PORT AUTHORITY
OF NEW SOUTH WALES

White Bay Cruise Terminal Operational Environmental Management Plan

Cruise Operations

5 April 2023

Contents

Appendices

Glossary of Terms and Acronyms

The following specific terms have been used throughout this plan and have the meanings, and reference specific parties, as defined below.

Term	Definitions
AOM	Asset Operations Manager
WBCT Management	Port Authority of NSW (Port Authority) is the body responsible for the general operation and management of WBCT. Port Authority has a range of personnel responsible for carrying out the responsibilities of the WBCT management. WBCT Management refers to the Port Authority General Managers responsible for the WBCT.
Consultant	Any specialist commissioned by the Proponent / Port Authority.
Contractor	The party or company hired to perform maintenance, service or other works on-site.
Control Measures	The actions to be undertaken to achieve the stated environmental objectives, including any necessary approval, applications, consultation or monitoring.
Corrective Action	Nomination of the action to be implemented if the stated objectives are not being met or maintained, including the person or organisation responsible for implementing the required action.
Council	Inner West Council (formerly Leichhardt Municipal Council)
DMCO	Duty Manager Cruise Operations
DPE	Department of Planning and Environment. DPE is responsible for regulating compliance with the Project Approval
CPTED	Crime prevention through environmental design
Cruise Ship Day	A day in which there is a cruise ship utilising the WBCT.
Cruise Ship Operator	Operators of cruise ships berthing at the terminal.
CSRM	Community and Stakeholder Relations Manager
Director-General	The former “Director-General” role of the Department of Planning and Environment. This role is now “Planning Secretary”
DMCO	Duty Manager Cruise Operations

Environmental Issue	The aspect of the environment requiring management consideration.
Environmental Intent	Description of the intended management approach for the environmental issue.
Environmental Objectives	The environmental performance objectives that are to be achieved.
EP&A Act	NSW *Environmental Planning and Assessment Act 1979*
EPA	Environment Protection Authority. The EPA is responsible for environmental regulation, particularly the regulation of air emissions, contaminated sites, dangerous goods and hazardous materials, noise, pesticides, forestry activities, waste and water quality across NSW.
ESD	Ecologically Sustainable Development
GMAM	General Manager Asset Management
Monitoring	The process of measuring actual performance and nomination of the frequency and timeframe in which monitoring is to be carried out and/or completed.
Non Cruise Ship Days	A day in which there is no cruise ship utilising the WBCT.
OEMP	Operational Environmental Management Plan.
Patron	The person or organisation visiting or making use of WBCT in a temporary or ongoing arrangement, and includes a ship passenger.
Performance Indicators	Nomination of the criteria against which the level of achievement of the stated environmental objectives are to be measured.
POEO Act	NSW *Protection of the Environment Operations Act 1997*
Project Approval	The approval granted by the Minister for Planning for MP10_0069
Reporting	Description of the required reporting arrangements, including auditing for each control measure.
SMCS	Senior Manager Cruise Security
SME	Senior Manager Environment
Responsibility	Assignment of responsibility for carrying out each control measure to a relevant person and/or organisation including a process for dealing with complaints about the activity.

WB4	White Bay Wharf No. 4
WB5	White Bay Wharf No. 5
WBCT	White Bay Cruise Terminal
WHSM	Work Health and Safety Manager
Works	This term refers to all matters associated with on-site construction and operational activities.

1 Introduction

1.1 Background

The White Bay Cruise Terminal (WBCT) is a new purpose-built cruise passenger terminal located at White Bay Wharf 5 (WB5), with secondary berthing at White Bay Wharf 4 (WB4), within the White Bay port precinct on the Balmain Peninsula, Sydney.

On the 2 February 2011, the former Sydney Ports Corporation (now Port Authority of NSW (Port Authority)) received approval for Major Project 10_0069 under Section 75J (now repealed) of the *Environmental Planning and Assessment Act 1979* (EP&A Act) to demolish an assortment of buildings and structures on the site, construct the White Bay Cruise Terminal (WBCT), operate the facility with berthing for up to two cruise ships, with the second ship serviced by a temporary terminal facility at WB4, and the use of the WBCT for functions, exhibitions and corporate events on non-cruise ship days (note: the Major Project 10_0069 approval was transitioned to Division 5.2 Part 5 of the EP&A Act on 31 May 2019 (refer to Section 1.3 for details), and is referred to in this OEMP as the Project Approval).

The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation commenced cruise operations at the WBCT in April 2013.

Port Authority was established in July 2014 with the amalgamation of the Sydney, Newcastle and Port Kembla port corporations. Port Authority retained the significant maritime roles of Harbour Master, management of dangerous goods and emergency response plus responsibility for the navigation, security and operational safety needs of commercial shipping operating on Sydney Harbour. The Port Authority, which is a state-owned corporation, took also responsibility to operate the WBCT.

Condition D15 of the Project Approval (Appendix F) requires an Operational Environmental Management Plan (OEMP) to be completed for the approved WBCT project. Separate OEMPs have been prepared under Condition D15 as follows:

- An OEMP for the operation of the WBCT for cruise ships berthed at WB5 and WB4 (this document).
- An OEMP for the use of the WBCT for functions and events.

The WBCT Cruise Operations OEMP, and associated issue-specific plans prepared under Condition D16 and including an Operational Transport, Traffic and Access Management Plan, an Operational Noise Management Plan, an Operational Odour Management Plan, and an Operational Air Quality Management Plan, were first prepared in 2013 and approved on the 10 April 2013 by the then Director-General of the then Department of Planning and Industry (now DPE). The Operational Noise Management Plan was updated in 2017-18 as part of the WBCT Noise Impact Mitigation Strategy developed in 2016 (SLR, 2017) in consultation with the community local council and key government agencies. The revised Operational Noise Management Plan (2018) was approved by the Department of Planning and Environment (DPE) on the 14 August 2018.

This OEMP, which relates to the use of WBCT for cruise operations associated with ships berthed at WB5 and the use of temporary cruise terminal for cruise operations at WB4, has been revised to reflect current legislative requirements, operations and responsibilities within the cruise operations at White Bay. The WBCT Cruise Operations OEMP has been

prepared in consideration of the Guideline for the Preparation of Environmental Management Plans for Infrastructure Projects (DPIE, 2020), and sound engineering and environmental practice.

As indicated above, a separate OEMP has been prepared to deal with the use of the WBCT for functions and events.

When the WBCT is not being used for cruise ship activities or for functions / events, WB5 and WB4 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 as they are not covered by the Project Approval for the WBCT. The aim of this OEMP is to provide detailed policies, performance criteria and procedures to minimise the physical, social and environmental impact of activities during operation of the WBCT at WB5 and WB4. In particular, the OEMP includes monitoring and reporting mechanisms whereby the performance of the system can be measured and agreed corrective actions implemented in a timely manner in the event of an incident.

1.2 Project Description

Location

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

Figure 1 – Location of the WBCT

Description of Facilities

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

WB5 Permanent Facility

The key features of the new WBCT at WB5 include:

- Arrivals hall;
- Baggage hall;
- Storage and amenities area;
- Customs and Australian Quarantine and Inspection Service (AQIS) facilities,
- X-ray equipment and offices;
- Storage facilities;
- Building signage;
- Car parking, covered set-down and pick-up points and coach queuing areas;
- Secured providoring waiting area and wharf access;
- Offices, lunch room and amenities;
- Two passenger gangways;

- A Land Slide Restricted Zone including a Cleared Zone (Customs, Immigration and Security); and
- Operational and security lighting as well as other required security infrastructure.

WB5 Operation Activities

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

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

Typically a cruise ship arrives at about 6:30am. Passengers typically disembark the ship between 7:00am and 10:00am in pre-determined time slots with each time slot serving approximately 100 passengers. The passengers disembark from the ship and enter the baggage hall via the ship's gangway to collect their baggage. Passengers then proceed to the quarantine area for immigration and custom security checks and clearance. Once cleared, they proceed to the Arrival Hall where they can be greeted by friends and families or catch a taxi, or public transport.

In the reverse process, passengers boarding a departing cruise ship arrive between 11:30am and 3:30pm. On arrival at the WBCT, the passengers leave their baggage at the bag drop area outside the terminal building where the bags would be tagged and scanned before being transferred onto the ship. Following this, the passengers proceed to the Arrival Hall where they farewell family and friends. They then enter the Cleared Zone to undergo immigration procedures for departing the country. They then enter the Cleared Zone in their allocated time slots with each time slot having approximately 100 passengers. A departing cruise ship generally leaves berth before 6:00pm. Cruise ships can berth overnight.

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

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

During bunkering (refuelling) fuel is provided to ships while they are at berth, typically undertaken from a bunker barge next to this ship. Other times fuel is provided by road tanker.

Waste disposal is undertaken by private contractors who are engaged for the removal of the waste generated at the WBCT. Site-generated waste is separated into recyclable and non-recyclable at a waste collection point, and cruise ship generated waste into quarantine and non-quarantine. Non-quarantine waste is taken off the ship by regular waste contractors for disposal at a suitably licensed facility. Quarantine waste is managed differently, based on different requirements for storage, treatment and disposal.

WB4 Temporary Facility

The WB4 temporary facility is generally utilised when there is a cruise ship already occupying WB5. The WB4 terminal facility will be housed in a marquee or similar structure

that would be erected prior to the arrival of the ship and removed following departure of the ship. The temporary structure however, may remain erected after a cruise ship departs should it be required for another cruise ship within the ensuing weeks.

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

Setup, dismantling, delivery or removal of temporary structures shall be undertaken during the following times, if it is likely to create an audible noise at any residential receptor:

- 7:00am to 6:00pm, Mondays to Fridays, inclusive
- 8:00am to 1:00pm on Saturdays; and
- At no time on Sundays or public holidays.

1.3 OEMP Context

Applicable Legislation

Table 1 defines the binding legislation that applies to the operation of the WBCT. In the event of any inconsistency arising between the implementation of the OEMP, and state or local government regulations for the operation of the WBCT, the regulatory requirements take priority.

Table 1 – Acts of legislation applicable to WBCT Operations

Legislation	Intent	Main Regulatory authority
Environmental Planning and Assessment Act 1979	To assess the impact of the development proposal on the environment and to provide for planning approval processes.	DPE
Heritage Act 1977	To conserve the Environmental Heritage of NSW.	Heritage NSW
Marine Pollution Act 2012	To protect the State's waters from marine pollution from vessels.	Transport for NSW
Protection of Environment Operations Act 1997	Objects of this Act include to protect, restore and enhance the quality of the environment in NSW, and to reduce risks to human health and prevent degradation of the environment.	EPA

Legislation	Intent	Main Regulatory authority
Protection of the Environment Operations (Clean Air) Regulation 2022	Key regulatory mechanism in NSW for reducing emissions of harmful pollutants in the air.	EPA
Protection of the Environment Operations (Noise Control) Regulation 2017	This Regulation controls noise from motor vehicles and marine vessels in NSW.	EPA regulates noise from scheduled activities under the POEO Act. The WBCT is not a scheduled activity under the POEO Act. Noise from the WBCT is regulated by DPE through the Project Approval.
Protection of the Environment Operations (Waste) Regulation 2014	Provides for the regulation of waste and resource recovery in NSW.	EPA

Ecologically Sustainable Development and Port Authority's Sustainability Plan

One of the objects of the *Environmental Planning and Assessment Act 1979* (EP&A Act) is to facilitate ecologically sustainable development (ESD) by integrating relevant economic, environmental and social considerations in decision-making about environmental planning and assessment. The operation of the WBCT is undertaken with consideration of the principles of ESD and Port Authority's Sustainability Plan. Under its Sustainability Plan, Port Authority have committed to achieve a 75% reduction in scope 1 and 2 emissions by 2030 and Net Zero by 2040. Further, Port Authority intends to invest nearly $60 million for the development of a landside electricity supply for cruise and bulk ships at the Bays Port precinct (including White Bay), powered by renewable energy, scheduled to commence in late 2024.

Planning Process

The project was approved on 2 February 2011 under the former Part 3A of the EP&A Act. In 2011, the NSW Government repealed Part 3A of the EP&A Act and replaced it with State significant development (SSD) and State significant infrastructure (SSI) assessment systems, which commenced on 1 October 2011. On 27 May 2019, the Director, Transport Assessment (as delegate of the Minister for Planning and Public Spaces), made an order under Clause 6 of Schedule 2 of the Environmental Planning and Assessment (Savings, Transitional and Other Provisions) Regulation 2017 declaring the WBCT project to be SSI. The order was published in the NSW Government Gazette on 31 May 2019 and took effect from that date.

The Project Approval has been modified six times. These modifications are generally of minor relevance to cruise operations as they primarily relate to functions or are administrative. A summary of the modifications is provided in Table 2.

Table 2: Summary of Modifications of the Project Approval

Mod No.	Summary of Modifications	Approval Data
MOD 1	Amendments to strengthen environmental conditions relating to the amenity of the surrounding community, to restrict functions to a maximum of 500 patrons and the operation of amusement rides to five times per year	14 September 2011
MOD 2	Amend parking arrangements on Robert Street and remove the provision of a landscaped zone between Robert Street and the internal port access road	28 August 2012
MOD 3	Amendment to public access arrangements from Stephen Street or White Bay Park to Robert Street, Rozelle	27 March 2013
MOD 4	Clarification of the extent of removal or covering of the railway lines within the terminal site	12 March 2013
MOD 5	Administrative amendments	22 April 2013
MOD 6	MOD 6 allowed an increase in the number of attendees at functions at the WBCT on non-cruise ship days, from 500 to 2,500 patrons during a 3 year trial period and subsequently subject to Planning Secretary's approval. During the 3 year trial period (and subsequently subject to Planning Secretary's approval): - it allowed functions that are likely to generate audible noise at any sensitive receiver to operate until 12:00 midnight and patrons to leave the site by 12:30 am, a half hour extension to the approved hours; and - it allowed a minor increase in permitted sound levels for amplified 'background music' on the southern side of the WBCT building to no greater than 72dBA, an increase of 5dBA. It allowed the temporary parking of 200 vehicles at WB4 during functions on non-cruise ships days. It amended the noise monitoring requirements for functions with outdoor activities and functions that include amusement rides or similar activities.	27 August 2020

	It amended the requirement for notifying surrounding residents, Council and the Police from fourteen to seven (7) days prior to functions incorporating amusements rides or similar activities or outdoor activities in the WB4 hardstand area and/or WB5 car park after 6.00 pm and up to12:30am	

This OEMP came into effect at the commencement of cruise operations. There are several environmental studies that precede this document, submitted as part of the Environmental Assessment Report (Project Application) by JBA Urban Planning Consultants Pty Ltd (2010). These include (but not limited to):

- Noise impact assessment.
- Transport impact assessment.
- Statement of heritage impact.
- Air quality impact assessment.
- Services infrastructure report.
- Contamination report.

This OEMP has been prepared to fulfil the requirements of Conditions of Approval D15 and D16 (refer to Appendix F). The table in Appendix F identifies where in this document each relevant Condition of Approval has been addressed.

OEMP Consultation

In accordance with Condition D15, the OEMP was prepared prior to commencement of operation in consultation with the following key environmental stakeholders:

- Transport for NSW
- The former Roads and Maritime Services
- The former Office of Environment and Heritage.
- Emergency Services.
- Environment Protection Authority.
- Inner West Council (former Leichardt Municipal Council).

Issues raised by agencies that provided feedback are summarised in Appendix G, including reference to how they have been addressed in this OEMP.

1.4 OEMP Objectives

The objectives of the OEMP are to:

- identify all appropriate environmental safeguards and demonstrate how they will be implemented on-site;
- manage site activities effectively;

- enable adverse impacts on the environment to be minimised;
- provide for the conservation of the site's receiving environment;
- identify suitable emergency preparedness and response procedures;
- meet all requirements of relevant legislation and assist with ensuring compliance of the Project Approval; and
- monitor and manage environmental and social impacts.

