procedure**

In the first instance, the DMCO will discuss the Incident with the Cruise Ship Operator to discuss appropriate corrective actions as required.

### 3.7. Procedure for Non-compliant Cruise Ships

In the event that a cruise ship is found to be non-compliant with the conditions of the Infrastructure Approval Mod 1 regarding noise and air quality (refer to Conditions E17, E18, E19 and E22), including failure to meet the Predicted Noise Levels presented in Table 6 and the Predicted Air Quality Concentrations presented in Table 4 and Table 5, ships making deck announcements/music from open decks while at berth (non-safety related), ships not running on the minimum generator/engine power required while at berth, ships' engine, generator, exhaust and ventilation systems not being maintained and operated efficiently to reduce noise and air emissions, or ships not meeting emissions restrictions specified under MARPOL Annex VI, the following procedure will be followed:

- The DMCO will contact the Cruise Ship Operator as soon as practicable following identification of an issue and request an investigation. The Cruise Ship Operator will be required to respond and rectify within two hours of this notification.
- If the issue cannot be resolved within two hours, the Cruise Ship Operator will be required to provide feedback on the investigation and what measures will be undertaken to resolve the issue while at berth and prior to departure.
- If the issue has not been resolved prior to departure, the Cruise Ship Operator will be requested to provide a resolution prior to the next site visit.
- If the issue has not been resolved on the next visit, the DMCO will re-establish contact with the Cruise Ship Operator and request further investigation and will also report the issue to PANSW's Environment Operations Manager
- Upon reporting, the PANSW's Environment Operations Manager will further investigate the issue in consultation with the DMCO. This further investigation may involve review of available cruise ship noise data, where relevant, or other existing data such as publicly available information from the Australian Maritime Safety Authority (AMSA) in relation to the vessel's compliance with MARPOL requirements and discuss further options with the DMCO. Potential options identified to resolve the issue will be communicated to the Cruise Ship Operator.
- If the issue remains on a third visit, then the issue will be elevated to the Harbour Master, Eden and PANSW's General Manager Cruise for consideration for further action.

### 3.8. Emergency Contacts and Response

The PANSW has prepared and implemented existing emergency response procedures, including for marine pollution incidents. PANSW will respond to all port-related incidents within the ports of Eden in accordance with the Port of Eden Marine Oil and Chemical Spill Contingency Plan. In addition to responding to marine pollution incidents, PANSW also investigates the cause of the incident and may prosecute any breaches of the relevant marine pollution legislation.

For immediate emergencies which have the potential to threaten human life or environmental harm, the relevant government agencies and emergency services identified in Table 10 are to be contacted.

**Table 10: Emergency Contact Details**

Reporting Agency	Contact Details
<b>NSW Police (000) - Eden Police Station and Water Police</b>	
Phone	(02) 6496 1444
Address	129 Imlay St, Eden NSW 2551
<b>Fire (000)</b>	
Phone	(02) 6496 1506
Address	30 Mitchell St, Eden NSW 2551
<b>Port of Eden Harbour Master – Captain Paul Webster</b>	
Phone	(02) 6496 1719 0438 374 034
Radio	VHF Channel 16 or 08 Port working frequencies are VHF Channel 08 and 12
Address	Harbour Master/Pilot Port of Eden Main Jetty PO Box 137, Eden NSW 2551
Email	edenpilots@portauthoritynsw.com.au pwebster@portauthoritynsw.com.au
<b>PANSW</b>	
Phone	Enquiries Line 9296 4962 (24-hour) or Reception 9296 4999 (8.30am - 5.00pm Monday to Friday)
Email	enquiries@portauthoritynsw.com.au
<b>Bega Valley Shire Council</b>	
Phone	(02) 6499 2222
<b>NSW Ambulance (000)</b>	
Phone	131 233
Address	Bass St, Eden NSW 2551
<b>EPA</b>	
Phone (Environment Line)	131 555
<b>DPI – Fisheries</b>	
Phone	1800 043 536

Reporting Agency	Contact Details
<b>NPWS</b>	
Phone	1300 361 967
<b>ORRCA</b>	
24 hour hotline	(02) 9415 3333
<b>DP&amp;E – Principal Contact for non-compliance</b>	
Phone	1300 305 695
Mail	GPO Box 39, Sydney NSW 2001
Email	compliance@planning.nsw.gov.au

## 4. Environmental Legislative Framework and Policies

### 4.1. Environmental Principles and Obligations

All personnel working at the Facility will adhere to the following over-arching environmental principles and obligations:

- Comply with all relevant International Conventions, Commonwealth and State legislative and regulatory requirements, policies and guidelines
- Comply with the conditions of the Infrastructure Approval Mod 1 and the requirements of the OEMP and all relevant licences, approvals and permits
- Minimise pollution of land, air and water
- Minimise air and noise impacts to Sensitive Receivers
- Be a good neighbour to surrounding land users
- Maintain equipment in proper working order
- Preserve the natural and cultural heritage environment
- Adhere to all relevant communication and training requirements.

The Operator and DMCO are required to maintain an Environmental Policy in accordance with the Environmental Management System Guidelines (NSW Government, 2013).

Copies of relevant licences, approvals and permits as well as the OEMP and its Sub-plans will be held at the Facility office.

### 4.2. Legislative Framework

Table 11 outlines the legislative and statutory framework that applies to the Operation of the Facility. In the event of any inconsistency arising between the implementation of the OEMP and state or local government regulations, the regulatory requirements in place at time of approval take precedence. In accordance with Condition A4 of the Infrastructure Approval Mod 1, the conditions of the Infrastructure Approval Mod 1 and directions of the Secretary prevail to the extent of any inconsistencies, ambiguity or conflict arising with the EIS, RTS, and Infrastructure Approval Mod 1. In the event of inconsistency with the aforementioned documents, the most recent document prevails.

**Table 11: Legislative and Statutory Framework**

Legislation	Relevant Authority
<b>International Covenants</b>	
MARPOL	International Maritime Organization (IMO)
Ballast Water Management Convention (BMW)	IMO
Anti-fouling and In-water Cleaning Guidelines (DAWR, 2015)	DAWR
<b>Commonwealth</b>	
<i>Environment Protection and Biodiversity Conservation Act 1999</i>	Commonwealth Department of the Environment and Energy
<i>Maritime Transport and Offshore Facilities Security Act 2003</i>	Commonwealth Department of Home Affairs
<i>Maritime Safety (Domestic Commercial Vessel) National Law Act 2013</i>	AMSA

<b>Legislation</b>	<b>Relevant Authority</b>
<i>Protection of the Sea (Prevention of Pollution from Ships) Act 1983</i>	AMSA
<i>Navigation Act 2012</i>	AMSA
<i>Disability Discrimination Act 1992 and Disability Standards for Public Transport 2002</i>	Department of Education and Training
<i>Work Health and Safety Act 2011</i>	Safe Work Australia
<b>State</b>	
<i>Environmental Planning and Assessment Act 1979</i>	NSW Department of Planning and Environment
<i>Protection of the Environment Operations Act 1997</i>	EPA
<i>Biodiversity Conservation Act 2016</i>	NSW Office of Environment and Heritage (OEH)
<i>Crown Land Management Act 2016</i>	NSW Department of Industry – Crown Lands
<i>Marine Safety Act 1998</i>	NSW Roads and Maritime Service
<i>Ports and Marine Administration Act 1995</i>	NSW Roads and Maritime Service
<i>Marine Pollution Act 2012</i>	NSW Roads and Maritime Service
<i>Marine Safety (Domestic Commercial Vessels) National Law Act 2012</i>	NSW Roads and Maritime Service
<b>Local</b>	
Bega Valley Local Environmental Plan 2013	BVSC

#### 4.2.1. Approvals Licences and Permits

As stated in Section 1, the key approvals for the Operation of the Facility include:

- Infrastructure Approval Mod 1
- EPBC Act Referral Decision 2016/7828.