1.5 Environmental Policy

This OEMP is consistent with Port Authority's Environmental Policy (Appendix A).

2 Environmental Management

2.1 Components of the OEMP

Environmental issues identified in this OEMP are specific to the operational phase of the WBCT cruise operations. The OEMP has been prepared in an issues-based format that nominates for each environmental issue or impacting activity, the tasks that are required to be addressed during cruise operations, covering:

- Environmental issue.
- Environmental objectives.
- Environmental intent.
- Control measures.
- Responsibility.
- Monitoring.
- Reporting.
- Performance Indicators.
- Corrective Action.

An overview of this structure is presented within the following section. The operational phase environmental issues are relevant to cruise operations at both WB5 and WB4. Where there are additional environmental issues that relate only to cruise operations at WB4 these are considered further in Section 4.

2.2 Operational Phase Environmental Issues

Environmental issues identified in this OEMP are included for the operation phase of the WBCT when it is being used for cruise operations. The operational phase includes cruise operations at WB5 and WB4 and maintenance of the WBCT. The operation phase OEMP issues are detailed in Table 3. Table 3 provides each environmental aspect with a propriety ranking – with 3 being the highest priority and 1 being the lowest priority. This priority ranking is used internally to ensure Port Authority focusses on those environmental aspects that are of most environmental significance.

Section 4 includes a supplementary environmental issues table which considers the additional activities at WB4 and the potential for additional potential environmental impacts which require specific control measures to be applied.

For consideration of the operational environmental issues associated with the use of the WBCT for functions and events refer to the separate WBCT OEMP (Functions).

Table 3 – Environmental issues covered within the OEMP

Activities	Environmental aspect(s)	Potential environmental impact(s)	Rank/ priority	Relevant action plan
Passenger arrivals and departures	Water consumption	Inefficient use of valuable water resources	2	Energy and Water Consumption (Table 11)

Activities	Environmental aspect(s)	Potential environmental impact(s)	Rank/ priority	Relevant action plan
	Energy consumption	Inefficient use of energy contributing to greenhouse gas emissions	2	Energy and Water Consumption (Table 11)
	Transport, traffic management and site access	Congestion resulting in operational delays	2	Transport, Traffic Management and Site Access (Table 12)
	Transport, traffic management and site access	Congestion causing traffic impacts in adjacent public roads.	3	Transport, Traffic Management and Site Access (Table 12)
	Transport, traffic management and site access	Cruise terminal related vehicles parking in local roads	3	Transport, Traffic Management and Site Access (Table 12)
	Transport, traffic management and site access	Congestion causes injury or loss of life	3	Transport, Traffic Management and Site Access (Table 12)
	Noise management	Noise nuisance	3	Noise Management (Table 8)
Providoring	Stormwater and water quality management	Accidental spills entering Sydney Harbour	3	Stormwater and Water Quality Management (Table 6)
	Stormwater and water quality management	Accidental spills contaminating land on-site	3	Stormwater and Water Quality Management (Table 6)
	Noise management	Noise nuisance	3	Noise Management (Table 8)
Baggage handling	Water consumption	Inefficient use of valuable water resources	2	Energy and Water Consumption (Table 11)
	Energy consumption	Inefficient use of energy, contributing to greenhouse gas emissions.	2	Energy and Water Consumption (Table 11)

Activities	Environmental aspect(s)	Potential environmental impact(s)	Rank/ priority	Relevant action plan
	Noise management	Noise nuisance	3	Noise Management (Table 8)
Refuelling	Stormwater and water quality management	Accidental spills entering Sydney Harbour	3	Stormwater and Water Quality Management (Table 6)
	Stormwater and water quality management	Accidental spills contaminating land on-site.	3	Stormwater and Water Quality Management (Table 6)
Handling of sewage and solid waste	Stormwater and water quality management	Release of sewage into Sydney Harbour	2	Stormwater and Water Quality Management (Table 6)
	Waste management	Litter entering surrounding environment (Sydney Harbour)	2	Waste Management (Table 7)
	Waste management	Recyclables not being recycled	2	Waste Management (Table 7)
	Waste management	On-site build-up of litter resulting in a health, fire or safety hazard	2	Waste Management (Table 7)
Hazardous materials storage and handling	Stormwater and water quality management	Accidental spills entering Sydney Harbour.	2	Stormwater and Water Quality Management (Table 6)
	Stormwater and water quality management	Accidental spills contaminating land on-site	2	Stormwater and Water Quality Management (Table 6)
	Emergency Response	Risk of harm to human health or the environment as a result of accidental contact with hazardous or poisonous goods	3	Hazards and Risks and Emergency Response (Table 14)
	Air quality and odour	Accidental release of air pollutants or odorous substances	2	Air Quality and Odour Management (Table 9)

Activities	Environmental aspect(s)	Potential environmental impact(s)	Rank/ priority	Relevant action plan
WBCT support equipment maintenance, clearing and refuelling	Stormwater and water quality management	Accidental spills entering Sydney Harbour	1	Stormwater and Water Quality Management (Table 6)
	Stormwater and water quality management	Accidental spills contaminating land on-site	1	Stormwater and Water Quality Management (Table 6)
	Emergency Response	Risk of harm to human health or the environment as a result of accidental contact with hazardous or poisonous goods	3	Hazards and Risks and Emergency Response (Table 14)
	Air quality and odour	Accidental release of air pollutants or odorous substances	2	Air Quality and Odour Management (Table 9)
Preservation of on-site heritage values	Heritage	Retained heritage values removed or damaged	1	Heritage (Table 15)
Maintaining of landscape features on-site	Landscaping maintenance	Loss of landscape vegetation may lead to soil erosion and contribute to a reduction in air quality.	1	Landscaping maintenance (Table 13)
	Landscaping maintenance	Loss of landscape vegetation may lead to soil erosion and contribute to the reduction of water quality in Sydney Harbour	1	Landscaping maintenance (Table 13)
	Landscaping maintenance	Spread of pest and weed plant species	1	Landscaping maintenance (Table 13)
All site activities	Fire safety	Building operates in a safe manner for occupants	1	Hazards and Risks and Emergency Response (Table 14)

2.3 Roles and Responsibility

All relevant staff employed and contractors appointed by the WBCT Management are formally advised of their obligations under the OEMP and informed of the significance of the OEMP. This process is achieved via implementation of a site-specific induction and ongoing training as required. Responsibilities are outlined in position descriptions, Standard Operating Procedures and generally integrated with various quality management systems.

Each operations staff member is also responsible for environmental compliance. There is a duty of care to the environment by all personnel. Roles and responsibilities associated with cruise operations are discussed below.

Cruise Ship Days

Senior Manager Cruise & Security (SMCS)

The Senior Manager Cruise & Security (SMCS) is responsible for the overall security of the cruise operations.

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority - Harbour Master (HM)

The Harbour Master has overall responsibility associated with safe navigation in the port, including cruise ships. The Harbour Master is appointed by the Minister with powers under Section 88 of the *Marine Safety Act* 1998 to direct and control the time and manner in which any vessel may enter or leave the port. A complete list of Harbour Master's Directions (Sydney Harbour) can be found on the Port Authority website.

Port Authority – General Manager Cruise (GMC)

The GMC is responsible for overall management of all cruise ship day activities including compliance with the OEMP, including documentation, implementation and maintenance of the OEMP during all stages of project operation.

Senior Manager Cruise Operations (SMCO)

The SMCO reports to the GMC and has delegated responsibility for the management of the cruise ship activities including compliance with the OEMP. The SMCO delegates responsibilities to the Duty Manager Cruise Operations (DMCO)

Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is in WBCT. The DMCO is responsible for ensuring that the cruise activities are undertaken efficiently and effectively including for the OEMP compliance in relation to activities taking place within the WBCT. The DMCO is responsible for delivering a notification to the 'Staff Captain' or 'Deputy

Captain' of all cruise ships berthing at the WBCT, with requirements related to this OEMP and reminding them of the proximity of the Terminal to residential areas and outlining certain expectations of the ships whilst berthed, such as:

- No all deck announcements or music from open decks are permitted while in port, with the exception of safety announcements. All music and non-safety announcements must be kept to internal ship areas until well clear of the berth.
- Ensure ship generators/engines are maintained and operated efficiently to help reduce noise and air emissions while in port.

  Ships are to run on minimum generator/engine power required whilst at berth.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The SME is also responsible for the ongoing review of this OEMP as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations.

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP is overseen by the DMCO.

Non-Cruise Ship Days

Port Authority – General Manager Asset Management (GMAM)

The GMAM is generally responsible for documentation, implementation and maintenance of the OEMP in relation to building maintenance, landscaping, heritage and fixed plant and equipment within and surrounding the building, during days when the WBCT is not being used for cruise ship activities.

Port Authority – Asset Operations Manager (AOM)

The AOM may be delegated responsibility from the GMAM in relation to OEMP compliance for WBCT maintenance and management.

2.4 Community Complaints Procedure

Community complaints and general enquiries may be received through a number of routes. The contact details and procedures for the public to make general enquiries or lodge complaints about cruise ship operations at the White Bay Cruise Terminal are discussed below.

Port Authority Community Complaints Procedure and 24/7 Contact Line

The public can make general enquiries or lodge complaints about the cruise operations at the WBCT through Port Authority 24/7 community enquiries and complaints line on **02 9296 4962**.

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

Port Authority Complaints procedure is available in Port Authority's website (https://www.portauthoritynsw.com.au/community/community-complaints-procedure/) and involves the following:

1. Call 24/7 community enquiries and complaints line on 02 9296 4962.
2. Service NSW will receive the complaint and take details of the nature of the call, including where possible date, time, reason for complaint, etc.
3. A verbal response is provided, including an outline of how the call will be managed.
4. Action is taken by Service NSW depending on the nature of the complaint. This may include contacting Port Authority's operations team for real-time investigation and action if required (e.g. contacting a ship and/or ship agent in the event of a noise complaint).
5. Service NSW emails the complaint to Port Authority.
6. Details on the response outcome will be emailed to the complainant by Port Authority within three working days.
7. Complaints will be registered, and allocated a reference number and kept in a central database by Port Authority.

Emergency Services

In case of fire, medical or police emergency, dial 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.

Port Authority's mobile patrol security is present 24/7 at the Robert St gate.

Port Authority Office Hours (08:30 -17:00 Monday to Friday)

Complaints and enquiries can also be made during office hours through the following:

- Telephone: (02) 9296 4999 (Port Authority switchboard)
- Fax: (02) 9296 4742

- Postal: PO Box 25, Millers Point, NSW 2000
- Email: enquiries@portauthoritynsw.com.au

2.5 WBCT Cruise Management – Project Information and Records

Cruise Schedule

A cruise schedule is publicly available on Port Authority's website: https://www.portauthoritynsw.com.au/cruise/cruise-schedule/

It includes details of visiting cruise ships, arrival and departure dates and times and operating cruise line.

WBCT OEMP Cruise Operations

The WBCT OEMP Cruise Operations is available on Port Authority's website:

https://www.portauthoritynsw.com.au/projects-planning/projects/past-projects/white-bay-cruise-terminal/

Noise Management

Noise management at the WBCT is managed through the Operational Noise Management (ONMP) Plan (Appendix B of the OEMP) and associated initiatives documented in the Noise Impact Mitigation Strategy, Noise Restriction Policy and a Noise Attenuation Program (amongst others) available on Port Authority's website:

https://www.portauthoritynsw.com.au/sustainability/noise/

Transport, Access and Security

Traffic at the WBCT is managed through the Operational Transport, Traffic and Access Management Plan (OTTAMP) (Appendix C of the OEMP).

Information to the public about the WBCT (road access, security, etc) is available on Port Authority's website:

https://www.portauthoritynsw.com.au/cruise/cruising-faq/white-bay-cruise-terminal/

Air Quality

Air quality at the WBCT is managed through the Operational Air Quality Management Plan (AQMP) and the Odour Management Plan (OMP) (Appendices D and E of the OEMP). Air quality monitoring information at the WBCT is available on Port Authority's website:

https://www.portauthoritynsw.com.au/sustainability/environment/air-emissions/

Sustainability

Details of Port Authority's Sustainability Plan are available at:

https://www.portauthoritynsw.com.au/sustainability-plan/

Environmental Audit

In accordance with the Project Approval, an independent environmental audit of the WBCT was undertaken after the first year of cruise operations. No non-compliances or issues of concerns were identified during the audit. The audit was undertaken by an independent accredited auditor in accordance with ISO 19011 Auditing Management Systems. The audit

report is available in Port Authority's website: https://www.portauthoritynsw.com.au/projects-planning/projects/past-projects/white-bay-cruise-terminal/

Records

All records required to be obtained under the Project Approval or this OEMP will be kept for a minimum of five (5) years and can be available upon request under the provisions of the Project Approval by DPE officers or by a suitably qualified person authorised to carry out investigations under Part 9 of the EP&A Act.

2.6 Induction and Training

All staff and contractors working at the site are required to complete the Port Authority WBCT specific site induction prior to commencing any work or activity at the WBCT, or performing office duties related to the WBCT. The induction provides for awareness of environmental issues, need to minimise environmental impacts and inform staff and contractors of their responsibilities and duties.

In addition, site personnel and office personnel involved in the management of WBCT are required to undertake targeted environmental training. The following modules are provided to personnel:

- General Environmental and Sustainability
- Environmental Incident Response
- Environmental Planning Approvals and Requirements
- Heritage
- Storage and Handling of Hazardous Liquids and Refuelling
- Contaminated Land

All training modules have a test to check the competency of the personnel inducted. Tests need to be passed to be considered completed.

Records of all site inductions and targeted environmental training are maintained in Port Authority's record system and include (but not limited to) who was trained, when the person was trained and date when retraining is required, result of test and general description of the training content.

2.7 OEMP Review

The OEMP and sub plans will be reviewed on a need basis.

The review will be initiated by the SME, in consultation with the DMCO, the CSRM, the AOM or other senior personnel as considered necessary by the SME.

The OEMP will be reviewed and, where necessary, revised in accordance with the following triggers or thresholds:

- A pollution incident that requires notification under Part 5.7 of the POEO Act.
- A non-compliance with the Project Approval resulting from the use of the WBCT for cruise operation that results in significant environmental or amenity impacts (note: a minor non-compliance, e.g. administrative or similar, will not trigger a review of the OEMP).

- A recommendation from an Audit (internal, and/or independent (e.g. required by an authority)).

- A project modification approved by the approval authority related to cruise operations (note: a modification related to the use of the WBCT for functions and events will not trigger a review of the OEMP).

- Significant changes to legislative requirements that materially impact the WBCT cruise operations (note: minor legislative amendments or amendments of legislation that have minor or inconsequential impacts on cruise operations will not trigger a review of the OEMP).

Any revisions of the OEMP will be forwarded to DPE.

2.8 Emergency Contacts and Incident Response

Table 4 provides the phone numbers of the relevant government agencies and emergency services that may be required to be contacted during and in response to a pollution incident.

In accordance with Section 148 of the POEO Act there is a duty to report pollution incidents causing or threatening material harm to the environment, immediately after the person becomes aware of the incident. In accordance with Section 147 of the POEO Act, harm to the environment is material if:

(a) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or

(b) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding $10,000 (or such other amount as is prescribed by the regulations)

(Note: loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment).

Material harm includes on-site harm, as well as harm to the environment beyond the premises where the pollution incident occurred.

Pollution incidents causing or threatening material harm to the environment must be notified to each of the following relevant authorities:

- DPE
- EPA
- Ministry of Health via the Camperdown Public Health Unit
- SafeWork NSW (formerly WorkCover)
- Inner West Council
- Fire and Rescue NSW

A pollution incident that is required to be notified under section 148 of the Act, needs to be verbally notified to each relevant authority first, and then needs to be followed by notification in writing within 7 days of the date on which the incident occurred.

If the incident presents an immediate threat to human health or property, Fire and Rescue NSW, the NSW Police and the NSW Ambulance Service should be contacted first for

emergency assistance – phone 000. The other response agencies must still be contacted after that to satisfy notification obligations.