No other approvals licences and/or permits are required for the Operation of the Facility.

## 5. Environmental Risks

An environmental risk analysis was undertaken during the preparation of the EIS to identify potential environmental impacts associated with the Operation of the Facility. The assessment considered the proposed mitigation and management measures for the Project and presented the residual risks following their implementation. Environmental risk analysis identified four moderate key environmental risks for the operational phase:

- Water and sediment quality
- Aquatic ecology
- Terrestrial ecology
- Noise and vibration.

Further an environment risk assessment was undertaken as part of the preparation of this OEMP to ensure that the outcomes of the environmental assessment, conditions of approval, and any other information from recent site investigations were reviewed and assessed prior to the Operation of the Facility.

This risk assessment process was based on AS/NZS 4360:2009 Risk Management, and ISO14001, which uses a process to understand the nature, and determine the level of risk. This is achieved by taking a qualitative approach to quantifying risk.

Environmental risks identified in this OEMP are indicative of those activities when the Facility is being used for cruise ship operations. The operational phase environmental risks are summarised in the risk register, refer to Table 12. Table 12 presents the identified environmental risks along with an environmental residual risk rating of Low (L), Moderate (M), High (H), and Extreme (E) following the implementation of the mitigation measures outlined in Section 6.

**Table 12: Risk Register**

Environmental Issue	Activity	Potential Environmental Risks	Residual Risk Rating	Relevant Action Plan
Water Quality	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure</li> <li>▪ Cruise ship passengers' embarkation /disembarkations</li> <li>▪ Facility and wharf cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Port waterway pollution through introduction of contaminants by operational activities</li> <li>▪ Littering impacting surrounding environment.</li> </ul>	M	Water and Sediment Quality
Sediment Quality	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure</li> <li>▪ Facility and wharf cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Seabed sediment mobilisation from propeller wash</li> <li>▪ Contaminant build-up within sediments when water quality impacts occur.</li> </ul>	L	Water and Sediment Quality
Aquatic Ecology	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure</li> <li>▪ Cruise ship passengers' embarkation/disembarkation</li> <li>▪ Facility and wharf cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Flora and fauna impacts by operational activities causing habitat disruption through sediment disturbance</li> <li>▪ Fauna impacted or injured by entanglement, water pollution, lighting, noise, human interaction (e.g. feeding), and vessel strike</li> </ul>	M	Ecology

Environmental Issue	Activity	Potential Environmental Risks	Residual Risk Rating	Relevant Action Plan
		<ul style="list-style-type: none"> <li>Invasive species and pest introduction from ship hulls or ballast water.</li> </ul>		
Terrestrial Ecology	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure</li> <li>Cruise ship passengers' embarkation/disembarkation.</li> </ul>	<ul style="list-style-type: none"> <li>Shorebirds being impacted by lighting, noise, entanglement, pollution, water pollution, human interaction, and vessel strike.</li> </ul>	L	Ecology
Traffic, Transport and Access	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure</li> <li>Cruise ship passengers' embarkation/disembarkation</li> <li>Cruise ship passengers transit from Facility to local attractions.</li> </ul>	<ul style="list-style-type: none"> <li>Cruise ship vehicles causing congestion and delays in adjacent public roads</li> <li>Vehicle congestion causing injury or loss of life</li> <li>Pedestrian traffic disrupting normal traffic flow</li> <li>Facility use and access loss to the public on Cruise Ship Days</li> <li>Cruise ships not meeting size or schedule requirements.</li> </ul>	H	Traffic, Transport and Access
Noise	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure and whilst at berth</li> <li>Cruise ship passengers' embarkation/disembarkation.</li> </ul>	<ul style="list-style-type: none"> <li>Noise nuisance to local Sensitive Receivers.</li> </ul>	M	Noise and Visual Amenity
Air Quality	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure and whilst at berth.</li> </ul>	<ul style="list-style-type: none"> <li>Air pollutants (such as NO<sub>2</sub>, SO<sub>2</sub>, CO) or odorous substances release.</li> </ul>	M	Air Quality
Visual Amenity	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure and whilst at berth.</li> </ul>	<ul style="list-style-type: none"> <li>Visual amenity impacts through disruption of views</li> <li>Nuisance from wharf and ship lighting.</li> </ul>	L	Noise and Visual Amenity
Health and Safety	<ul style="list-style-type: none"> <li>Cruise ship arrival/departure and whilst at berth</li> <li>Cruise ship passengers' embarkation/disembarkation</li> <li>Cruise ship passengers transit from Facility to local attractions.</li> </ul>	<ul style="list-style-type: none"> <li>Increased air emissions</li> <li>Poor housekeeping leading to odour and unsanitary conditions</li> <li>Decreased visual amenity</li> <li>Invasive species and pest introduction</li> <li>Personal and public safety impacts from</li> </ul>	L	Health, Safety and Socioeconomic

Environmental Issue	Activity	Potential Environmental Risks	Residual Risk Rating	Relevant Action Plan
Socioeconomic	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure and whilst at berth</li> <li>▪ Cruise ship passengers' embarkation/disembarkation</li> <li>▪ Cruise ship passengers transit from Facility to local attractions.</li> </ul>	<p>increased traffic and pedestrians.</p> <ul style="list-style-type: none"> <li>▪ Short term reduction in local amenity from increased noise, reduced air quality and visual amenity</li> <li>▪ Short term potential impacts to pedestrian access, traffic, and parking</li> <li>▪ Personal and public safety impacts from increased traffic and pedestrians.</li> </ul>	L	Health, Safety and Socioeconomic
Waste Management	<ul style="list-style-type: none"> <li>▪ Cruise ship whilst at berth</li> <li>▪ Cruise ship passengers' embarkation/disembarkation</li> <li>▪ Cruise ship passengers transit from Facility to local attractions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inappropriate handling of maintenance materials while cruise ships berthed</li> <li>▪ Littering impacting surrounding environment</li> <li>▪ Poor housekeeping leading to odour and unsanitary conditions.</li> </ul>	L	Waste Management
Greenhouse Gas and Energy	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure and whilst at berth.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increased energy consumption resulting in greater greenhouse gas (GHG) emissions.</li> </ul>	L	Greenhouse Gas and Energy
Hazards and Risks	<ul style="list-style-type: none"> <li>▪ Cruise ship arrival/departure and whilst at berth</li> <li>▪ Cruise ship passengers' embarkation/disembarkation</li> <li>▪ Cruise ship passengers transit from Facility to local attractions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Risk of harm to human health or the environment as a result of accidental contact with hazardous substances such as oil, cleaning products etc.</li> <li>▪ Navigational safety impacts including vessel strikes between cruise ships and other vessels in the Port, and damage to infrastructure</li> <li>▪ Slips, trips and falls at wharf while embarking/disembarking, and while moving to shared bus/taxi zone</li> <li>▪ Fires associated with cruise ship and nearby facilities</li> <li>▪ Moving vehicle or equipment accident or contact.</li> </ul>	M	Hazards and Risks

The risk assessment including the risk register will undergo review as required in response to Complaints, Incidents, non-conformances and findings of compliance reports, inspections and audits.

## 6. Environmental Management

Specific environmental control measures are required to:

- Manage environmental impacts identified in the EIS, RTS, and Infrastructure Approval Mod 1 and from the risk assessment referred to in Section 5
- Outline the procedures to achieve the environmental performance outcomes and the mitigation measures
- Ensure compliance with all approvals, licences and permits.

Control measures are to be complied with by all staff and Cruise Ship Operators, as relevant to their scope of work. For each environmental element, the following is identified:

- Performance objective
- Key performance indicators
- Management actions
- Monitoring
- Reporting
- Corrective actions
- Relevant references/standards.

All activities must be carried out in a competent manner. Suitable equipment, facilities, training, work practices and other necessary precautions will be taken to minimise risks and impacts to the environment and community.

All activities will be performed in a way that minimises risks and impacts on the natural environment and complies with this OEMP and associated OEMP Sub-plans, relevant legislation, regulations and rules, approvals, licences and permits.

The environmental impacts and management actions described in the Environmental Action Plans below relate to the Operation of the Facility. The risk rating listed in Table 13 is based on the risk assessment and matrix described in Section 5.

**Table 13: Environmental Action Plans for this OEMP**

Environmental Action Plan	Residual Risk Rating
Water and Sediment Quality	M
Ecology	M
Traffic, Transport and Access	H
Noise and Visual Amenity	M
Air Quality	M
Health, Safety and Socioeconomic	L
Waste Management	L
Greenhouse Gas and Energy	L
Hazards and Risks	M

The management actions with a [RTS] indicate an action that has been presented in the RTS. It should be noted the wording may have been amended from the RTS, but the intent is the same.

Monitoring objectives are to understand how the Facility is performing against the performance objective and key performance indicators. If monitoring indicates a non-conformance or non-adherence with this plan then corrective actions, and where appropriate, incident management will be implemented, refer to Section 3.6.

## 6.1. Water and Sediment Quality

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Pollution of the Port waterway through introduction of contaminants by operational activities:               <ul style="list-style-type: none"> <li>– Oil and fuel spills</li> <li>– Cleaning activity runoff</li> <li>– General waste litter</li> <li>– Chemical contaminants from vessel hull coatings</li> <li>– Illegal or accidental discharge of vessel holding tanks (sewage, grey water, bilge water)</li> <li>– Noxious emissions from the burning of fuel while berthed settling in water column</li> </ul> </li> <li>▪ Mobilisation of seabed sediments from propeller wash.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Avoid detrimental impact on the water quality and marine environment of the Port through operational activities</li> <li>▪ Contain and manage any spills, runoff or discharge events, and have procedures and appropriate equipment in place</li> <li>▪ Minimise the generation of sediment plumes during operational activities.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No observable deterioration in water and sediment quality as a result of Operation of the Facility</li> <li>▪ No detected injury/mortality to marine fauna as a result of deterioration in water and sediment quality</li> <li>▪ No significant pollution spills and all spills responded to in accordance with the NSW State Waters Marine Oil and Chemical Spill Contingency Plan (RMS, 2016)</li> <li>▪ Compliance with the POEO Act.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ Appropriate waste facilities will be readily accessible for the Operation of the Facility for passenger waste (litter) [RTS]</li> <li>▪ Marine debris clearing from waters, landside, adjacent to the cruise ship berth and along the foreshore will be undertaken as required [RTS]</li> <li>▪ Undertake a periodic inspection of the seabed and remove any accumulated rubbish [RTS]</li> <li>▪ All staff for the Facility will be educated on best practice for washing of wharf/land-based facilities [RTS]</li> <li>▪ In-water cleaning will only occur on anti-fouling coatings suitable for in-water cleaning (obtainable from coating manufacturer) and in compliance with Anti-fouling and In-water Cleaning Guidelines (DAWR, 2015) [RTS]</li> <li>▪ Best practice hull cleaning procedures (where required) will be followed (e.g. Department of Agriculture, Fisheries and Forestry (DAFF) Anti-fouling and In-water Cleaning Guidelines, 2013, and the ANZECC Code of Practice for Antifouling and In-Water Hull Cleaning and Maintenance 1997) [RTS]</li> <li>▪ Oils and hazardous chemicals will be stored in appropriately bunded and covered storage areas with containment for no discharge [RTS]</li> <li>▪ Vessels within the Port will adhere to speeds of 10 knots or less, except in circumstances where the Harbour Master (or their Delegate) or a Pilot considers that a higher speed is necessary to maintain safe navigation in the Port [RTS]</li> </ul>

Element	Action
	<ul style="list-style-type: none"> <li>▪ Emergency spill response equipment on wharf and within Facility will be available and maintained</li> <li>▪ Sewage pump outs of cruise ships at berth will be prohibited [RTS]</li> <li>▪ Comprehensive Cruise Ship refuelling procedures will be implemented to avoid or reduce the possibility of release, which will include, as a minimum, requirements for: <ul style="list-style-type: none"> <li>– Adhering to all PANSW and pollution regulations</li> <li>– Refuelling during daylight hours where possible, depending on sea conditions</li> <li>– Training personnel involved with refuelling or fuel transfer in their roles, functions and responsibility, including emergency response</li> <li>– Maintaining open communication channels</li> <li>– Deploying spill prevention systems in accordance with established procedures and regulatory requirements</li> <li>– Maintaining emergency response equipment to ensure that it is readily available [RTS]</li> </ul> </li> <li>▪ Low Environmental Health and Safety (EHS)-risk cleaning products will be preferentially selected (i.e. biodegradable detergents and dispersants) [RTS]</li> <li>▪ Surfactants, dispersants and detergents will be restricted to the minimum amount required to complete tasks</li> <li>▪ Water sensitive urban design measures will be implemented where appropriate [RTS]</li> <li>▪ Contaminated bilge water discharges will not be permitted at the Port [RTS]</li> <li>▪ Adequate on-board communication, containment, drainage and monitoring systems to prevent discharges of unauthorised effluents will be maintained on Cruise Ships [RTS]</li> <li>▪ In NSW State waters, Transport for NSW is responsible for ensuring that maritime Incidents (including oil and chemical spills) are responded to quickly and effectively and at the Port of Eden, PANSW (Sydney resources) is the lead response agency [RTS]</li> <li>▪ Spills and leaks will be contained in accordance with the technical guidelines section of Bunding and Spill Management of the Authorised Officers Manual (EPA, 2012)</li> <li>▪ Spill response strategy and procedures developed by PANSW will be followed in the event of a spill, PANSW will be contacted immediately:  Harbour Master/Pilot, PANSW  Port of Eden  Main Jetty, Eden  NSW 2551  T: +61 2 6496 1719  E: edenpilots@portauthoritynsw.com.au  W: <a href="http://edenport.com.au/contact_us">http://edenport.com.au/contact_us</a> [RTS].</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ Water quality at the Facility and adjacent areas will be visually monitored on Cruise Ship Days for any visible signs of contamination from sediment or hydrocarbons</li> <li>▪ If visual monitoring indicates potential contamination additional water and sediment quality monitoring may be implemented [RTS]</li> <li>▪ If water quality monitoring is undertaken, the parameters for analysis will be selected based on the type of contamination observed, e.g.:</li> </ul>