If the incident does not require an initial combat agency, or once the 000 call has been made, notify the pollution incident to the relevant authorities in accordance with Section 148 of the POEO Act. Contact details of relevant authorities under Section 148 of the POEO Act and other key agencies are provided in Table 4.

Complying with these notification requirements does not remove the need to comply with any other obligations for incident notification, for example, those that apply under other environment protection legislation or legislation administered by SafeWork NSW.

Table 4 – Key agency contact details

Agency	Phone Number
Port Authority	(02) 9296 4999 (02) 9296 4962
Sydney Water	13 20 90 (24 hours)
Ausgrid **Loss of supply, fallen wires, or other electrical emergency** **Jemena** **Gas emergencies**	13 13 88 (24 hours) 13 19 09 (24 hours)
Inner West Council (emergency)	(02) 9392 5000
Environment Protection Authority (EPA)	131 555 (24 hours) (The Environment Line)
NSW Ministry of Health **Camperdown Public Health Unit**	(02) 9515 9420 (office hours) (02) 9515 6111 (outside office hours) – ask for Public Health Officer on call
Police – Leichhardt **Non-emergency** **Emergency**	 (02) 9552 8099 000
Ambulance – Metropolitan Division **Non-emergency** **Emergency**	 (02) 9320 7777 000
NSW Fire and Rescue – Leichhardt Fire Station **Non-emergency** **Emergency**	 (02) 9493 1022 000
SafeWork NSW	13 10 50

3 Implementation

3.1 Risk Assessment

As part of this OEMP, a risk assessment has been undertaken to ensure that the outcomes of the environmental assessment, conditions of approval, and any other site investigations are effectively translated into operation at the WBCT facility. Each Operational Environmental Management Issue Table identifies potential impacts associated with each operational activity for the site and how they are to be managed, referring to specific control measures outlined in this document.

The risk assessment process utilised, which is consistent with Australian Standard AS ISO 31000:2018 Risk Management Guidelines and Port Authority's Risk Assessment Matrix, uses qualitative measures to estimate the consequence or impact of an event, along with the estimate of likelihood.

Each risk was assessed as being low (L), moderate (M), Significant (S) or Extreme (E) in terms of both consequence and likelihood. The Risk Analysis Matrix shown in Table 5 was applied to assess the priority of the various hazards identified.

Table 5: Risk Analysis Matrix

Likelihood	**Consequences**				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	M	S	S	E	E
Likely	M	M	S	E	E
Moderate	L	M	M	S	E
Unlikely	L	L	M	S	S
Rare	L	L	M	M	S

The environmental impacts and control measures described in Section 3.2 relate to the operation and maintenance of the WBCT at WB5 and WB4. Where there are specific environmental impacts and control measures that relate only to cruise operations at WB4 these are detailed in Section 4.

3.2 OEMP Environmental Impacts and Control Measures

Table 6 – Operational Environmental Management Issue – Stormwater and Water Quality Management

Stormwater and Water Quality Management
Environmental Objectives
Stormwater Management
To avoid detrimental impact on the water quality and marine environment of Sydney Harbour. To maintain and protect the integrity of Sydney Harbour and other waterways. To ensure that shipping operations are undertaken in accordance with standard requirements to minimise the potential impact on the environment. To comply with the following legislation: – *Protection of the Environment Operations Act 1997* – *Protection of the Environment Operations (General) Regulation 2022* – *Environmental Planning and Assessment Act 1979* – *Marine Pollution Act 2012* – NSW Health and Safety requirements
Spills and Emergency Response
To contain and manage any accidental spills that may occur by having procedures and appropriate equipment in place.
Dangerous and Hazardous Substances
To ensure public safety during the operations of the facility. To ensure correct handling and secure storage of fuels, oils and other hazardous substances in accordance with the *Dangerous Goods (Road and Rail Transport) Regulation 2022* and the *Work Health and Safety Regulation 2017*. To meet the requirements of *AS1940 (2017) – The Storage and Handling of Flammable and Combustible Liquids* and any other relevant Australian Standards. To prevent release of potential contaminants to receiving environments
Oil and hydrocarbon prevention
To reduce the risk of fuel and oil being released into Sydney Harbour during fuelling operations through the fuel tank air vent and from spills directly into the water.
Sewage discharge
No sewage contamination of receiving water.

Stormwater and Water Quality Management	
Potential Environmental Impacts	**Risk Rating**
Stormwater Management	
1. Detrimental impact on the water quality and marine environment of Sydney Harbour as a result of a spill or discharge.	M
2. Non-compliance with legislative requirements.	M
Spills and Emergency Response	
3. Accidental spills entering Sydney Harbour.	M
4. Accidental spills contaminating land on-site.	L
Dangerous and Hazardous Substances	
5. Risk of harm to human health or the environment as a result of accidental contact with hazardous or poisonous goods.	M
Oil and Hydrocarbon Prevention	
6. Oil and/or hydrocarbon contamination of land.	L
7. Oil and/or hydrocarbon spill into Sydney Harbour.	L
Sewage Discharge	
8. Release of sewage into Sydney Harbour.	M
Control Measures	**Responsibility**
Stormwater Management	
9. In accordance with the Project Approval, an Integrated Water Cycle Management Plan was prepared and implemented prior to construction, which provides the stormwater treatment mechanisms and site drainage at the WBCT. Stormwater treatment devices have been installed to remove gross pollutants, sediments, oils and greases from the first flush stormwater run-off from the car park. Runoff from the roof is directed into rainwater tanks and re-used for toilet flushing and landscaping irrigation.	GMAM

Stormwater and Water Quality Management	
The stormwater system collects stormwater from the car park and channels it into pipes that cross the site. A stormwater treatment device removes gross pollutants, sediments, oils and greases from the first flush stormwater run-off.	
In addition to the above, the following measures are implemented on-site:	
10. Cruise ship operations such as bunkering while at Port will be subject to existing Port Authority requirements and protocols, including a safety checklist.	DMCO, Cruise Ship Operator
11. Discharge of any ballast water from ships will be as the Commonwealth's Department of Agriculture, Fisheries and Forestry (DAFF) requirements under the *Biosecurity Act 2015* to avoid introducing non-indigenous marine organisms.	DMCO, Cruise Ship Operator
12. There will be no dumping of rubbish, chemicals, or untreated sewage, grey water and oily bilge into Sydney Harbour.	DMCO, Cruise Ship Operator
13. A high standard of sewage handling and transfer equipment for pumping out ship sewage stores to onshore sewerage system will be used and maintained on-site.	DMCO, Cruise Ship Operator
14. Soft landscaping on the site must be maintained to prevent sediment flows into receiving waters (refer also to Table 13).	GMAM
15. Stormwater treatment devices are to be maintained to manufacturers' specifications for efficient operation.	GMAM
Spills and Emergency Response	
16. Provide containment for any spillage, including bunding and appropriate storage of liquid materials.	GMAM
17. Provide emergency spill kits (including bunds and clean up material) in accessible locations adjacent to relevant activities.	GMAM
18. Staff members are to be trained in the use of the different spill kit components with regular refresher courses (every 12 months or as required by the trainer provider to ensure that spills are contained and cleaned up in a manner that minimises the opportunity for environmental harm.	DMCO, GMAM

Stormwater and Water Quality Management	
19. Appoint a nominated emergency coordinator to be trained in emergency control and to be responsible for monitoring the whereabouts of all persons on-site.	DMCO
20. Implement relevant aspects of the Port Authority's Emergency Management Manual.	DMCO, WHSM
Dangerous and Hazardous Substances	
21. Separate hazardous goods and poisons during operation.	DMCO, WHSM
22. Pollution control equipment / spill kits suitable for containing spills that may arise at the facility (including appropriate absorbents and neutralising substances) shall be kept in clearly marked accessible locations adjacent to relevant activities, as well as clear instructions for spill clean-up procedures.	WHSM, GMAM
23. Any hazardous materials required to be transported to or from the WBCT site shall be appropriately handled to prevent release to receiving environments.	DMCO, WHSM
24. All hazardous materials shall be transported in the original containers where possible. Where alternative containers are required for transport, these shall be compatible with the producers requirements, the product being transported and shall be appropriately labelled.	GMAM, DMCO
25. Vehicles required to transport hazardous materials shall be transported with a copy of the Material Safety Data Sheet (MSDS) provided by the product manufacturer and shall be appropriately labelled and accompanied by instructions for correct handling.	GMAM, DMCO
26. All hazardous materials shall be stored in accordance with the requirements of the Australian Dangerous Goods Code and in an appropriate area which is sealed, bunded and fitted with an isolation system to protect the waterways and surrounding land from spills. Incompatible substances shall not be stored together.	GMAM, WHSM
27. Persons handling and transporting dangerous and hazardous materials / substances shall be appropriately trained in handling the products and shall be made aware of the procedures required for clean-up of spills.	GMAM, WHSM
28. A secured, bunded containment area shall be impervious and shall have sufficient capacity to prevent release of	GMAM, DMCO

Stormwater and Water Quality Management	
substances to the environment in the event of spills or leakages. The containment area shall be located away from overland flow paths and shall prevent the entry of stormwater.	
29. A register shall be maintained of all dangerous and hazardous substances to be kept on-site including the Material Safety Data Sheets (MSDS) for each substance. A plan shall be provided with the register of MSDSs which shows the location of dangerous and hazardous goods stored at the site, as well as the location of spill kits or other pollution control equipment and other relevant information.	GMAM, WHSM
30. Smoking and use of other ignition sources is not to occur near storage areas.	GMAM, WHSM
31. Any spills shall be contained and cleaned up as soon as practical in a manner which minimises any discharge to the environment.	GMAM, DMCO
Oil and Hydrocarbon Pollution Prevention	
32. Implement and maintain measures to minimise land-based water pollution from operations (such as truck washing, waste and cargo/oil transfer), e.g. oil separators and gross pollutant traps.	GMAM, DMCO
33. Overboard dumping or discharge of any oil or other petroleum products is not permitted	DMCO
34. When refuelling ships, extra care shall be taken to prevent spillage from the fuel nozzle or from the tank air vent	DMCO
35. Any spill of oil or other hydrocarbons must be reported to the SME.	DMCO
Sewage Discharge	
36. The release of sewage at the WBCT is prohibited.	DMCO, Cruise Ship Operator
37. Should it be required, sewage waste removal shall only by undertaken by a licensed waste contractor and disposed of at a licensed facility.	DMCO
38. Sewage waste from cruise ships will only be discharged into the WBCT's Sydney Water sewer system in	DMCO, SME

accordance with a Trade Waste Agreement issued by Sydney Water.

Monitoring	Responsibility
Stormwater Management	
1. A maintenance check for stormwater culverts for blockages is to be undertaken on a monthly basis by a nominated staff member trained by the approved service agent. Any urgent maintenance/service requirements should be addressed by the service agent.	GMAM
2. Headwalls' outlets shall be inspected for silt accumulation by an approved service agent shall be required on a quarterly basis.	
3. Inspection of the integrity of all gross pollutant trap units, riparian channel and water ponding shall be undertaken on a six-monthly basis.	
Spills and Emergency Response	
Regular on-site monitoring of the refuelling area, mooring areas and waste storage area shall be required. Site inspections must be undertaken: - at least each week; and - immediately following rainfall events that cause runoff. The inspection must be undertaken systematically (e.g. walking anticlockwise from main entrance) and recording time, date, volume and type of any spill / pollution events identified. Monthly inspection of the contents of the spill response kit shall be undertaken to ensure adequate materials are available at all times. Missing or used spill kit items shall be replaced within one week of this being identified.	GMAM DMCO
Dangerous and Hazardous Substances	
Weekly visual inspections of any storage areas shall be undertaken to verify the integrity of control measures.	GMAM
An Emergency Planning Committee has been established under the WBCT Emergency Management Manual. The EPC meets at least annually to discuss emergency issues, training requirements and annual evacuation exercises, and	WHSM

Stormwater and Water Quality Management	
implements measures as agreed during the meetings and as required under the Emergency Management Manual.	
Oil and Hydrocarbon Prevention	
Visually monitor the site and manage on-site re-fuelling activities, including contractors and other relevant personnel associated with re-fuelling activities, as required.	GMAM DMCO
Sewage Discharge	
Ship masters shall be responsible for monitoring marine sewage holding tanks. Regular visual inspection and water quality monitoring, if considered necessary in consultation with the SME, shall be undertaken to help identify any potential pollution issues.	DMCO

Reporting	Responsibility
1. All monitoring data and maintenance records shall be kept on file for at least 5 years, and be made available to the regulating authority on request if necessary to comply with enforcement provisions of the POEO Act or the EP&A Act.	SME, DMCO
2. In the event of a major spill or release of pollutants from the site, the incident will be reported in accordance with the notification requirements set out in Section 2.8 of this OEMP.	SME
3. A register of the spill equipment shall be kept. Inspection records are to be maintained for spill kits and control structures and equipment.	GMAM
4. Spill incident report sheets are to be completed for chemical (including oils/oily waters) spills on-site.	GMAM
5. Record details of the actions taken during a pollution incident. Following a pollution incident, an incident investigation report is to be prepared.	SME
6. The DMCO shall keep records of any contamination events. These records shall be submitted to the SME for reporting to the relevant authorities as required under State legislation or the planning approval.	DMCO, SME

Stormwater and Water Quality Management

Performance Indicators

1. Load Reduction Targets as outlined in the Integrated Water Cycle Management Plan:

Stormwater Pollutant	Load Reduction Target (%)
Gross Pollutant	85
Total Suspended Solids	80
Total Phosphorus	30
Total Nitrogen	30
Total Petroleum Hydrocarbon	60
Free Oils	90

2. Stormwater discharge requirements are met.

3. The absence of spills (including of dangerous goods, hydrocarbons or sewage) resulting in detrimental impact on the water quality and marine environment of the local area.

4. The avoidance of detrimental impact on the water quality and marine environment.

5. Containment and management of any accidental spills that may occur by using the prescribed emergency response procedures and equipment in place.

Corrective Actions

1. When the environmental objectives are not met, cause and source of pollutants are to be investigated and remedial action taken.

2. Non-conformance with this OEMP shall be documented and corrective action request (CAR) issued. All CARs will be documented.

3. Liaison with the New South Wales Police Service and relevant emergency services agencies will be undertaken from time to time in relation to crime prevention.

4. In the event of a spill or leakage, appropriate clean-up procedures shall be implemented immediately. Spillages shall not be hosed or washed away.

5. In the event of a serious spill with potential for environmental harm, the relevant government agencies shall be immediately notified in accordance with Section 2.8 and where required remediation actions shall be undertaken in consultation with the relevant administering authority.