Element	Action
	<ul style="list-style-type: none"> <li>– if significant turbidity is observed, then TDS and turbidity will be measured</li> <li>– if an oil chemical spill is observed, then hydrocarbons (TRH) and BTEX will be measured</li> <li>– if paint spill is observed, then volatile organic compounds such as toluene, xylene or formaldehyde and solvents will be measured</li> <li>▪ The monitoring results will be assessed against ANZECC (2018 or as updated) water quality guidelines for protection of aquatic ecosystems.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7.</li> </ul>
Corrective Actions	<ul style="list-style-type: none"> <li>▪ If a release, spill or leak is identified the activity will cease, with containment by deploying spill kits the priority to minimise potential impacts</li> <li>▪ Containment will comply with the technical guidelines section of Bunding and Spill Management of the Authorised Officers Manual (EPA, 2012), and PANSW Spill Response Plan and the Port of Eden Marine Oil and Chemical Spill Contingency Plan</li> <li>▪ If a non-conformance and/or non-adherence to this plan is identified, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>▪ Anti-fouling and In-water Cleaning Guidelines (DAWR, 2015)</li> <li>▪ Bunding and Spill Management of the Authorised Officers Manual (EPA, 2012)</li> <li>▪ NSW <i>Protection of the Environment Operations Act 1997</i></li> <li>▪ NSW State Waters Marine Oil and Chemical Spill Contingency Plan (RMS, 2016)</li> <li>▪ PANSW Spill Response Plan and Port of Eden Marine Oil and Chemical Spill Contingency Plan.</li> </ul>

## 6.2. Ecology

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Aquatic and terrestrial flora and fauna detrimentally impacted by operational activities causing habitat disruption</li> <li>▪ Aquatic and terrestrial fauna impacted or injured by entanglement, water pollution, lighting, noise, human interaction (e.g. feeding) and vessel strike</li> <li>▪ Invasive species introduction from ship hulls or ballast water</li> <li>▪ Shore birds being impacted by lighting, noise, entanglement, pollution, water pollution, human interaction (e.g. feeding), and vessel strike.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Minimise or avoid impacts on the abundance, species diversity, geographic distribution and ecological functions of aquatic and terrestrial flora and fauna</li> <li>▪ Minimise the risk of introduction and translocation of invasive species.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No detected injury/mortality to aquatic and terrestrial fauna entanglement, water pollution, lighting, noise, human interaction (e.g. feeding) and vessel strike.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ To reduce potential water sediment quality impacts on flora and fauna during Operation of the Facility, all measures listed in Section 6.1 will be implemented [RTS]</li> <li>▪ To reduce potential marine debris impacts on flora and fauna, waste associated with Operation of the Facility all measures listed in Section 6.7 will be implemented [RTS]</li> <li>▪ All ships at sea will adhere with the amendments to MARPOL Annex V (IMO, 1988) which came into force on 1 March 2018 - this broadly prohibits the discharge of garbage into the sea, excepting in the cases of food wastage, cargo residues, cleaning agents and additives, and animal carcasses. MARPOL is implemented in Australia through the <i>Protection of the Sea (Prevention of Pollution from Ships) Act 1983</i> [RTS]</li> <li>▪ Risk of vessel strike during operational activities will be reduced through: <ul style="list-style-type: none"> <li>– Education of all personnel</li> <li>– Active management such as information exchange by the DMCO to tug and Cruise Ship Operators, on known marine mammal activity (e.g. via community, commercial fishers, mussel farmers, NPWS whale watch and Cat Balou Cruises information)</li> <li>– Awareness of the presence of marine fauna in the local waterway by vessel operators so that they can adopt appropriate speeds and clearance when cetaceans are nearby [RTS]</li> </ul> </li> <li>▪ Vessels within the Port will adhere to speeds of 10 knots or less, except in circumstances where the Harbour Master or a Pilot considers that a higher speed is necessary to maintain safe navigation in the Port</li> <li>▪ All injured marine mammals will be immediately reported to the ORRCA 24 hour hotline on 02 9415 3333 or NPWS on 1300 361 967 [RTS]</li> <li>▪ The four goals of the NSW Invasive Species Plan 2008 – 2015 (NSW DPI 2008) will be adopted for the Facility: <ol style="list-style-type: none"> <li>1. Exclude – i.e. prevent the establishment of new invasive species. The challenge is to identify species, thoroughly assess potential</li> </ol> </li> </ul>

Element	Action
	<p>invasiveness and implement effective barriers to prevent their establishment</p> <ol style="list-style-type: none"> <li>2. Eradicate or Contain – i.e. eliminate or prevent the spread of new invasive species. The challenge is to develop and deploy effective and efficient ways to eradicate or contain an introduced species before it becomes widespread</li> <li>3. Effectively Manage – i.e. reduce the impacts of widespread invasive species. The challenge is to manage or control of species to reduce their impact where benefits are greatest</li> <li>4. Capacity – i.e. ensure NSW has the ability and commitment to manage invasive species. The challenge is for NSW to have the knowledge, skills, resources and systems to address the impacts of invasive species [RTS]</li> </ol> <ul style="list-style-type: none"> <li>▪ For cruise ships coming from outside of Australian waters the procedures outlined in Australia's National System for the Prevention of Marine Pest Incursions will be adopted [RTS]</li> <li>▪ Cruise ships will manage ballast water in accordance with the Australian Ballast Water Management Requirements (DAWR, 2017) [RTS]</li> <li>▪ Passenger education will be implemented about the potential risks to fauna posed by feeding – this may include signage on wharf and education to passengers regarding local wildlife upon arrival to Port [RTS]</li> <li>▪ To reduce the potential for lighting related impacts on fauna sensor lighting or dimmers on the wharf will be used during the night when the Facility is less likely to be in use [RTS]</li> <li>▪ To reduce the potential for lighting related impacts on green or blue lighting will be considered [RTS]</li> <li>▪ The Operator will report any Incidents involving aquatic or terrestrial fauna to ORRCA immediately</li> <li>▪ The Operator will report any fish kills at the Facility to DPI-Fisheries (1800 043 536) immediately and any water-based activities will cease until emergency response procedures are implemented and the issue is rectified and written approval to proceed is provided by DPI-Fisheries [RTS].</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ Terrestrial and aquatic ecology at the Facility and adjacent areas will be visually monitored on Cruise Ship Days for any visible signs of impacts to biodiversity</li> <li>▪ Regular maintenance and housekeeping at the Facility will be visually inspected on Cruise Ship Days to evaluate the effectiveness of waste storage and collection.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>▪ If a non-conformance and/or non-adherence to this plan is identified, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community</li> <li>▪ Corrective actions outlined in Section 6.1 may be relevant.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>▪ AS 4282:1997 – Control of the Obtrusive Effects of Outdoor Lighting</li> <li>▪ Australian Ballast Water Management Requirements (DAWR, 2017)</li> <li>▪ MARPOL Annex V (IMO, 1988)</li> <li>▪ <i>Protection of the Sea (Prevention of Pollution from Ships) Act 1983.</i></li> </ul>

## 6.3. Traffic, Transport and Access

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Cruise ship vehicles causing congestion and delays in adjacent public roads</li> <li>▪ Vehicle congestion causing injury or loss of life</li> <li>▪ Pedestrian traffic disrupting normal traffic flow.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Ensure safe and efficient access of vehicles and pedestrians in and around the Facility</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No traffic Complaints associated with use of the Facility</li> <li>▪ No reports of injury or loss of life from vehicles related to Facility activities.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ Implement the recommendation of the Eden Breakwater Wharf Extension Marine Vessel Simulations report (Smartship, 2015) [RTS]</li> <li>▪ A Traffic, Transport and Access Management OEMP Sub-Plan will be implemented to include the following: <ul style="list-style-type: none"> <li>– Traffic control measures</li> <li>– Bus layover area details</li> <li>– Signage indicating locations and speed limits</li> <li>– Bus and taxi loading procedures for passengers, including disabled access</li> <li>– Bus routes drop-off/pick up locations</li> <li>– Travel access guide [RTS].</li> </ul> </li> <li>▪ Cruise ships within the Port will adhere to speeds of 10 knots or less, except in circumstances where the Harbour Master or a Pilot considers that a higher speed is necessary to maintain safe navigation in the Port [RTS].</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ Objectives and performance indicators will be monitored on Cruise Ship Days</li> <li>▪ Complaints and Incidents register will be monitored to assess the effectiveness of the Traffic, Transport and Access Management OEMP Sub-Plan.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7</li> <li>▪ Complaint reporting will be undertaken in accordance with Section 3.5</li> <li>▪ In instances of Incidents Reporting will be undertaken in accordance with Section 3.6</li> <li>▪ Additional reporting will be carried out as per the Traffic, Transport and Access Management OEMP Sub-Plan.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>▪ Corrective Actions during Operation of the Facility will be implemented as per the Traffic, Transport and Access OEMP Sub-plan</li> <li>▪ Any corrective requirement from the relevant regulator(s) and/or BVSC will be adhered to.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>▪ Eden Breakwater Wharf Extension Marine Vessel Simulations (Smartship, 2015)</li> <li>▪ Traffic, Transport and Access Management OEMP Sub-Plan.</li> </ul>

## 6.4. Noise and Visual Amenity

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>Noise nuisance to local Sensitive Receivers</li> <li>Nuisance from wharf and ship lighting during Cruise Ship Days.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>Minimise Operational noise impact on nearby Sensitive Receivers</li> <li>Avoid nuisance to local receivers from wharf and ship lighting.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>No noise Complaints received associated with Operation of the Facility</li> <li>No Complaints due to Facility or cruise ship lighting.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>An Noise Management OEMP Sub-plan will be implemented</li> <li>A Traffic, Transport and Access Management OEMP Sub-Plan will be implemented</li> <li>Cruise ship or Facility Operation will occur within the hours stated in Section 2.3.1</li> <li>All maritime lighting as part of the Operation of the Facility will have regard to the location of nearby residential dwellings</li> <li>Lighting impacts will be minimised to the extent possible and comply with AS 4282: 1997 – Control of the Obtrusive Effects of Outdoor Lighting and relevant Australian Standards in the series AS/NZ 1158 – Lighting for Roads and Public Spaces.</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>Noise amenity at the Facility will be monitored on Cruise Ship Days when a ship is at berth for deck announcements and/or music</li> <li>If a complaint is received, noise levels will be monitored on Cruise Ship Days, if required, in accordance with the Noise Management OEMP Sub-plan</li> <li>If noise monitoring is required due to a complaint, the monitoring will be compared to the Predicted Noise Levels presented in Table 6.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Reporting will be undertaken in accordance with Section 7</li> <li>Complaints reporting will be undertaken in accordance with Section 3.5</li> <li>Incidents reporting will be undertaken in accordance with Section 3.6</li> <li>Additional reporting will be carried out as per the Noise Management OEMP Sub-plan.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>Corrective Actions during Operation of the Facility will be implemented as per the Noise Management OEMP Sub-plan</li> <li>Noise and visual amenity Complaints will be handled in accordance with Section 3.5</li> <li>The procedure for non-compliant cruise ships provided in Section 3.7 will be implemented.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>Noise Management OEMP Sub-plan</li> <li>Traffic, Transport and Access Management OEMP Sub-Plan</li> <li>AS 4282: 1997 – Control of the Obtrusive Effects of Outdoor Lighting and relevant Australian Standards in the series AS/NZ 1158 – Lighting for Roads and Public Spaces.</li> </ul>

## 6.5. Air Quality

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>Release of air pollutants - NO<sub>2</sub>, SO<sub>2</sub>, CO or odorous substances.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>Minimise release of polluting and/or odorous air emissions produced during the Operation of the Facility during Cruise Ship Days.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>Air pollutants generated from Operational activities will be compared with the National Environment Protection (Ambient Air Quality) Measure 2016 (NEPM) criteria as set out in the Air Quality Management OEMP Sub-plan</li> <li>Prior to January 2020, emissions from cruise ships berthed at the Facility will not result in an exceedance of the maximum cumulative SO<sub>2</sub> concentration at the most affected Sensitive Receiver as predicted in the Refined SO<sub>2</sub> Emission Modelling for Mod 1 for Typical Operations</li> <li>No air quality Complaints regarding black / dark smoke emission or odours received or air quality exceedances associated with the Operation of the Facility.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>Prior to 1 January 2020 <ul style="list-style-type: none"> <li>No more than 20 cruise ships will visit the Facility</li> <li>Emissions from cruise ships berthed at the Facility will not result in an exceedance of the maximum cumulative SO<sub>2</sub> concentration at the most affected Sensitive Receiver as predicted in the Refined SO<sub>2</sub> Emission Modelling for Typical Operations.</li> </ul> </li> <li>From 1 January 2020 <ul style="list-style-type: none"> <li>Cruise ships will meet emission restrictions specified under MARPOL Annex VI, which limits sulphur content of ship fuel to 0.5% m/m, or by implementation of other means such as scrubbers to meet same outcome.</li> </ul> </li> <li>Ship engine, generator, exhaust and ventilation systems will be maintained and operated efficiently to reduce air emissions while at berth at the Facility</li> <li>An Air Quality Management OEMP Sub-plan will be implemented.</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>Air quality will be visually monitored for black / dark smoke emission and monitored for odours on Cruise Ship Days.</li> <li>Monitoring of local air quality will be undertaken during Operation of the Facility in accordance with the Air Quality OEMP Sub-plan and will be compared to the Predicted Air Quality Concentrations presented in Table 4 and Table 5.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Reporting will be undertaken in accordance with Section 7</li> <li>Complaint reporting will be undertaken in accordance with Section 3.5</li> <li>Incidents reporting will be undertaken in accordance with Section 3.6</li> <li>Additional reporting will be carried out as per the Air Quality Management OEMP Sub-plan.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>Corrective actions during Operation of the Facility will be implemented as per the Air Quality Management OEMP Sub-plan</li> <li>Air quality Complaints will be handled in accordance with Section 3.5</li> <li>The procedure for non-compliant cruise ships provided in Section 3.7 will be implemented.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>Air Quality Management OEMP Sub-plan</li> </ul>