Table 7 –Operational Environmental Management Issue – Waste Management

Waste Management	
Environmental Objectives	
To minimise waste generated at the site and reduce to volume of waste requiring disposal to landfill. To prevent disposal of waste from site to receiving environments. To maintain the site in a neat and tidy state without build-up of litter. To ensure compliance with the following legislation: – *Protection of the Environment Operations Act 1997 (POEO Act)* – *Protection of the Environment Operations (Waste) Regulation 2014* – *Waste Avoidance and Resource Recovery Act 2001*	
Potential Environmental Impact	**Risk Rating**
1. Litter entering surrounding environment (Sydney Harbour).	L
2. Recyclable not being recycled.	L
3. On-site build-up of litter resulting in a health, fire or safety hazard.	M
Control Measures	**Responsibility**
1. Encourage contractors and suppliers to minimise packaging and select materials with less packaging.	GMAM
2. Ensure that a dedicated storage area for the separation, collection and recycling of waste with good access for all building occupants and for collection by recycling companies is provided and maintained.	GMAM
3. On-site waste storage facilities of suitable scale and number shall be provided.	GMAM
4. Between collection periods, all waste / recyclable materials generated upon the site shall be kept in enclosed bins with securely fitting lids so that the contents are not able to leak or overflow.	GMAM
5. If required, ensure correct handling and storage of hazardous wastes and removal/disposal by licenced contractor to approved facility.	GMAM, DMCO

Waste Management	
6. All quarantine waste (e.g. food waste from vessels) shall be securely stored on-site until collection by a licensed contractor.	DMCO
7. Vessels will be required to manage waste on-board the vessel in accordance with the Convention for the Prevention of Pollution from Ships (MARPOL) Protocol.	Cruise Ship Operator
8. Cruise ship operators will be required to organise waste collection in anticipation of expected discharge of waste from the ship.	Cruise Ship Operator
9. Appropriate signage shall be displayed to inform personnel and visitors of waste disposal facilities.	GMAM

Monitoring	Responsibility
Monitor quantities (volume and/or weight) of waste disposal and recycled. This monitoring shall be used to determine whether collection frequencies are adequate.	GMAM
Regular inspections of the site and shoreline shall be undertaken to evaluate the effectiveness of waste storage and collection practices.	DMCO

Reporting	Responsibility
1. If accidental spillage of waste material with the potential to cause environmental harm occurs or is noted, this shall be immediately reported to the DMCO and the SME.	Cruise Ship Operators
2. Failure of any aspect of the waste management system shall result in a review of the reasons for the failure and the implementation of corrective actions.	DMCO, GMAM

Performance Indicators

1. Visual inspection of on-site storage and permanent drains shall be used to assess compliance with waste management plan. The following shall indicate a failure and the need for corrective action:
   - presence of litter on the property;
   - presence of litter from the site in adjacent environments; and
   - presence of pests or nuisance species.

Waste Management

2. Compliance with the *Protection of the Environment Operations Act 1997 (POEO Act)* and the *Protection of the Environment Operations (Waste) Regulation 2014*.

Corrective Actions

Should extensive littering occur, a review of the waste management systems will be undertaken and appropriate measures (e.g. bin placement, education) shall be implemented, such as provision of additional waste containers (either general or specific purpose) or an increase in the frequency of waste collection.

Any waste spillage that it to occur on-site shall be cleaned up immediately using appropriate methods. If required, the responsible entity shall arrange professional clean-up services.

If a spillage could cause any part of the site to be declared contaminated, action shall be taken to remediate the area affected by that spillage to the extent required under State legislation.

If a failure in the waste management system has occurred (as a result of a spillage or extensive littering), the identified failure in the waste management procedure shall be immediately corrected.

Table 8 –Operational Environmental Management Issue – Noise Management

Noise Management	
Environmental Objectives	
To comply with the conditions of Project Approval, including the project specific noise criteria. To minimise operational noise impact on nearby sensitive receptors. To ensure compliance with the following legislation: – *Protection of the Environment Operations Act 1997* – *The Protection of the Environment Operations (Noise Control) Regulation 2017* – Port Authority's WBCT Noise Impact Mitigation Strategy and Noise Restriction Policy (https://www.portauthoritynsw.com.au/sustainability/noise/white-bay-cruise-terminal-noise-mitigation-strategy/)	
Potential Environmental Impacts	**Risk Rating**
1. Noise nuisance to surrounding sensitive receivers.	S
Control Measures	**Responsibility**
1. An Operational Noise Management Plan (ONMP) for operations has been prepared and is provided in Appendix B of this report. It details methods available to mitigate noise during the use of the WBCT for cruise operations. In particular, the Plan includes: – Identification of noise limits to be complied with. – Noise control measures such as, maintenance of all equipment to ensure correct working order, selection of quiet equipment and plant where practicable, and use of quieter or alternative reversing alarms on mobile plant and equipment permanently on the site. – A noise monitoring program. – Maintenance of internal access roads. – Nominated responsibilities for noise control during operation, and response to complaints. 2. A Noise Impact Mitigation Strategy, Noise Restriction Policy and Noise Attenuation Program have been prepared by Port Authority to pro-actively manage community noise exposure and noise levels from cruise ships at White Bay. The Noise Mitigation Strategy was prepared in consultation with the community, the local Council and key government agencies, and to the satisfaction of DPE. The Noise Impact Mitigation Strategy and associated documents are available oin Port Authority's website and include noise attenuation criteria and a suite of initiatives that aim to	SME, DMCO

minimise the impact of cruise ship on the local community. It has been designed to address noise at the receiver (homes) as well as noise at the source (cruise ships).

Monitoring	Responsibility
Monitoring of noise levels shall be undertaken during operations as per the Operational Noise Management Plan (Appendix B) and the Noise Impact Mitigation Strategy.	SME

Reporting	Responsibility
1. Records of all noise-related complaints received and corrective actions undertaken shall be kept as per Section 2.4.	CSRM

Performance Indicators

1. No valid noise complaints received in relation to operation of the WBCT.
2. No exceedances of the WBCT specific noise criteria.

Corrective Actions

1. Non-conformance with the Noise Management Plan shall be documented and a corrective action request (CAR) issued. The person/entity responsible for the non-compliance shall implement the corrective action.

Table 9 –Operational Environmental Management Issue – Air Quality and Odour Management

Air Quality and Odour Management	
Environmental Objectives	
To minimise airborne transportation of pollutants, including odour, from the developed project site. To ensure compliance with the following regulations, codes and guidelines: – EPA criteria set out in the Operational Air Quality Management Plan – Condition B29, no emission of any offensive odour, as defined under the POEO Act, from the premises which impacts on any sensitive receptors – Approved Methods for the Modelling and Assessment of Air Pollutants in New South Wales (EPA, 2022) – International Convention for the Prevention of Pollution from Ships (MARPOL 73/78 (Annex VI Prevention of Air Pollution from Ships)	
Potential Environmental Impacts	**Risk Rating**
1. Exceeding air quality criteria for sensitive receptors.	L
2. Emission of odour.	L
Control Measures	**Responsibility**
1. An Operational Air Quality Management Plan and an Odour Management Plan shall be implemented to manage air quality and odour on the site (refer to Appendices D and E respectively). 2. The Operational Air Quality Management Plan includes: – Identification of air pollution sources. – Air pollution management and mitigation measures. – An air quality monitoring program.	SME, DMCO
Monitoring	**Responsibility**
Monitoring of local air quality shall be undertaken during operations as per the Air Quality Management Plan (Appendix D).	SME, DMCO
Reporting	**Responsibility**
1. Reporting of air quality shall be undertaken at the WBCT in accordance with Appendix D.	SME

Air Quality and Odour Management

2. Reporting of odour management shall be undertaken at the WBCT in accordance with Appendix E.

Performance Indicators

1. Air pollutants generated from operation activities shall be in accordance with the relevant EPA criteria as set out in the Operational Air Quality Management Plan.

2. In accordance with Condition B29no emission of any offensive odour from the premises which impacts on any sensitive receptors.

3. No valid complaints received.

Corrective Actions

If air monitoring confirms that Contractors and Cruise Ship Operators within the facility are the cause of exceedances of the Air Quality Impact Assessment Criteria as per the Air Quality Management Plan then further reasonable and practicable monitoring and controls shall be undertaken.

Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.

Table 10 –Operational Environmental Management Issue – Community Consultation, Enquiries and Complaints System

Community Consultation, Enquiries and Complaints System	
Environmental Objectives	
The purpose of this Operational Community Consultation, Enquiries and Complaints Management System is to: • define the process of recording complaints and enquiries; • outline the communication process for addressing and resolving complaints and enquiries; • outline the process for the management and action for resolution of the complaint; • outline of the required process in case of escalation of a complaint into a dispute.	
Potential Environmental Impacts	**Risk Rating**
1. Impacts on relationships with stakeholders due to poor communication and/or resolved issues.	L
Control Measures	**Responsibility**
1. Use of the existing Glebe Island and White Bay Community Liaison Group to discuss WBCT cruise related issues.	CSRM
2. Ensure that the Port Authority's community contact details described in Section 2.4 are current, or that the OEMP is updated with the appropriate phone numbers.	CSRM, SME
3. The Complaints Management Procedure described in Section 2.4 of the OEMP will be applied to address and respond to issues raised by the community.	CSRM, DMCO
4. Use of Port Authority's website for the provision of public information on cruise operations as necessary.	CSRM
Monitoring	**Responsibility**
Monitor relationships with key stakeholders through the avenues described above (community liaison group, phone line).	CSRM
Reporting	**Responsibility**

Community Consultation, Enquiries and Complaints System

1. For audit and compliance purposes, details of all complaints are to be logged and updated in Port Authority Centralised Complaints Register.	CSRM
2. The Complaints Register shall be used to track the progress of complaints handling, ensure all involved personnel understand and maintain engagement with the process and produce statistics that assist in improving the complaint management system	CSRM

Performance Indicators

1. All emergency complaints received acknowledged within 2 hours via telephone.
2. Non-emergency complaints received acknowledged within 24 hours via telephone.
3. All complaints resolved and a response provided within 5 working days.

Corrective Actions

1. Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.

Table 11 –Operational Environmental Management Issue – Energy and Water Consumption

Energy and Water Consumption	
Environmental Objectives	
To reduce the use of non-renewable water and energy resources.	
Potential Environmental Impacts	**Risk Rating**
1. Inefficient use of valuable water resources. 2. Inefficient use of energy contributing to the greenhouse gas emissions.	L
Control Measures	**Responsibility**
1. Rainwater collected from the roof of the WBCT will be stored in rainwater tanks and then re-used for toilet flushing and irrigation for landscaping on-site to reduce the consumption of potable water.	GMAM
2. Where possible and feasible, use water efficient appliances (AAA rating system or above) such as dishwashers and washing machines.	GMAM
3. Reduce potable water demand through the efficient / avoidance of evaporative and water cooling tower systems.	GMAM
4. Use and maintain low energy and energy efficient appliances (such as fridges, fans and printers) and ensure appliances turn off when not required.	GMAM
5. Use energy efficient light bulbs or compact fluorescent lights.	GMAM
6. Maximise use of natural light for lighting workspaces.	GMAM
7. Perform comprehensive pre-commissioning and quality monitoring of building services performance.	GMAM
8. Purchase renewable or ‘green’ energy for use on-site were possible. Port Authority has entered into a new Power Purchase Agreement (PPA), which offsets 100 per cent of its electricity use at Glebe Island and White Bay with renewable clean green energy.	GMAM
9. The terminal has been designed, and will be maintained, to allow for space for shore-based power to be installed in the future, should international industry practices and	GMAM, SME

Energy and Water Consumption	
cruise ship design allow its provision. Port Authority intends to invest nearly $60 million for the development of a landside electricity supply for cruise and bulk ships at the Bays Port precinct (including White Bay), powered by renewable energy, scheduled to commence in late 2024.	
10. Where possible, use alternative cleaner and less greenhouse intensive fuels for cargo handling equipment, vehicles and other operational requirements (e.g. liquefied propane gas (LPG), liquefied natural gas (LNG), compressed natural gas (CNG), fuel cells or biofuel).	GMAM
11. Where feasible the terminal building shall make use of building monitor sensors for lighting and climate control that can review and adjust internal conditions.	GMAM

Monitoring	Responsibility
Monitor water meter (s) to detect leaks, monthly. Monitor electrical main and sub-metres, monthly.	GMAM

Reporting	Responsibility
Monitoring records shall be used to identify future opportunities for water and energy savings.	GMAM

Performance Indicators
No unsubstantiated significant increases in water or energy consumption.

Corrective Actions
Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.

Table 12 –Operational Environmental Management Issue – Transport and Traffic Management and Site Access

Transport, Traffic Management and Site Access	
Environmental Objectives	
Ensure safe and efficient access of general traffic to and from the WBCT during cruise ship days, and during non-cruise ship/non-function days.	
Potential Environmental Impacts	**Risk Rating**
1. Congestion causes operational delays.	L
2. Congestion causes injury or loss of life	L
3. Congestion causing traffic impacts in adjacent public roads.	M
4. Cruise terminal related vehicles parking in local roads	L
Control Measures	**Responsibility**
1. An Operational Traffic, Transport and Access Management Plan (OTTAMP) for cruise ship operations has been prepared for the WBCT in accordance with Condition D16 of the Project Approval (refer to Appendix C). The OTTAMP will be implemented to: i) Ensure the efficient and orderly management of traffic and pedestrian activities at the proposed WBCT. ii) Manage parking arrangements within the WBCT .	DMCO, SMCS
2. When there are no ships at WB5 and WB4 or functions/events at the WBCT, then general public access (pedestrian, bicycle and mobility impaired) will be provided to WB5 berth face and terminal building surrounds via Robert Street during daylight hours.	Mobile Patrol Security
Monitoring	**Responsibility**
The effectiveness of the control measured implemented for traffic management shall be monitored as per the OTTAMP in Appendix C to deliver the performance outcomes listed below.	SME, SMCS
Reporting	**Responsibility**

Transport, Traffic Management and Site Access

Traffic related complaints will be registered through Port Authority Complaints Register.	CSRM

Performance Indicators

1. No valid traffic complaints
2. No traffic accidents on or relevant to the site.

Corrective Actions

Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.

Table 13 –Operational Environmental Management Issue – Landscaping Maintenance

Landscaping Maintenance	
Environmental Objectives	
To ensure consistency with local environmental values, land use and urban design context and heritage values.	
Potential Environmental Impacts	**Risk Rating**
1. Loss of landscape vegetation may lead to soil erosion and contribute to a reduction in air quality.	L
2. Loss of landscape vegetation may lead to soil erosion and contribute to the reduction of water quality in Sydney Harbour	L
3. Spread of pest and weed plant species	L
Control Measures	**Responsibility**
1. Landscaping will be implemented and maintained, in accordance with the Landscape Management Plan developed for the site in accordance with Condition B17. This Plan includes: i) Design principles and standards based on local environmental values, land use and urban design context, heritage values, sustainable design and maintenance, passenger and community safety, security, privacy, and information, and relevant design standards and guidelines. ii) Location and identification of existing and new landscaping, including the use of flora species endemic to the locality, including the use of mature shaded trees and the landscaping of car park areas and access routes. iii) The provision of landscaped bays integrated within car parking bays along the southern and northern side of Robert Street (in the section between Buchanan St and the concrete stormwater channel). iv) Design details of the built landscape elements of the project, including the short-term car park, coach and minibus parking areas. v) Graphics for key elements including sections, sketches, perspective views, etc. vi) Standards, procedures and methods to maintain landscaped areas.	GMAM

Landscaping Maintenance	
2. In implementing the Landscape Plan, environmentally friendly landscape products (such as recycled and untreated timber or similar) will be used wherever practicable.	Contractor, GMAM
3. Any noxious plants shall be contained and removed prior to site development and during operation.	GMAM
4. In accordance with the Landscape Plan, local native species will be primarily used for landscaping which are adapted to the local climate and encourage native fauna.	GMAM
5. Where practical, non-chemical / poison control measures for weeds and pests will be used.	GMAM
6. Grassed areas shall be irrigated or manually watered to ensure active growth during the 12 month establishment period. Such watering regimes shall comply with any Council or State water restrictions.	GMAM
7. Litter control shall be achieved by regular inspection of open space zones and arrangement for regular collection from litter receptacles.	GMAM
8. Where practical, weed control shall be achieved by hand removal of top growth roots, rhizomes and stolons of unwanted vegetation in order to maintain a weed free planting bed during the establishment period.	GMAM
9. Where possible, any trees that die, fail to thrive, are damaged or stolen shall be replaced with plants of the same species and quality.	GMAM
10. When required, trees shall be pruned to ensure satisfactory form and health. Tree pruning is to be undertaken in accordance Australian Standard AS4373-2007 (Reconfirmed 2020).	GMAM
11. New external light fittings will be positioned to minimise the chances of spill onto surrounding residences.	GMAM
12. Lighting on-site will be designed to meet AS4282 – 2019 Control of the Obstructive Effects of Outdoor Lighting.	GMAM
13. Crime prevention through environmental design (CPTED) principles will be upheld with landscaping structures or plantings to allow clear visibility between and within	GMAM

spaces and to ensure sightlines across outdoor spaces are maintained.