Element	Action
	<ul style="list-style-type: none"><li data-bbox="564 235 981 268">▪ MARPOL Annex VI (IMO, 1997)</li><li data-bbox="564 271 1422 340">▪ National Environment Protection (Ambient Air Quality) Measure 2016 (NEPM).</li></ul>

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## 6.6. Health, Safety and Socioeconomic

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Risk of harm to human health or the environment as a result of exposure to dangerous or hazardous materials</li> <li>▪ Periodic reduction in local amenity from increased noise, reduced air quality and visual amenity</li> <li>▪ Periodic impacts to pedestrian access, traffic, and parking.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Minimise the risk of damage to human health and the environment</li> <li>▪ Ensure emergency response procedures are adequate.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No loss of life, serious injury or damage caused by Operation of the Facility.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ An Noise Management OEMP Sub-plan will be implemented</li> <li>▪ A Traffic, Transport and Access Management OEMP Sub-Plan will be implemented [RTS]</li> <li>▪ An Air Quality Management OEMP Sub-plan will be implemented</li> <li>▪ Cruise ships will only berth from 07:00 until 22:00 [RTS]</li> <li>▪ Occupational Health and Safety procedures will be prepared and implemented [RTS]</li> <li>▪ A communication protocol that alerts surrounding residents in the event of a required part night or overnight berth will be implemented [RTS]</li> <li>▪ To manage the potential impact of communicable disease the relevant NSW Public Health Unit Control Guideline for the particular infectious disease will be followed [RTS]</li> <li>▪ All maritime lighting as part of the Operation of the Facility will have regard to the location of nearby residential dwellings</li> <li>▪ Lighting impacts will be minimised to the extent possible, and comply with AS 4282: 1997 - Control of the Obtrusive Effects of Outdoor Lighting and relevant Australian Standards in the series AS/NZ 1158 - Lighting for Roads and Public Spaces</li> <li>▪ Emergency Response Procedure, or the Incident Management and Investigation Procedure outlined in Section 3.6 will be implemented, as dictated by the scenario</li> <li>▪ The Benefit Realisation Strategy will be implemented in consultation with relevant stakeholders [RTS]</li> <li>▪ Opportunities for local and Aboriginal workforce participation during Operation will be identified and implemented where possible [RTS].</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ Objectives and performance indicators will be monitored on Cruise Ship Days</li> <li>▪ Incident management system and register will be monitored for currency and to assess risks to people.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7.</li> <li>▪ Complaints reporting will be undertaken in accordance with Section 3.5.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>▪ Any corrective requirement from the relevant regulator(s) and/or BVSC will be adhered to.</li> <li>▪ In the case of identification of a non-conformance and non-adherence to this plan, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community.</li> </ul>

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Element	Action
Relevant References/Standards	<ul style="list-style-type: none"><li data-bbox="558 235 1442 313">▪ Managing the Work Environment and Facilities (Safe Work Australia, 2011).</li></ul>

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## 6.7. Waste Management

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Inappropriate handling of maintenance materials while cruise ships berthed</li> <li>▪ Littering of surrounding environment</li> <li>▪ Illegal or accidental discharge of vessel holding tanks (sewage, grey water, bilge water).</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Ensure best practice management for the handling, storage and disposal of maintenance materials related to cruise ships</li> <li>▪ Maintain the good housekeeping of the Facility without buildup of litter.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No presence of litter on the Facility or in adjacent areas</li> <li>▪ No reported Incidents of spills, leaks or improper disposal of maintenances materials.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ Segregated general and recyclable waste receptacles will be provided and utilised during the Operation of the Facility and routinely checked to ensure they are fit for purpose [RTS]</li> <li>▪ Maintenance materials including oil and lubricants will be stored in a bunded area.</li> <li>▪ Waste including Maintenance materials, such as waste oil and lubricants will be transport for disposal by a licensed contractor, and materials will be disposed of at an appropriately licensed receiving facility and waste disposal dockets will be retained.</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ Regular maintenance and housekeeping at the Facility will be visually inspected on Cruise Ship Days to evaluate the effectiveness of waste storage and collection.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>▪ In the case of identification of a non-conformance and non-adherence to this plan, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community</li> <li>▪ In instances of ongoing non-conformance, a review of the Facility waste management systems will be undertaken, and appropriate measures implemented.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>▪ MARPOL Annex V (IMO, 1988)</li> <li>▪ <i>Protection of the Sea (Prevention of Pollution from Ships) Act 1983.</i></li> </ul>

## 6.8. Greenhouse Gas and Energy

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>Increased energy consumption resulting in greater GHG emissions.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>Minimise greenhouse gas emissions and energy consumption during the Operation of the Facility.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>No unsubstantiated significant increases in Facility energy consumption.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>The potential to generate energy at the Facility (such as the use of photo-voltaic lighting) will be considered [RTS]</li> <li>Low energy consumption appliances, equipment and systems will be utilised, where appropriate</li> <li>All equipment at the Facility will be maintained and operated efficiently to reduce air emissions.</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>Energy consumption will be monitor at the Facility through, quarterly bills, electric main and sub-meters.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Reporting will be undertaken in accordance with Section 7.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>In the case of identification of a non-conformance and non-adherence to this plan, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>Air Quality Management OEMP Sub-plan.</li> </ul>

## 6.9. Hazards and Risks

Element	Action
Potential Environmental Impact	<ul style="list-style-type: none"> <li>▪ Risk of harm to human health or the environment as a result of accidental contact with hazardous substances associated with Facility and ship maintenances (e.g. oils, detergents, surfactants etc.)</li> <li>▪ Navigational safety including vessel strikes between cruise ships and other vessels in the Port, and damage to infrastructure</li> <li>▪ Slips, trips and falls at wharf while embarking/disembarking, and while moving to shared bus/taxi zone</li> <li>▪ Fires associated with cruise ship and nearby facilities</li> <li>▪ Moving vehicle or equipment accident or contact.</li> </ul>
Objectives	<ul style="list-style-type: none"> <li>▪ Manage Operational hazards and risks to minimise impacts to human health or the environment</li> <li>▪ Ensure navigational safety of vessels within the Port</li> <li>▪ Maintain clear access ways to reduce the risk of slips, trips and falls.</li> </ul>
Management Actions	<ul style="list-style-type: none"> <li>▪ A Traffic, Transport and Access Management OEMP Sub-Plan will be implemented and reference to Section 6.3 [RTS]</li> <li>▪ Firefighting equipment will be provided and maintained</li> <li>▪ Vessels within the Port will adhere to speeds of 10 knots or less, except in circumstances where the Harbour Master (or their Delegate) or a Pilot considers that a higher speed is necessary to maintain safe navigation in the Port</li> <li>▪ Vehicles within the Port will adhere to speed limits and traffic flow direction.</li> </ul>
Monitoring and Frequency	<ul style="list-style-type: none"> <li>▪ The Facility will be visual inspected during routine works to ensure good housekeeping practices are implemented</li> <li>▪ Emergency procedures and equipment will be regularly monitored to ensure currency and effectiveness</li> <li>▪ Regular evacuation practice drills in compliance with Safe Work NSW Code of Practice (Safe Work Australia, 2011) will be undertaken.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ Reporting will be undertaken in accordance with Section 7.</li> </ul>
Performance Indicators	<ul style="list-style-type: none"> <li>▪ No loss of life, serious injury or damage/loss of property caused by the Operation of the Facility.</li> </ul>
Corrective Actions and Responsibilities	<ul style="list-style-type: none"> <li>▪ Relevant emergency service agencies will be consulted for advice and assistance on best practice actions</li> <li>▪ Any corrective requirement from the relevant emergency service agencies or BVSC will be adhered to</li> <li>▪ In the case of identification of a non-conformance and non-adherence to this plan, corrective actions will be identified and implemented based on the results of any investigations and the best possible outcome for operational activities, the environment and the local community.</li> </ul>
Relevant References/Standards	<ul style="list-style-type: none"> <li>▪ Traffic, Transport and Access Management OEMP Sub-Plan</li> <li>▪ Managing the Work Environment and Facilities (Safe Work Australia, 2011)</li> <li>▪ Safe Work NSW Code of Practice (Safe Work Australia, 2011).</li> </ul>

## 7. Inspections, Reporting and Auditing

Routine inspections, reporting and auditing will be undertaken throughout the duration of implementation of the OEMP by the DMCO. All reports will be made available by the Operator to regulators upon request. The DMCO must refer requests by regulators to the Operator in accordance with the communication protocols. Records and copies of reports completed, as part of the OEMP will be maintained by the Operator for a minimum of five years.

### 7.1. Inspections and Monitoring

During Cruise Ship Days, environmental inspections will be undertaken involving a walk-over of the land-based areas of the Facility. These inspections will typically address environmental management measures in the OEMP that can be assessed visually and do not require review of documentation or the use of monitoring equipment. These inspections will be documented in a checklist record in accordance with the Operational Compliance Tracking Program (DoI, 2019d). The checklist is provided at Appendix A. Inspections for Non-Cruise Ship days are not considered necessary as the Facility as there would be very limited activities at the Facility; except for possibly minor staff activity that would be a very low risk to the environment.

Further, each environmental management plan (refer to Section 6) outlines the monitoring requirements and frequency to confirm the Facility is compliant with the performance objectives, key performance indicators and the Infrastructure Approval Mod 1.

A summary of monitoring and inspection requirements is provided in Table 14.

**Table 14: Monitoring and Inspection Summary**

Environmental Element	Monitoring / Inspections	Responsibility / Frequency
Water and sediment Quality	<ul style="list-style-type: none"> <li>Water quality at the Facility and adjacent areas will be visually monitored on Cruise Ship Days for any visible signs of contamination from sediment or hydrocarbons</li> <li>If visual monitoring indicates potential contamination additional water quality monitoring may be implemented.</li> </ul>	DMCO Daily on Cruise Ship Days
Ecology	<ul style="list-style-type: none"> <li>The Operator will report any Incidents involving aquatic or terrestrial fauna to ORRCA immediately</li> <li>Terrestrial and aquatic ecology at the Facility and adjacent areas will be visually monitored on Cruise Ship Days for any visible signs of impact to biodiversity</li> <li>Regular maintenance and housekeeping at the Facility will be visually inspected on Cruise Ship Days to evaluate the effectiveness of waste storage and collection.</li> </ul>	DMCO Daily on Cruise Ship Days
Traffic Transport and Access	<ul style="list-style-type: none"> <li>Objectives and performance indicators will be monitored on Cruise Ship Days particularly for congestion</li> <li>Complaints and Incidents register will be monitored to assess the effectiveness of the Traffic, Transport and Access Management OEMP Sub-Plan.</li> </ul>	DMCO Daily on Cruise Ship Days
Noise and visual amenity	<ul style="list-style-type: none"> <li>Noise amenity at the Facility will be monitored on Cruise Ship Days when a ship is at berth for deck announcements and/or music</li> </ul>	DMCO Daily on Cruise Ship Days

Environmental Element	Monitoring / Inspections	Responsibility / Frequency
	<ul style="list-style-type: none"> <li>If a complaint is received, noise levels will be monitored on Cruise Ship Days in accordance with the Noise Management OEMP Sub-plan</li> <li>If noise monitoring is required due to a complaint, the monitoring will be compared to the Predicted Noise Levels presented in Table 6.</li> </ul>	In accordance with the Noise OEMP Sub-plan
Air quality	<ul style="list-style-type: none"> <li>Air quality will be visually monitored for Black / dark smoke emission and monitored for odours on Cruise Ship Days.</li> <li>Monitoring of local air quality will be undertaken during Operation of the Facility in accordance with the Air Quality OEMP Sub-plan and will be compared to the Predicted Air Quality Concentrations presented in Table 4 and Table 5.</li> </ul>	DMCO Daily on Cruise Ship Days In accordance with the Air Quality OEMP Sub-plan
Health, safety and socioeconomic	<ul style="list-style-type: none"> <li>Objectives and performance indicators will be monitored on Cruise Ship Days</li> <li>Incident management system and register will be monitored for currency and to assess risks to people.</li> </ul>	DMCO Daily on Cruise Ship Days
Waste management	<ul style="list-style-type: none"> <li>Regular maintenance and housekeeping at the Facility will be visually inspected on Cruise Ship Days to evaluate the effectiveness of waste storage and collection.</li> </ul>	DMCO Daily on Cruise Ship Days
Greenhouse gas and energy	<ul style="list-style-type: none"> <li>Energy consumption will be monitored at the Facility through, quarterly bills, electric main and sub-meters.</li> </ul>	DMCO As required
Hazards and risk	<ul style="list-style-type: none"> <li>The Facility will be visually inspected during routine works to ensure good housekeeping practices are implemented</li> <li>Emergency procedures and equipment will be regularly monitored to ensure currency and effectiveness</li> <li>Regular evacuation practice drills in compliance with Safe Work NSW Code of Practice (Safe Work Australia, 2011) will be undertaken.</li> </ul>	DMCO Daily on Cruise Ship Days

During Non-Cruise Ship Days, the Facility will not be in Operation, and as such, no activities associated with the Facility will occur. Therefore, environmental inspections will not be undertaken; however, the Harbour Master will provide general oversight of the Facility and be available to identify and respond to any unforeseen issues.

## 7.2. Reporting

A Pre-operational Compliance Report will be prepared by the Principal one month prior to the commencement of the Operation of the Facility, detailing compliance with relevant requirements of this OEMP, actions in the event of non-compliance with conditions of the Infrastructure Approval Mod 1, and the commencement date for Operation.

An Operation Compliance Tracking Program (OCTP) has been prepared to monitor compliance of the Facility with the terms of the Infrastructure Approval Mod 1. The OCTP will be implemented by the DMCO for the duration of Operation of the Facility.

In accordance with the requirements of Conditions A21 and A23 of the Infrastructure Approval Mod 1, an Operation Compliance Report will be prepared by the DMCO and submitted to the Secretary for information one month after the first calendar year of Operation, the end of the

2019/2020 Cruise Ship Season and following that, after the end of each Cruise Ship Season, or within another timeframe agreed with the Secretary.