Monitoring	Responsibility
Where practical, routine inspection and eradication of weeds shall be undertaken by non-chemical methods, ensuring propagules are disposed of in an appropriate manner. After the 12 month establishment period, ongoing monitoring and maintenance tasks will be carried out as required in accordance with accepted horticultural and arboriculture practice and coordinated with site management as outlined in the Landscape Plan.	GMAM

Reporting	Responsibility
Maintenance records shall be kept by the Contractor undertaking Landscape Maintenance.	GMAM

Performance Indicators

Not greater than five per cent of landscape vegetation shall be assessed as being in 'poor' condition according to the following criteria:

Healthy: Leaves green, no abnormal leaf loss

Fair: Most leaves green, some leaves yellowing (<20% of canopy affected)

Poor: Many leaves yellow or brown (>20% of canopy affected)

Corrective Actions

Where existing vegetation shows signs of poor health, Port Authority will attempt to determine likely causes and measures to mitigate vegetation impacts.

Where landscaping species fail to thrive, supplementary planting shall be undertaken. Where appropriate, specialist advice should be sought on modification of landscape design identified as necessary.

Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.

Table 14 –Operational Environmental Management Issue – Hazard and Risks and Emergency Responses

Hazard and Risks and Emergency Responses	
Environmental Objectives	
To ensure emergency response procedures are adequate. To minimise the risk of environmental damage.	
Potential Environmental Impacts	**Risk Rating**
1. Risk of harm to human health or the environment as a result of exposure to dangerous or hazardous goods.	S
2. Building operates in a safe manner for occupants.	M
Control Measures	**Responsibility**
1. An Emergency Plan (EP) and a Safety Management System (SMS) were prepared prior to operation in accordance with Conditions of Approval B24 and B25. An Emergency Management Manual has been prepared under the EP and provides all management requirements and specific actions to be taken in the event of emergencies. The Emergency Management Manual is updated every 5 years, immediately after an incident or whenever a change is made to the contents by a nominated "competent" person in accordance with AS3745-2010 *Planning for emergencies in facilities*.	WHSM
2. Chemicals, flues and oils will be stored and handed in appropriately roofed and bunded areas in accordance with Condition of Approval B26 (see Table 6).	GMAM
3. Appoint an Emergency Control Organisation (ECO) including a Chief Warden competent and trained in emergency control. The ECO is established to deal with all emergency incidents that may affect the safety and wellbeing of building occupants and members of the public who may be in the building or within the precincts..	WHSM
4. All personnel to be trained in emergency procedures.	WHSM
5. All hazardous substances will be properly stored in secured locations and adequate signage installed to warn of the location of dangerous goods.	GMAM

Hazard and Risks and Emergency Responses	
6. In the event of a spill or emergency, refer to Table 6.	WHSM, SME
7. To ensure the building operates in a safe manner for occupants the following fire safety management measures will be implemented: i) The total number of occupants shall not exceed the building capacity. ii) Smoking is prohibited anywhere in the enclosed areas of the building, including services pods and meal rooms. iii) A routine servicing and maintenance plan shall be prepared and implemented for fire safety systems and emergency equipment. iv) External fire hydrants, fire detection and occupant warning systems, fire hose reels, exit & emergency signage will be maintained in a manner compliant with the fire safety regulations. v) Pyrotechnics must not be used inside the terminal at any time.	SMCS, DMCO
8. Evacuation Assembly areas have been established under the Emergency Management Manual. Evacuation Diagrams have been prepared and are available and displayed for site personnel. Site personnel is required to have the Emergency Plus app which has a function that refers to @what3words. This system has grid referenced the entire planet into 3m2 plots of land and if this reference is used when initiating an emergency call our Triple Zero (000) call centre can geolocate the incident to a 3m2 point. The WBCT's Emergency Management Manual has been updated to include the Emergency Services meeting point and the requirement for site staff to have the Emergency Plus app.	WHSM

Monitoring	Responsibility
Weekly inspections of storage areas (see Table 6).	GMAM
Monitoring of emergency agency protocols and evacuation exercises on an annual basis to update any emergency response requirements or evacuation plans.	
Installed fire systems and compliance with fire safety measures shall be certified annually and maintained in accordance with the relevant maintenance schedule provided by the supplier.	GMAM

Reporting	Responsibility

Hazard and Risks and Emergency Responses

1. The DMCO is to report any accident or emergency to the relevant emergency agency in accordance with Section 2.8.	DMCO
2. The DMCO is to report any non-conformance with this OEMP and any relevant standard or approval condition to the SME for subsequent reporting as required under applicable legislation.	DMCO, SME

Performance Indicators

1. No serious injury or damage/loss of property caused by operational activities.

Corrective Actions

1. Non-conformance with this OEMP shall be documented and corrective action request (CAR) issued.
2. Liaison with the New South Wales Police Service and relevant emergency service agencies shall be undertaken as required in relation to crime prevention.

Table 1 –Operational Environmental Management Issue – Heritage

Heritage	
Environmental Objectives	
To ensure the items with heritage values that have been retained and/or interpreted at the site are protected.	
Potential Environmental Impacts	**Risk Rating**
1. Retained heritage values removed or damaged.	L
Control Measures	**Responsibility**
1. A Heritage Interpretation Strategy, including descriptions of items and structures that have been retained and/or interpreted at the site for their heritage value has been prepared and is available to site personnel.	GMAM, SME
2. Retained and interpreted heritage items will not be removed without prior consideration of the effect on the heritage values of the site.	GMAM, SME
Monitoring	**Responsibility**
Periodic (annual or as otherwise required by the SME) inspection of the retained and interpreted heritage items.	GMAM, SME
Reporting	**Responsibility**
1. The GMAM will record any deterioration or impacts to retained or interpreted heritage items, and inform the SME.	GMAM, SME
Performance Indicators	
1. No removal, destruction or substantial deterioration of retained or interpreted heritage items.	
Corrective Actions	
1. Non-conformance with this OEMP shall be documented and corrective action request (CAR) issued.	

4 Additional Environmental Management for WB4

4.1 Operational Phase Environmental Issues – WB4

As described above, Tables 6-15 in Section 3.2 relate to all cruise ship related operational activities at both WB5 and WB4, as well as for the maintenance of the site and the WBCT facility. In general, the operational phase environmental issues at WB5 and WB4 are essentially the same and will be subjected to the same environmental management and control measures. However, there are some specific environmental issues that arise during the use of WB4 for cruise ship operational activities.

A supplementary environmental issues table has been prepared as Table 16 to consider the additional activities at WB4 and the potential for additional potential environmental impacts which require specific control measures to be applied. Where additional potential environmental impacts and/or the need for additional environmental controls have been identified then the row in the table has been highlighted in grey.

Table 2 – WB4 Additional activities - Environmental issues covered within the OEMP

Activities	Environmental aspect(s)	Potential environmental impact(s)	Additional impacts or controls?	Relevant action plan
Site Setup	Noise management	Noise nuisance	The installation and de-installation of the temporary facility has additional restricted hours.	Noise Management (Table 17)
Passenger arrivals and departures	Water and Energy consumption	Inefficient use of energy and water resources.	This is the same potential impact as for WB5 cruise operations.	Energy and Water Consumption (Table 11)
	Transport, traffic management and site access	WB4 traffic causing congestion on local roads resulting in operational delays, injuries or additional parking demand in local streets.	Cruise operations at WB4 require additional traffic controls to manage cumulative traffic impacts.	Transport, Traffic Management and Site Access (Table 18)

Activities	Environmental aspect(s)	Potential environmental impact(s)	Additional impacts or controls?	Relevant action plan
	Noise management	Noise nuisance	The ONMP relates to both WB5 and WB4 cruise operations.	Noise Management (Table 8)
Providoring	Stormwater and water quality management	Accidental spills entering Sydney Harbour or contaminating land.	This is the same potential impact as for WB5 cruise operations	Stormwater and Water Quality Management (Table 6)
	Noise management	Noise nuisance	The ONMP relates to both WB5 and WB4 cruise operations.	Noise Management (Table 8)
Baggage handling	Water and Energy consumption	Inefficient use of energy and water resources.	This is the same potential impact as for WB5 cruise operations.	Energy and Water Consumption (Table 11)
	Noise management	Noise nuisance	The ONMP relates to both WB5 and WB4 cruise operations.	Noise Management (Table 8)
Refuelling	Stormwater and water quality management	Accidental spills entering Sydney Harbour or contaminating land on-site.	This is the same potential impact as for WB5 cruise operations.	Stormwater and Water Quality Management (Table 6)
Handling of sewage and solid waste	Stormwater and water quality management	Release of sewage into Sydney Harbour	This is the same potential impact as for WB5 cruise operations.	Stormwater and Water Quality Management (Table 6) provides for discharge of sewage to tanker for off-site discharge.
	Waste management	Litter entering surrounding environment (Sydney Harbour)	This is the same potential impact as for WB5 cruise operations.	Waste Management (Table 7)

Activities	Environmental aspect(s)	Potential environmental impact(s)	Additional impacts or controls?	Relevant action plan
	Waste management	Recyclables not being recycled	This is the same potential impact as for WB5 cruise operations.	Waste Management (Table 7)
	Waste management	On-site build-up of litter resulting in a health, fire or safety hazard	This is the same potential impact as for WB5 cruise operations.	Waste Management (Table 7)
Hazardous materials storage and handling	Stormwater and water quality management	Accidental spills entering Sydney Harbour or contaminating land.	WB4 operations will not require the stand-alone storage and handling of hazardous goods. This is the same potential impact as for WB5 cruise operations.	Stormwater and Water Quality Management (Table 6)
WBCT support equipment maintenance, clearing and refuelling	Stormwater and water quality management	Accidental spills entering Sydney Harbour or contaminating land.	This is the same potential impact as for WB5 cruise operations.	Stormwater and Water Quality Management (Table 6)
Preservation of on-site heritage values	Heritage	Retained heritage values removed or damaged	Maintenance of WBCT site, which is not impacted by WB4 cruise operations.	Heritage (Table 15)
Maintaining of landscape features on-site	Landscaping maintenance	Spread of pest and weed plant species. Loss of landscape vegetation may lead to soil erosion and contribute to a reduction in air quality or water quality in Sydney Harbour.	Maintenance of WBCT site, which is not impacted by WB4 cruise operations.	Landscaping maintenance (Table 13)

4.2 Supplementary Environmental Control Measures – WB4

Section 4.1 identifies that additional environmental control measures are appropriate for the use of WB4 in relation to potential noise and traffic impacts. These issues are addressed below.

Table 3 –Operational Environmental Management Issue – Noise Management (WB4)

Noise Management	
Environmental Objectives	
To comply with the conditions of Project Approval. To minimise operational noise impact on nearby sensitive receptors. To ensure compliance with the following legislation: – *Protection of the Environment Operations Act 1997* – *The Protection of the Environment Operations (Noise Control) Regulation 2017* – Port Authority's WBCT Noise Impact Mitigation Strategy and Noise Restriction Policy (https://www.portauthoritynsw.com.au/sustainability/noise/white-bay-cruise-terminal-noise-mitigation-strategy/)	
Potential Environmental Impacts	**Risk Rating**
Noise nuisance.	S
Control Measures	**Responsibility**
1. An Operational Noise Management Plan (ONMP) has been prepared and implemented and provided in Appendix B of this report. It details methods available to mitigate noise in the event that both WB4 and WB5 are used for cruise operations on the same day. The Noise Impact Mitigation Strategy, Noise Restriction Policy and Noise Attenuation Program also applies in situations when both WB5 and WB5 are used for cruise operations on the same day. 2. Setup, dismantling, delivery or removal of temporary structures associated with WB4 shall be undertaken in the following times, where it will result in noise audible at any residential receptor: – 7:00am to 6:00pm, Mondays to Fridays, inclusive – 8:00am to 1:00pm on Saturdays; and – At no time on Sundays or public holidays.	SME, DMCO

Noise Management	
Monitoring	**Responsibility**
Monitor of noise levels shall be undertaken during operations as per the Operational Noise Management Plan (Appendix B) and the Noise Impact Mitigation Strategy.	SME
Reporting	**Responsibility**
1. Records of all noise-related complaints received and corrective actions undertaken shall be kept as per Section 2.4.	CSRM
Performance Indicators	
1. No valid noise complaints received in relation to operation of the WBCT. 2. No exceedance of the noise limits.	
Corrective Actions	
Non-conformance with the Noise Management Plan shall be documented and a corrective action request (CAR) issued.. The person/entity responsible for the non-compliance shall implement the corrective action.	

Table 48 –Operational Environmental Management Issue – Transport and Traffic Management and Site Access (WB4)

Transport, Traffic Management and Site Access	
Environmental Objectives	
Ensure safe and efficient access of general traffic to and from the temporary WB4 facility with consideration of the concurrent operation of the WBCT at WB5.	
Potential Environmental Impacts	**Risk Rating**
1. Congestion causes operational delays.	M
2. Congestion causes injury or loss of life	L
3. Congestion causing traffic impacts in public roads.	M
4. Cruise terminal related vehicles parking in local roads.	L
Control Measures	**Responsibility**
An OTTAMP for cruise ship visits at WB4 has been prepared (refer to Appendix C), and will be implemented to ensure the efficient and orderly management of traffic and pedestrian activities at the temporary WB4 terminal with consideration of the traffic arising from the concurrent use of WB5.	DMCO, SMCS
Monitoring	**Responsibility**
The effectiveness of the control measured implemented for traffic management shall be monitored as per the OTTAMP in Appendix C to deliver the performance objectives listed below.	SME, SMCS
Reporting	**Responsibility**
Traffic related complaints need to be registered through Port Authority Complaints Register.	CSRM
Performance Indicators	
1. No valid traffic complaints 2. No traffic accidents on or relevant to the site.	
Corrective Actions	
Non-conformance with this plan shall be documented and a corrective action request (CAR) issued.	

APPENDIX A

Port Authority Environmental Policy

Environmental Policy

Port Authority of New South Wales is committed to ongoing collaboration with our people, customers, stakeholders and communities to improve social and environmental outcomes in and around our ports. We are committed to protecting and preserving the natural environment in which we operate to minimise adverse impacts and enhance outcomes from any of our activities undertaken on land or water.

Our Environmental Policy is a statement to our commitment to protect the environment and we will:

- Collaborate with the local community, regulators and other stakeholders aiming to understand their perspective and achieve improved environmental outcomes.
- Comply with relevant legal obligations and standards, whilst taking corrective actions if deficiencies are detected.
- Communicate performance regularly to keep our staff and other stakeholders engaged in the protection of the environment and prevention of pollution.
- Manage the use of raw materials, energy, water and other resources and encourage staff and other stakeholders to do the same to minimise our environmental footprint.
- Work to responsibly minimise environmental risks and maximise opportunities on port lands under our control and in our supply chain.
- Promote a culture of shared responsibility through the development of specific environmental training and inductions that maintain a high level of environmental awareness and emergency preparedness.
- Promptly investigate any incidents or non-compliances, co-operate with regulatory authorities and communicate actions required and/or taken to prevent reoccurrence.
- Continually monitor, report and improve our corporate Environmental Management Plan to enhance environmental performance.

Signature

P W Holliday

Philip Holliday
CEO and Director
Port Authority New South Wales

APPENDIX B

Noise Management Plan

White Bay Cruise Terminal

Operational Noise Management Plan

Cruise Operations

April 2023 v9.0

PORT AUTHORITY OF NEW SOUTH WALES

Table of Contents

VERSION HISTORY

Reference	Date	Prepared	Comment
FINAL ONMP v1.0	1 March 2013	Port Authority	Version approved by DPE.
DRAFT ONMP v2.0	20 September 2016	Port Authority	Plan updated based on consideration of available noise monitoring data, effectiveness of existing noise mitigation and management measures, and the resulting Noise Impact Mitigation Strategy investigations which identified further reasonable and feasible mitigation measures. These additional measures have been included in this version of the ONMP. DRAFT for DPE Review and Comment.
DRAFT ONMP v3.0	18 November 2016	Port Authority	DRAFT issued for consultation with community and stakeholders.
FINAL ONMP v4.0	11 April 2017	Port Authority	Version submitted to DPE following community and stakeholder consultation.
FINAL ONMP v5.0	19 September 2017	Port Authority	Version submitted to DPE following review by DPE to address their feedback.
FINAL ONMP v6.0	3 October 2017	Port Authority	Final version submitted to DPE to address comments dated 19 September 2017
FINAL ONMP v7.0	5 December 2017	Port Authority	Final version submitted to DPE to address comments on the Noise Restriction Policy
FINAL ONMP v8.0	29 June 2017	Port Authority	Final version submitted to DPE to amend page 11 of ONMP and Appendix B (Noise Restriction Policy) as requested by DPE in letter dated 12 December 2017, and to incorporate stakeholder feedback into ONMP Appendix B
DRAFT ONMP v9.0	April 2023	Port Authority	Version submitted to DPE with current role names and minor amendments to upgraded noise monitoring program, including permanent non-attended noise monitoring

1 Introduction

1.1 Background

The Port Authority of NSW (Port Authority) manages the White Bay Cruise Terminal (WBCT) within the White Bay Port Precinct on the Balmain Peninsula. The development was approved (MP 10_0069) by the Minister for Planning in February 2011. The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation (now Port Authority) commenced cruise operations at the WBCT in April 2013.

On cruise ship days, the WBCT is used for the processing of passengers embarking and disembarking cruise ships berthed at White Bay Wharf 5 (WB5) and associated activities. On non-cruise ship days, the facility is available for use for a variety of functions such as exhibitions and community and/or corporate events or for other port activities. The approval also provides for a temporary cruise terminal to be located at White Bay Wharf 4 (WB4).

1.2 Purpose of Plan

This Operational Noise Management Plan (ONMP) is a Sub Plan of the *WBCT Operational Environmental Management Plan* (OEMP) for Cruise Operations. This Sub Plan relates to the operations of the WBCT when it is being used for cruise ships at WB5 and/or WB4 (a separate ONMP applies to the use of the Cruise Passenger Terminal for functions).

The purpose of this ONMP is to outline the method of compliance with statutory requirements for management of noise, and realising the specific noise limits set out in the Project Approval. The ONMP is intended to detail methods available to mitigate noise during the use of the WBCT, including:

- Maintenance of all equipment to ensure correct working order;
- Selection of quiet equipment and plant where practicable;
- Use of quieter or alternative reversing alarms on mobile plant and equipment permanently on the site;
- Appropriate training of all staff in relation to noise issues;
- Maintenance of internal roads;
- Provision of direct treatment (attenuation program) to receivers;
- Behavioural noise controls (regarding music and non-safety announcements); and
- Restrictions related to cruise ship noise.

1.3 Approval and Compliance

The preparation and implementation of an ONMP is a commitment made by the Port Authority as part of the environmental assessment documentation, and is also required under Condition D16 (b) of the Project Approval.

This ONMP has been prepared in accordance with Condition D16 (b) as it relates to operations at the WBCT associated with cruise ships berthing at WB5, with the use of a temporary cruise terminal associated with cruise ships berthing at WB4 simultaneous to the cruise use of WB5. A compliance checklist is provided in **Appendix A**.

In accordance with Wilkinson Murray Report 08209-R (which was prepared as part of the environmental impact assessment of the development) a noise barrier involving a wall on the northern side of the providoring storage area, forming a 3.5m high noise barrier, is provided at the WBCT.

1.4 Legal and Regulatory Requirements

The WBCT was assessed and approved under the *Environmental Planning and Assessment Act 1979*. As part of that assessment and approval the facility was assessed in accordance with the former Industrial Noise Policy (now superseded with the Noise Policy for Industry). The Project Approval gives force to the outcomes of the noise impact assessment which was carried out as part of the environmental impact assessment, and the Port Authority is required to comply with the various conditions set out in the Project Approval. The relevant conditions are described below.

Conditions D1, D2 and D3 of the Project Approval establish the requirements for management of noise and vibration impacts from the WBCT. Condition D11 of the Project Approval specifies the monitoring and reporting requirements in relation to noise.

Operation Noise Limits – Cruise Ship Days

D1. The Proponent must design, construct, operate and maintain the project using all reasonable and feasible precautions and measures to achieve the objective that noise contributions from activities on Cruise Ship Days associated with the project do not contribute to an exceedance of the noise criteria specified in Table 1, at those locations and during those periods indicated. The criteria apply under:

a) wind speeds up to 3 ms^{-1} (measured at 10 metres above ground level); or

b) temperature inversion conditions up to $3^{O}C$ per 100 metres and wind speeds up to 2 ms^{-1} (measured at 10 metres above ground level).

Table 1 – Noise Criteria (dBA)

No.	Location	Day		Evening		Night		
		$L_{Aeq,15min}$ dBA	$L_{Aeq,,period}$ dBA	$L_{Aeq,15min}$ dBA	$L_{Aeq,,period}$ dBA	$L_{Aeq,15min}$ dBA	$L_{Aeq,,period}$ dBA	$L_{A1,1minute}$
1	Grafton Street, Balmain	56	N/A	54	N/A	49	N/A	55
2	Donnelly Street, Balmain	54	N/A	52	N/A	49	N/A	59
3	Dockside Apartments	60	N/A	57	55	53	46	63
4	Refinery Drive, Pyrmont	55	N/A	53	47	51	42	61
5	Oxley Street, Glebe	58	N/A	47	N/A	47	43	57
6	Camerons Cove, Balmain	50	N/A	48	N/A	45	42	55

Where these criteria cannot be met, the Proponent must take appropriate measures to limit any impacts and must submit a report to the Director General upon the implementation of those measures. These measures may include operational changes, further on-site mitigation to infrastructure or off-site mitigation measures. The Proponent must notify

Leichhardt Council [now Inner West Council] and properties at which the noise criteria was exceeded as to the circumstances that led to the exceedance and measures to be implemented to address potential future exceedances.

D2. For the purpose of assessment of noise contributions specified under condition D1 of this approval, noise from the project must be:

a) measured at the most affected point on or within the site boundary at the most sensitive locations to determine compliance with $L_{Aeq(15\text{-}minute)}$ and $L_{Aeq,(penod)}$ noise limits;

b) measured in the free field at least 3.5 metres from any vertical reflecting surface in line with the worst-affected dwelling facade to determine compliance with $L_{A1(1\text{-}minute)}$ noise limits; and

c) subject to the modification factors provided in Section 4 of the New South Wales *Industrial Noise Policy* (EPA, 2000), where applicable.

Notwithstanding, should direct measurement of noise from the project be impractical, the Proponent may employ an alternative noise assessment method deemed acceptable by OEH (refer to Section 11 of the New South Wales *Industrial Noise Policy* (EPA, 2000)). Details of such an alternative noise assessment method accepted by OEH must be submitted to the Director-General prior to the implementation of the assessment method.

D3. Notwithstanding conditions D1 and D2, the terminal buildings are to be designed and constructed to incorporate the noise mitigation measures committed to in the documents listed in condition A1 and noise emissions from mechanical plant associated with the building shall be limited to a maximum sound power level of 92dBA.

D5. The Proponent must only undertake setup, dismantling, delivery or removal of temporary structures, and amusement rides associated with the project that would generate an audible noise at any residential premises during the following hours:

a) 7:00am to 6:00pm, Mondays to Fridays, inclusive;

b) 8:00am to 1:00pm on Saturdays; and

c) at no time on Sundays or public holidays.

Noise Monitoring – Cruise Ship Days

D11. The proponent must within 12 months of operation undertake monitoring of noise levels from a representative sample of cruise ships, as defined in the Operational Noise Management Plan. The monitoring must confirm that the project is meeting the noise criteria listed in Condition D1. If the noise monitoring indicates an exceedance of the noise levels identified in Condition D1, the Proponent must implement further reasonable and feasible measures (where required) in accordance with the procedures outlined in the Operational Noise Management Plan.

The Proponent must submit a copy of the outcome of the monitoring results to the Director-General within one month of monitoring being undertaken.

D16. As part of the Operational Environmental Management Plan for the project required under condition D15 of this approval, the Proponent shall prepare and implement:

(b) an Operational Noise Management Plan is to be prepared in consultation with council. The plan is to detail measures to manage the operational noise impacts for the project, including but not limited to:

i) identification of noise sources and scenarios associated with the operation of the project, including for cruise ship days and functions;

ii) noise mitigation measures to be applied during the use of the project during cruise ship days and functions;

iii) selection of quiet equipment and plant consistent with the noise limit requirements of this approval;

iv) maintenance regimes of all equipment to ensure correct working order;

v) a monitoring and recording regime for cruise ship operations and functions; and

vi) a procedure for handling noise complaints that includes recording, investigating, reporting and follow-up action.

1.5 Noise Impact Mitigation Strategy and Update to ONMP

The commencement of the WBCT operations resulted in appreciable noise complaints from the local community (primarily located in Balmain to the north of the terminal). These concerns have been generally supported by noise monitoring results, which demonstrate cruise ships can generate operational noise levels in excess of the noise criteria specified in condition D1.

As a result, in accordance Project Approval (MP 10_0069) condition D1, which states “where these criteria cannot be met, the Proponent must take appropriate measures to limit any impacts and shall submit a report to the Director General upon the implementation of those measures. These measures may include operational changes, further on-site mitigation to infrastructure or off-site mitigation measures” Port Authority prepared an initial report outlining potential noise mitigation and management measures for investigation as presented in the *Noise Impact Mitigation Strategy (NIMS) Cruise Operations* dated September 2014. Following the progress of these investigations, Port Authority prepared a follow-up NIMS Cruise Operations *Interim Findings Report* dated April 2015.

Following preparation of the initial report (September 2014) and the interim report (April 2015), noise mitigation investigations were completed and options were assessed resulting in preparation of a draft for consultation NIMS Cruise Operations report (November 2016) outlining the rationale for the proposed elements of the strategy. Community consultation was then conducted to seek feedback on the proposed strategy.

The community consultation period was open from 22 November 2016 to 31 January 2017. The consultation comprised the distribution of community letters and factsheets, drop-in sessions, website information including the draft for consultation NIMS Cruise Operations report and the draft for consultation ONMP Cruise Operations, together with the briefing of agencies and Inner West Council.

Port Authority received 55 formal submissions in response to the public exhibition of the draft for consultation NIMS Cruise Operations report and ONMP. Submissions were received from a mix of individual residents, resident groups, Inner West Council, government authorities and industry organisations.

Following consideration of the submissions, a response to each submission was prepared and has been documented in a Response to Submissions Report prepared by Port Authority dated September 2017. The top 10 issues of concern raised in the submissions are summarised as follows:

- noise from vessel engines/fans;
- preferred solution to install shore power;
- air quality, impacts of emissions on health;
- suggested use of clean fuel, encourage cleaner ships;
- noise from announcements and external amplified music;
- noise from ships at night and/or very early in morning;
- low frequency noise/vibration;
- eligibility for treatment and requesting further investigation of options;
- shutting windows/doors, feeling shut in; and
- fix noise problem at the source, not at residences.

Based on the submissions, the following amendments were made to the NIMS Cruise Operations Report (November 2017) and included in the updated ONMP Cruise Operations:

- An email notification system has been introduced by Port Authority of any changes to shipping movements to be sent to registered community members who wish to receive it. The website for registering is https://www.portauthoritynsw.com.au/community/community-notifications/;
- Noise treatments for courtyards and external areas (in addition to the internal areas) at eligible properties would be considered on a case by case basis where possible;
- Ongoing communication by Port Authority with cruise lines regarding the future deployment of ships to WBCT and noise impacts on the community;
- Removal of 100 m distance criteria for treatment eligibility; and
- The loss of priority penalty has been removed from the second non-compliance in the Noise Restriction Policy.

These amendments are outlined in Section 4 of this Cruise Operations ONMP.

The updated Cruise Operations ONMP was amended to ensure that the environmental management framework adequately addresses any identified issues (i.e. noise impacts), and includes appropriate additional mitigation measures identified in the SLR NIMS Cruise Operations Report and through community consultation.

1.6 Authority and Community Consultation

The original version of this ONMP was prepared in consultation with Council as required by Condition D16(b). The NIMS was prepared in consultation with Council, the community and key state agencies.

1.7 Complaints Handling

Noise complaints are managed through an integrated 24 hour complaints handling system managed on behalf of the Port Authority. The details of the current system are provided on the

Port Authority website (https://www.portauthoritynsw.com.au/community/community-complaints-procedure/).

1.8 Auditing and Compliance Reporting

In accordance with the project Compliance Tracking Program a full environmental audit was carried out at the end of the first year of operations, and the recommendations of the audit were considered in the revised ONMP.

2014 Audit Finding

Opportunity for improvement: The OEMP refers to the noise levels from gasoline and diesel powered forklifts, however LPG models are primarily used.

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

Change to ONMP: this finding is noted in Section 2.1. Noise level ratings for forklifts are included in Section 4.

In accordance with the Project Approval, Compliance Tracking Reports were provided to the DP&E during the first 5 years of operation.

2 Description of Operations and Activities

Noise from the cruise operations of the WBCT is limited to cruise ships days. Most ships visiting White Bay arrive in the morning and depart the same day (late afternoon).

The potential noise impacts arise from ships at berth, land based equipment servicing the ship, passengers and plant in the terminal building, and road vehicles delivering goods (providoring) or passengers to the ship, as described in the following sections.

2.1 Port Operations

Ships and Ship Movements

The WBCT environmental assessment noted that based on predicted growth forecasts at the time (2009) and the height limitation of the Sydney Harbour Bridge, it is expected that approximately 170 cruise ships per year could use the facility. The environmental assessment also noted that approximately 10 times per year two ships would be berthed concurrently at White Bay, one berthed at WB4 and one at WB5.

Noise monitoring conducted since operations commenced has indicated that noise emissions from WBCT are generally dominated by operation of the ships' engines and ventilation fans. The engine drives an on-board generator which powers other noise sources including ventilation systems for the engine room, propulsion room and also climate control for the accommodation. Noise monitoring results are presented in Section 2.4.

Providoring

Providore vehicles drive from the Robert Street entrance then enter the truck parking area located west of the car park, from where they can obtain direct access to the wharf to park near the ship for loading and unloading activities. Traffic using Robert Street is predominately associated with vans and heavy vehicles (e.g. providore trucks). Most ships are providored during the daytime period.

Providoring typically requires the use of up to 7 gas powered (small) forklifts and one large (potentially diesel powered) forklift. The independent operational environmental compliance audit (DECA, May 2014) undertaken after the first year of operations, reported that LPG forklifts are primarily used on site in preference of gasoline or diesel models.

Providoring noise sources include trucks and forklifts, and occasional instances of unloading noise (bangs and other impact noises). The specifications for the forklifts used on site indicate a sound power level at the operator's ear of between 78 dB and 79.5 dB for the gasoline models and between 80 dB and 85 dB for the diesel models.

Staff vehicles also enter through the Robert Street entrance.

2.2 Passenger Ground Vehicle Traffic

Development traffic using James Craig Road mostly involves light vehicles and passenger buses. The noise contribution from on-site vehicle flows is based on a busy operational hour at the WBCT, and includes passenger vehicles (cars and buses) within the car park.