At a minimum, Operation Compliance Reports will include:

- A results summary and analysis of environmental monitoring
- A summary of the Complaints Register, including the number of any Complaints received, a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such Complaints
- Details of any review of, and minor amendments made to this OEMP
- A register of any consistency assessments undertaken and their status
- Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit
- A summary of all Incidents notified to the Secretary including actions taken to address the cause or impact of an Incident.
- A Five Year Operational Compliance Summary Report must be submitted to the Secretary within 3 months of the end of each five years of Operation, unless otherwise agreed by the Secretary. The Report will include:
  - The name and size of visiting cruise ships and date of visits
  - The number and nature of Complaints in relation to specific cruise ships
  - Results of air quality monitoring and any noise monitoring undertaken to investigate repeated noise Complaints
  - Identification of any issues that need to be addressed through revision of the OEMP and/or OEMP Sub-plans.
- Any other matter relating to compliance with the terms of the infrastructure Approval Mod 1.

A schedule of reports and notifications that are to be submitted to the Secretary by the Contractor is listed below in Table 15.

**Table 15: Reports and Notifications to be submitted to the Secretary**

Condition	Report/Notification	Timing
A17	Operation Compliance Tracking Program	One month prior to commencement of operation, or within another timeframe agreed with the Secretary
A19	Pre-Operation Compliance Report	One month prior to commencement of operation, or within another timeframe agreed with the Secretary
A21	Operation Compliance Report	One month from the end of the first calendar year of operation and one month after the end of the 2019/2020 Cruise Ship Season and following that, one month after the end of the Cruise Ship Season
A23(g)	Five Year Operational Compliance Summary Reports	Within three months of the end of each five years of operation
A25	Approval of Compliance Auditor	One month prior to the compliance audit being undertaken
A26	Compliance Audit Report	Within six weeks of completing the audit, or within another timeframe agreed with the Secretary
A29	Complaints Register	On request during operation or within another timeframe agreed with the Secretary
A33	Notification of Incident	As early as possible and within 24 hours of the Operator being made aware of the incident
A36	Notification of incident notified to the EPA under the POEO Act	Within 24 hours of notifying the EPA

Condition	Report/Notification	Timing
B2	Community Consultative Committee Report	Five years after commencement of the Community Consultative Committee
D5	OEMP and OEMP Sub-plans	One month prior to commencement of operation or within another timeframe agreed with the Secretary Five Year Revision within one month of submission of the Five Year Operation Compliance Summary Reports

### 7.3. Auditing

Compliance audits of the Facility will be conducted annually by an independent, suitably qualified and experienced expert, or within another timeframe agreed with the Secretary. The Compliance Audits will be carried out in accordance with Conditions A25 to A27 of the Infrastructure Approval Mod 1. The DMCO will be responsible for, and will assist in the facilitation of, these audits.

## 8. References

- ANZECC. (1997). Code of Practice for Antifouling and In-Water Hull Cleaning and Maintenance. Australian: Australian and New Zealand Environment Conservation Council.
- AS/NZ4282. (1997). Control of the Obtrusive Effects of Outdoor Lighting. Standards Australia.
- DAWR. (2015). Anti-fouling and In-water Cleaning Guidelines. Department of Agriculture and Water Resources.
- DAWR. (2017). Australian Ballast Water Management Requirements. Department of Agriculture and Water Resources.
- Dol. (2019a). Eden Cruise Ship Facility – Traffic, Transport and Access OEMP Sub-plan.
- Dol. (2019b). Eden Cruise Ship Facility – Noise Management OEMP Sub-plan.
- Dol. (2019c). Eden Cruise Ship Facility – Air Quality Management OEMP Sub-plan.
- Dol. (2019d). Eden Cruise Ship Facility – Operational Compliance Tracking Program
- DP&E. (2016). Community Consultative Committee Guidelines State Significant Projects
- DP&E. (2018, July 2). Appendix C to the Eden Breakwater Wharf Extension Modification Request to Infrastructure Approval SSI 7737. Department of Planning & Environment.
- DP&E. (2018, October 14). SSI 7734 Mod 1 - Addendum Modification Report. NSW Department of Planning & Environment.
- EPA. (2012). Bunding and Spill Management of the Authorised Officers Manual. NSW Environment Protection Authority.
- ERM. (2019) The report Eden Breakwater Wharf Extension Project – Refined SO<sub>2</sub> Emission Modelling dated 29 June 2018 developed by ERM.
- IMO. (1988). MARPOL Annex V. *Prevention of Pollution by Garbage from Ships*. International Maritime Organisation.
- IMO. (1997). MARPOL Annex VI. *Prevention of Air Pollution from Ships*. International Maritime Organisation.
- NEPM. (2016). National Environment Protection (Ambient Air Quality) Measure. National Environment Protection Council.
- NSW Government. (2013). Environmental Management Systems Guidelines. Third Edition.
- PEL (2016). Port of Eden Redevelopment – Noise, Vibration and Air Quality Assessment. Prepared for Royal Haskoning DHV. 4 July 2016.
- RMS. (2016). NSW State Waters Marine Oil & Chemical Spill Contingency Plan. NSW Roads and Maritime Services.
- Safe Work Australia. (2011). Managing the Work Environment and Facilities. NSW: Workcover NSW.
- Smartship. (2015). Eden Breakwater Wharf Extension Marine Vessel Simulations. Smartship Australia.

## Appendix A: Inspection Checklist

6. Daily (cruise days) Inspection Checklist (walk-over of land-based site areas)

Date:		Time:			
Facility Manager:		Cruise Ship Operator:			
Inspector (s):		Areas/Items inspected:			
<b>Meteorological conditions at the time of inspections:</b>					
Aspect	Checklist	Daily when a cruise ship is at berth			
		Result of inspection	Description of issue/location	Action required	Action closure (by who and date)
Water and Sediment quality	any evidence of accidental/illegal discharges to water from the ship or land-based activities?				
	any spills on land at the site?				
	mobilisation of seabed sediments from propeller wash?				
Aquatic and Terrestrial Ecology	any evidence of aquatic fauna or flora detrimentally impacted by operational activities?				
	any evidence of invasive species introduction from ship hulls or ballast water?				
	any evidence of terrestrial species detrimentally impacted by operational activities?				
Noise	is the ship approaching at a suitable speed of 10 knots or less (except in circumstances where the Port Harbour Master (or their Delegate) or a Pilot considers that a higher speed is necessary to maintain safe navigation in the Port)				
	any deck announcements and/or music from open decks occurring from cruise ships whilst at berth? (with the exception of safety announcements relating to necessary passenger information (e.g. access information, quarantine requirements, warnings and emergencies, etc.)				
	is land based equipment not in used turned off?				
Air Quality	Are there any emissions from cruise ships such as black or dark smoke, or odours?				
	any tonal reversion alarms used on mobile equipment at the facility?				
	in the event of an overnight berth, have the community and local sensitive receptors been notified?				
	any evidence that the ship engine, generator, exhaust and ventilation system are not operating efficiently to reduce air emissions while at berth?				
Traffic, transport and access	is the air quality monitoring equipment operating as per the AQMP during the cruise visit day?				
	are cruise ship vehicles and facility traffic causing congestion in public roads?				
Waste	any presence of litter on the facility?				
Visual	are there sufficient waste handling/storage/collection and segregation bins on site?				
	when ship at berth during the night, any lighting from the ship/facility potentially impacting sensitive receptors?				
Complaints	any complaints received since last inspection? If so, has it been resolved?				

OK: no issues identified  
A: Action Required