2.3 Terminal Building Noise Emission

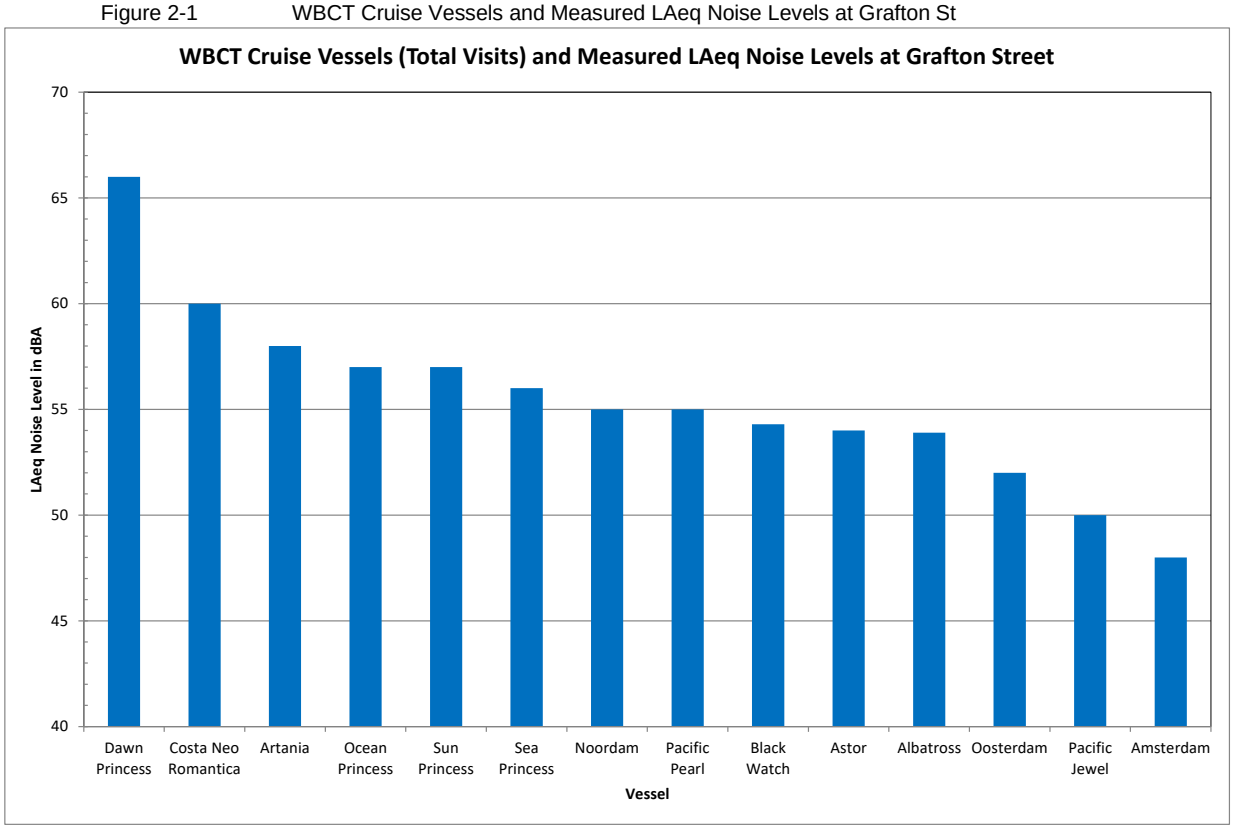
External mechanical plant associated with the terminal building is located to the south-east of the building and is designed not to exceed a total sound power level (L_{Aw}) of 92 dBA.

There may also be mechanical plant associated with the infrequent use of a temporary terminal at WB4. Noise from this plant would affect different residences from the plant associated with the WB5 terminal. Similarly, this plant would be selected so that its total L_{Aw} does not exceed 92 dBA, which ensures that its contribution to the total sound level from the site is negligible.

2.4 Noise Emissions

The historical noise emissions levels associated with WBCT operations, including noise from both landside and ship operations, based on monitoring undertaken at the nearest monitoring location in Grafton St, are provided in Figure 2-1.

Figure 2-1 WBCT Cruise Vessels and Measured LAeq Noise Levels at Grafton St



Monitoring has shown that measured noise levels are dominated by ship noise sources rather than landside sources.

All current noise monitoring results (i.e. from April 2022) indicate vessel noise is generally below 58dBA (LAeq) and reports are available on the Port Authority website: https://www.portauthoritynsw.com.au/sustainability/noise/vessel-noise-operating-protocol-and-noise-restriction-policy-noise-monitoring-reports/

3 Roles and Responsibilities

As the owner of the WBCT, the Port Authority has overall responsibility for compliance with and implementation of the OEMP, including this ONMP.

On cruise ship days at the WBCT the following personnel are responsible for ensuring compliance with this ONMP:

Port Authority – Senior Manager Cruise & Security (SMCS)

The Senior Manager Cruise & Security (SMCS) is responsible for the overall security of the cruise operations.

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority – Harbour Master (HM)

The Harbour Master is appointed by the Minister with powers under Section 88 of the *Marine Safety Act* 1998 to direct and control the time and manner in which any vessel may enter or leave the port. A complete list of Harbour Master's Directions (Sydney Harbour) can be found on the Port Authority website.

In relation to this ONMP the HM is responsible for implementation of the Noise Restriction Policy (Appendix B) consequences including issue of Strike 1, Strike 2 and 3 letters, instruction to require relocation of vessels or removal of a vessel's permission to berth at WBCT.

Port Authority – General Manager Cruise (GMC)

The GMC is responsible for overall management of all cruise ship day activities including compliance with the OEMP, including documentation, implementation and maintenance of the OEMP during all stages of project operation.

Port Authority – Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is at the Terminal. The DMCO is responsible for ensuring that the cruise activities are undertaken efficiently and effectively including for the OEMP compliance in relation to activities taking place within the WBCT. The DMCO is responsible for delivering a notification to the 'Staff Captain' or 'Deputy Captain' of all cruise ships berthing at the WBCT, with requirements related to this OEMP and reminding them of the proximity of the Terminal to residential areas and outlining certain expectations of the ships whilst berthed, such as:

- No all deck announcements or music from open decks are permitted while in port, with the exception of safety announcements. All music and non-safety announcements must be kept to internal ship areas until well clear of the berth.
- Ensure ship generators/engines are maintained and operated efficiently to help reduce noise and air emissions while in port.
- Ships are to run on minimum generator/engine power required whilst at berth.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP will be overseen by the DMCO.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The EOM is also responsible for the ongoing review of this OEMP as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations..

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Port Authority – General Manager Asset Management (GMAM)

The GMAM is generally responsible for documentation, implementation and maintenance of the OEMP in relation to building maintenance, landscaping, heritage and fixed plant and equipment within and surrounding the building, during days when the WBCT is not being used for cruise ship activities.

4 Operational Mitigation Measures

Table 4-1 lists the operational noise measures to be implemented. The measures must be implemented at all times or as necessary in the case of maintenance. As discussed in Section 1.5, additional mitigation measures developed in response to the requirements of Condition D1 of the Project Approval, as described in the NIMS Cruise Operations Report (SLR, November 2017), have been included in this version of the ONMP. These include the Noise Attenuation Program, Noise Restriction Policy, ongoing communications with cruise lines and email notification system.

Table 4-1 Operational Mitigation Measures

Operational Division	Mitigation Measure	Responsibility
General	Ongoing communications with cruise lines regarding future deployments to WBCT and noise impacts on the community	GMC Cruise Ship Operator
	All staff and sub-contractors will undergo noise and vibration awareness training (e.g. as part of general site induction and/or tool-box talks).	GMC
	Maintain internal access roads in an acceptable condition.	GMAM, SMCS
	Maintain providoring storage area noise barrier.	GMAM, DMCO
	Maximum sound power level from all stationary mechanical plant at the terminal is limited to 92 dBA (including plant associated with the temporary WB4 cruise terminal).	GMAM
	Any activities associated with the setup, dismantling, delivery and removal of the temporary terminal for WB4 that generate an audible noise at any residential premises will take place during the following times: - 7:00am to 6:00pm, Mondays to Fridays, inclusive; - 8:00am to 1:00pm on Saturdays; and - at no time on Sundays or public holidays.	GMC, DMCO Cruise Ship Operator

Operational Division	Mitigation Measure	Responsibility
Equipment	Equipment permanently on site will be fitted with alternatives to standard reversing alarms (such as “squawker” alarms, flashing lights, video cameras, or equivalent) or, if identified during operation, removed and replaced with equipment with alternatives to standard reversing alarms.	GMC Cruise Ship Operator
	Regular and effective maintenance of stationary and mobile equipment will be conducted. As a minimum plant and equipment will be inspected every 6 months or, if deemed required, as a result of a specific complaint.	GMC, Cruise Ship Operator
	Machinery not in use will be turned off.	DMCO Cruise Ship Operator
	Selection of quiet equipment for initial operations and when selecting replacement plant where practicable.	DMCO Cruise Ship Operator
	Plant and equipment will be procured for operations and maintenance with consideration given to its noise level and character.	GMC Cruise Ship Operator
	Large forklifts will be fitted with noise control kits where necessary (appropriate sound power level is 95 dBA). The specifications for the forklifts used on site indicate a sound power level at the operator’s ear of between 78 dB and 79.5 dB for the gasoline models and between 80 dB and 85 dB for the diesel models.	GMC Cruise Ship Operator
	All equipment will be maintained in correct working order, including noise mitigation features such as mufflers.	GMC Cruise Ship Operator
	When ships are berthed at WB4 and WB5, providoring may occur simultaneously, however there will be no more than one large forklift in operation at any one time.	GMC, DMCO Cruise Ship Operator

Operational Division	Mitigation Measure	Responsibility
Operational Procedures	Providoring procedures will consider noise emission. For example forklifts should be used where possible in front of the covered awning which provides shielding to residences.	GMC, DMCO
	Garbage trucks are not permitted to access the site prior to 7am.	Cruise Ship Operator, DMCO
	Ground service equipment (e.g. baggage cages) are to be moved and prepared the evening before rather than in the early morning hours before the arrival of a cruise ship in the case of consecutive cruise ship days.	Cruise Ship Operator, DMCO
Email Notification System	An email notification, which identifies any changes to shipping movements, is to be sent to registered community members who wish to receive it. The website for registering is https://www.portauthoritynsw.com.au/community/community-notifications/	SMCA
WBCT Noise Restriction Policy	The WBCT Noise Restriction Policy will be implemented as outlined in Appendix B. This policy includes penalties for non-safety announcements, and on-deck music, and other Excessive Noise as defined in the Policy including but not limited to, engine, generator or ventilation noise.	HM, GMC, DMCO, EOM, SMCS Cruise Ship Operator
WBCT Noise Attenuation Program (NAP)	The WBCT NAP will be implemented, as outlined in the SLR NIMS Report (SLR, November 2017). The NAP aims to provide noise mitigation treatments for eligible properties where cruise ship noise has been identified as exceeding the eligibility trigger for WB CT.	SME, GMAM
Monitoring and Reporting	Noise monitoring and reporting will be undertaken in accordance with the program and procedures of Sections 6 and 7.	SME
	Port Authority will provide the Department of Planning and Environment with a register which contains the list of breaches issued to vessels	COO & HM, SME

Operational Division	Mitigation Measure	Responsibility
	under the Noise Restriction Policy. The list is to be provided on a quarterly basis.	
	The outcome of any review of a breach of the Noise Restriction Policy will be forwarded to the Department of Planning and Environment within 14 days of the date of determination.	SME

5 Vibration Management

No operational activities cause significant vibration. There may be some impacts during ship loading if a load is dropped from a forklift. This would be rare and at such a distance from residences that the vibration criteria are not predicted to be exceeded.

Vibration assessment and mitigation may be undertaken as a result of valid complaints if appropriate.

Noise monitoring undertaken to date has identified that low frequency noise is a factor for some cruise ships (SLR, November 2017), however this is not considered to be ground borne vibration, rather airborne low frequency noise which has the potential to generate vibration of some building elements. Low frequency noise has been considered in the development in the Noise Attenuation Program.

6 Monitoring

6.1 Monitoring Location

Residential receiver locations have been identified around the WBCT. The closest residential receivers are described in Table 6-1.

Table 6-1 Closest Residential Receivers to the Site

No.	Location	Description
1	Grafton Street, Balmain	Double story houses have full view of terminal building, shielded from ground traffic.
2	Donnelly Street, Balmain	Double story houses overlook the site.
3	Dockside Apartments	Multi story building overlooks western end of site.
4	Refinery Drive & Bowman Street, Pyrmont	High rise apartments.
5	Oxley Street, Glebe	These homes represent the nearest receivers to the south across Rozelle Bay.
6	Apartments fronting Camerons Cove (Grafton Street, but facing east)	Multi story apartments

The location of the closest residential receivers is presented in Figure 6-1.

Operator-attended monitoring conducted during 2013-2016 has indicated that operating noise levels are generally in compliance at Locations 3, 4 and 5, hence ongoing operator-attended monitoring at these locations was discontinued in 2016.

Operator-attended monitoring has been maintained at Locations 1, 2 and 6 when required, and further supplemented at other locations as recommended by an acoustic consultant.

Figure 6-1 Residential Receivers (potential attended noise monitoring locations)

6.2 Monitoring Program

Monitoring is conducted to assess the noise level of cruise ship and associated activities. The monitoring also takes into account the timing of peak traffic volume of providoring and passenger vehicles.

The following monitoring strategies including operator-attended or unattended monitoring are adopted:

- **Operator-attended Monitoring** – an operator attended period of at least 15 minutes. Noise levels to be measured using a hand-held sound level meter. Noise contribution from Port Activities to be estimated if not dominant. Record noise from all source and estimated contribution from port activities.

The locational options of the operator-attended noise monitoring when there is one cruise vessel berthed at WB5, and the parameters of measurement are given in Table 6-2. The frequency reported in version 1.0 of the ONMP included 2 cruise ships in the first year, however significant additional monitoring was undertaken during the first year of operations as reported in the NIMS and as reported on the Port Authority website. Operator-attended noise monitoring was also undertaken on the first two occasions of two ships being berthed at WBCT (WB5 and WB4 simultaneously), and reported on the Port Authority website.

Table 6-2 Operator-attended Noise Monitoring Locations and Timing

Number	Location	Monitoring Strategy	Duration*	Frequency
1	Grafton Street, Balmain	Operator-attended	One fifteen minute period for each of day, evening and night time period respectively	As required to correlate with continuous noise monitoring, focussing on previously unmonitored ships or as recommended by the SME
2	Donnelly Street, Balmain	Operator-attended	One fifteen minute period for each of day, evening and night time period respectively	As required to correlate with continuous noise monitoring, focussing on previously unmonitored ships or as recommended by the SME
3	Dockside Apartments	No longer required	No longer required	No longer required
4	Refinery Drive, Pyrmont	No longer required	No longer required	No longer required
5	Oxley Street, Glebe	No longer required	No longer required	No longer required
6	Camerons Cove, Balmain	Operator-attended	One fifteen minute period for each of day, evening and night time period respectively	As required to correlate with continuous noise monitoring, focussing on previously unmonitored ships or as recommended by the SME

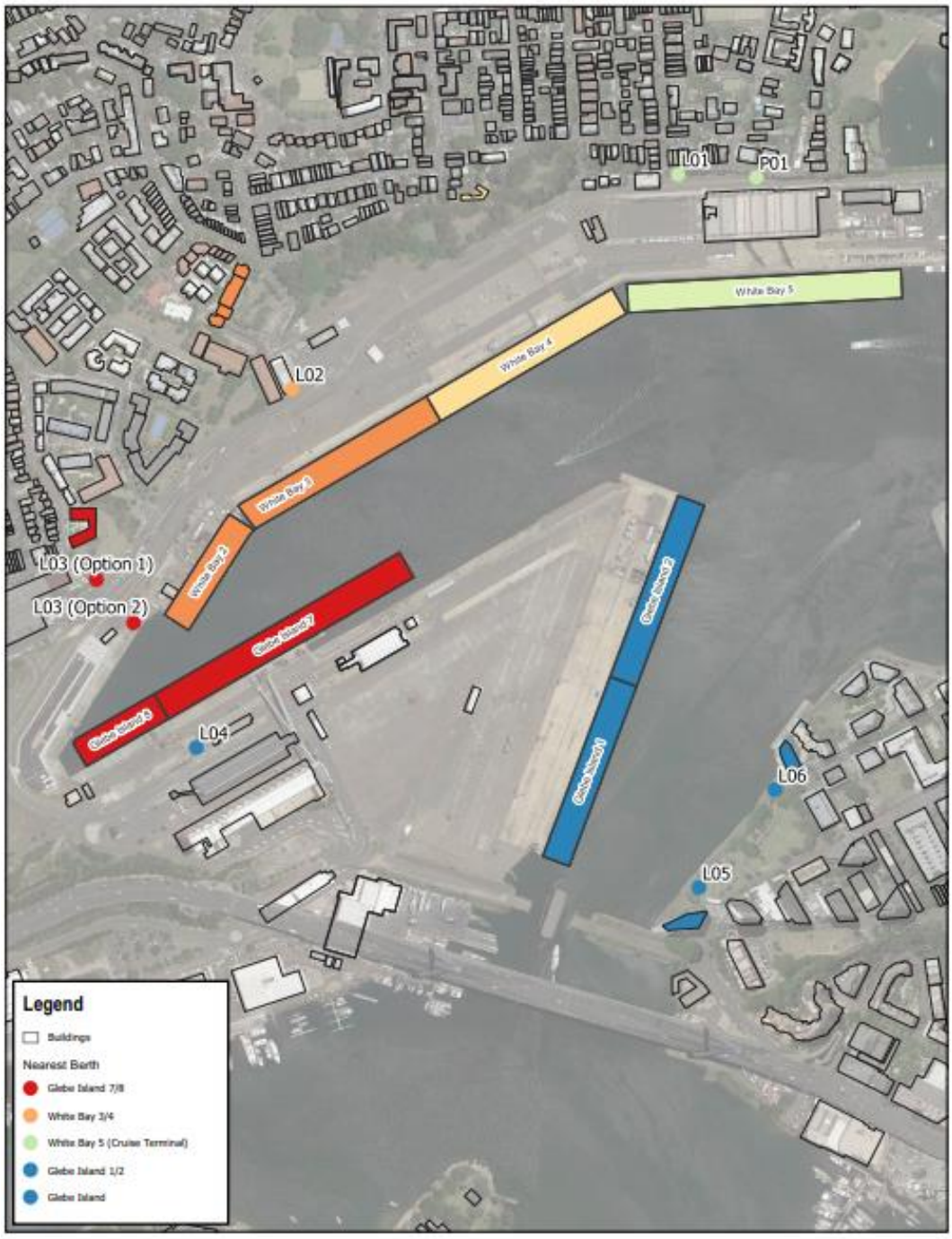
*Evening and Night time monitoring will only occur if the ship is berthed during all or part of these periods

Noise monitoring has been undertaken on a representative sample of cruise ships, including the largest ships (in number of passengers) and potentially oldest ships, and during key operational activities (such as ship loading, passenger disembarking, etc.). The focus of further attended noise monitoring will be to gather information about cruise ships operating at night time, for ships where noise data is currently not available.

- **Continuous Unattended Noise Monitoring** – this provides ongoing noise level information of each ship visiting WBCT to support the operator-attended information which has been collected since the commencement of operations at WBCT. The data provides a record of noise from all sources and an estimated contribution from port activities. Port Authority will provide a periodic summary of results on the Port Authority website.

The locations of the unattended continuous noise monitoring locations are shown in Figure 6.2. Table 6-2 describes the unattended continuous noise monitoring locations in White Bay. These locations have been selected to be representative of the receiver areas most frequently affected by cruise ship noise activities.

Figure 6.2: Unattended Continuous Noise monitoring locations



L: Unattended Monitoring location, P: Potential Unattended Monitoring location

Table 6-3 Continuous Noise Monitoring Locations and Timing (White Bay)

Number	Location	Monitoring Strategy	Duration	Frequency
L01	Grafton Street (west), Balmain	Continuous Noise Monitoring	24hr / 7 days per week	All ship visits in accordance with Noise Restriction Policy
L02	Maintenance Building in WB	Continuous Noise Monitoring	24hr / 7 days per week	All ship visits in accordance with Noise Restriction Policy
L03	Mansfield St or adjacent to WB2	Continuous Noise Monitoring	24hr / 7 days per week	All ship visits in accordance with Noise Restriction Policy

Port Authority will undertake continuous (unattended) noise monitoring as required in accordance with the Noise Restriction Policy.

6.3 Noise Monitoring Procedures

Personnel

Measurements to be undertaken by a suitably qualified and experienced acoustic consultant. Measurement to be undertaken in accordance with the procedures of Australian Standard 1055 – *Acoustics-Description and Measurement of Environmental Noise*.

Equipment

Sound measuring equipment for attended measurement to conform to Australian Standard 61672.1 *Electroacoustics – Sound Level Meters Specifications* as Class 1 or Class 2.

Sound measuring equipment for long-term measurement to conform to Australian Standard 61672.1 *Electroacoustics – Sound Level Meters Specifications* as Class 1.

Procedures

Measurements to be A-weighted and the time weighting of equipment set to “Fast”.

Equipment to be calibrated in the field before and after measurement.

Records

As a minimum the following are recorded for attended monitoring:

- Pre and post calibration status of the sound level meters;
- Measurement period;
- Qualitative assessment of the noise environment – for example note if the noise emission from White Bay 4 is the dominant noise at the measurement location;
- L_{AMax}. L_{A1}, L_{A10}, L_{A90} and L_{Aeq} levels over the measurement period; and
- For attended measurement, contribution of major noise sources should be recorded or estimated.

As a minimum the following are recorded for the continuous monitoring:

- Continuous L_{Aeq} measurements with an integration time periods between 10 seconds to 1-2 minutes; and converted to estimated L_{Aeq} levels for each ship.

Compliance

Previous noise monitoring has identified there is likely to be ongoing exceedance of the Project Approval noise limits in Table 1, particularly at night time, as a result of cruise related activities. The investigations undertaken for the NIMS have determined the cause and extent of the exceedances, and the appropriate feasible and reasonable mitigation measures have been identified. These mitigation measures, including the NAP and the Noise Restriction Policy have been incorporated into this version of the ONMP (further details are provided in Section 4).

Operator-attended noise monitoring may be undertaken at the discretion of Port Authority as a result of noise complaint(s) as shown in Table 6-2, if the complaint investigation undertaken under the Complaint Response Procedure determines that the complaint(s) is related to the WBCT and the source of the noise may have resulted in further exceedance(s) of the attenuation eligibility trigger of the NAP, based on the permanent continuous noise monitoring results. Continuous monitoring results will be used to investigate the complaint. Additional monitoring may be undertaken for multiple/repeated valid noise complaints, as determined during the noise complaint investigations.

Timing

Attended monitoring has been conducted during the establishment of the continuous monitoring operation in order to adequately correlate the measured noise levels and ensure consistency between the measurement systems. Beyond that, any further attended monitoring would be undertaken to confirm noise levels, as deemed required by the Port Authority and as described in Section 6.2.

Maintenance

Where possible, scheduled maintenance of the continuous monitoring equipment will be undertaken on non-ship days to avoid loss of data.

7. Reporting

Noise monitoring reports will be provided to the Department of Planning and Environment (DPE), Inner West Council and the Glebe Island and White Bay Community Liaison Group (CLG) in accordance with the following schedule.

Type of Record	Timing	Responsibility
Noise monitoring results	A monthly summary of monitoring results will be made available on Port Authority website	SME
Noise Monitoring Compliance Reports to the DPE	As discussed in Section 6 - Quarterly	GMC, SME
Summary of noise monitoring results to Council and the CLG	Quarterly via the CLG meetings	SME

Appendix A

Compliance Check

Condition	Where Addressed in OEMP
D1 Noise limits for Cruise Ships	Section 1.2, 1.4, 1.5, 4, 6 and 7
D2 Noise Measurement Locations	Section 6.1
D3 Construction of terminal building and noise limits for mechanical plant	Section 2.3
D5 Set up and dismantling of temporary structures	Table 4-1
D11 Monitoring of Cruise Ship operations and reporting	Sections 6 and 7
D16(b) Operational Noise Management Plan is to be prepared in consultation with Council.	Section 1.6
i) identification of noise sources and scenarios associated with the operation of the project, including for cruise ship days and functions; ii) noise mitigation measures to be applied during the use of the project during cruise ship days and functions; iii) selection of quiet equipment and plant consistent with the noise limit requirements of this approval; iv) maintenance regimes of all equipment to ensure correct working order; v) a monitoring and recording regime for cruise ship operations and functions; and vi) a procedure for handling noise complaints that includes recording, investigating, reporting and follow-up action.	i) Sections 2 and 4, for cruise ship days (function noise is addressed in the WBCT OEMP (Functions) and its sub-plans) ii) Section 4, for cruise ship days (function noise is addressed in the WBCT OEMP (Functions) and its sub-plans) iii) Section 2.3 and 4 iv) Section 4 v) Section 6 (for cruise operations) vi) Section 1.7

Appendix B

WBCT Noise Restriction Policy

White Bay Cruise Terminal Noise Restriction Policy

Title	White Bay Cruise Terminal – Noise Restriction Policy
Document Date	~~26 June 2018~~26 June 2018
Effective Date	1 October 2018 (with reference to the Noise Management Plan - Cruise Operations (2023)

Background

Port Authority of NSW has developed a Noise Mitigation Strategy for White Bay Cruise Terminal (WBCT) to provide reasonable and feasible noise mitigation and management measures, to address the requirements of the Project Approval[1]. The Noise Mitigation Strategy is designed to address noise at the receiver (homes) as well as noise at the source (cruise vessels) and comprises the following three elements:

a) Noise Attenuation Program;
b) Noise Restriction Policy; and
c) Noise Monitoring.

Policy

This Noise Restriction Policy aims to ensure that restrictions to on-board announcements and music are strictly observed and that noise from cruise ships utilising WBCT does not trigger the need for further noise mitigation, beyond that currently identified in the Noise Impact Mitigation Strategy Report[2].

The current Harbour Master's Directions in relation to the use of WBCT expressly prohibits external non-safety announcements[3] and/or music on-deck whilst at berth.

This policy works in conjunction with the current Harbour Master's Directions. Port Authority will enforce this policy by imposing consequences on vessels which do not observe the restriction to external non-safety announcements and music (defined in this policy as Excessive Noise).

Port Authority have committed to a program of providing noise attenuation to residences in the vicinity of WBCT (the Noise Attenuation Program), based on an expected maximum ship noise level (including noise from WBCT cruise ship engines, generators and ventilation). Port Authority will provide attenuation to a defined area of residences where noise modelling[4] indicates that current noise levels reach or exceed

[1] Project Approval MP 10_0069 dated 2 February 2011 (as modified).
[2] As described in the SLR Consulting Australia Pty Ltd report *White Bay Cruise Terminal, Noise Impact Mitigation Strategy, Cruise Operations*, November 2017.
[3] The Harbour Master's Directions (available on the Port Authority website: portauthoritynsw.com.au) state that testing of ships horns / whistles prior to sailing or safety drill alarms or announcements are permitted. All deck announcements and music from open decks is not permitted. Safety drill announcements are permitted to all decks prior to departure. All music and non-safety related announcements must be kept to internal ship areas until well clear of the berth.
[4] As described in the SLR Consulting Australia Pty Ltd report (November 2017).

55dBA at night ('attenuation eligibility trigger'). Cruise ship noise which causes further residences than those currently identified to exceed the attenuation eligibility trigger will also be considered to be Excessive Noise, and may result in limitations to such a vessel's future use of WBCT.

Excessive Noise as defined in this policy[5] therefore applies to noise originating from a passenger vessel, as follows:

a) external non-safety announcements or music played on-deck; and
b) any noise including but not limited to engine, generator or ventilation noise which causes further residences than those currently identified to exceed the attenuation eligibility trigger.

Port Authority will consider exempting incidents of Excessive Noise that are otherwise unavoidable on a case-by-case basis. This could include instances of equipment malfunction or failure beyond the control of the cruise ship operator.

Consequences for Breaches of Excessive Noise part a): external non-safety announcements or music played on-deck

Under the Port Authority's Schedule of Port Charges, Site Occupancy Charges for WBCT, a "Good Neighbour" Charge would be imposed by Port Authority for the use of WBCT, but would be rebated to the vessel for compliance with the Excessive noise requirement part a) of the Noise Restriction Policy.

- **First Breach: Warning Letter**

  If noise reasonably considered by Port Authority to have originated from a passenger vessel constitutes Excessive Noise for the first time, a warning letter is issued to the vessel master and copied to the relevant cruise line/cruise company as a notice of a breach of the noise restrictions set in this policy. The "Good Neighbour" Charge would be rebated in this instance.

- **Subsequent Breaches: Forfeit of "Good Neighbour" Rebate**

  If following a first breach, noise reasonably considered by Port Authority to have originated from a passenger vessel constitutes subsequent Excessive Noise (a subsequent breach), a letter will be issued to the vessel master and copied to the relevant cruise line/cruise company, advising of the subsequent breach of the noise restrictions set in this policy. Subsequent occurrences of Excessive Noise by a vessel will have the consequence that the "Good Neighbour" Rebate would be forfeited in full for each subsequent breach.

  At any time, Port Authority may request a vessel which has breached the noise restrictions to demonstrate that subsequent occurrences of Excessive Noise will not occur at the WBCT facility. If a vessel does not demonstrate improvements, Port Authority may not permit the vessel to utilise the WBCT facility until such time as improvements can be demonstrated.

[5] Note that Excessive Noise as defined in this policy does not refer to non-compliance with Noise Criteria as described in the Project Approval MP 10_0069 dated 2 February 2011 (as modified).

2

Consequences for Breaches of Excessive Noise part b): engine, generator or ventilation noise

- **First Breach: Warning Letter**

  If noise reasonably considered by Port Authority to have originated from a passenger vessel constitutes Excessive Noise for the first time, a warning letter is issued to the vessel master and copied to the relevant cruise line/cruise company as a notice of a breach of the noise restrictions set in this policy.

- **Second Breach: Overnight Relocation**

  If noise reasonably considered by Port Authority to have originated from a passenger vessel constitutes Excessive Noise for the second time, a second letter will be issued to the vessel master and copied to the relevant cruise line/cruise company, advising of the second breach of the noise restrictions set in this policy. If this second occurrence of Excessive Noise occurs between the hours of 2200 and 0700, it may have the consequence that the vessel will also be notified that future overnight stays will be required to be relocated (at the vessel's cost) to an anchorage between the hours of 2200 and 0700 (subject to availability).

- **Third Breach: White Bay Cruise Terminal Ban**

  If noise reasonably considered by Port Authority to have originated from a passenger vessel is Excessive Noise for the third time, a third letter will be issued to the vessel master and copied to the relevant cruise line/cruise company, advising of the third breach of the noise restrictions set in this policy. A third occurrence of Excessive Noise by a vessel will have the consequence that the vessel will no longer be permitted to utilise the WBCT facility.

  If a vessel serving a third breach has a pre-existing booking within the cruise season cycle (1 July to 30 June), current at the date of issue of the Third Breach letter the vessel may be permitted to use WBCT for the turnaround process[6] only within the cruise season cycle, and not stay overnight. However, the vessel may be moved to an anchorage (as available) for the balance of the slot.

Each breach by a vessel is recorded at the time it occurred. The breach tally is cumulative and a vessel remains on record for Excessive Noise for the first, second or third occurrence until such time as the vessel receives approval from Port Authority for review of the breach status.

Application to request review of breach status

A request may be made on behalf of a vessel for Port Authority to review its record of breach(es) by demonstrating implementation of an adequate change, which may be combined with adequate policy or procedural change. The standard required will be change to a level which demonstrates to Port Authority a likelihood of averting future recurrence, and may include the following measures:

a) A physical change such as completion of engineering works to vessel to reduce engine/generator and/or ventilation noise. This would require documentation to be provided by the cruise ship operator to demonstrate reduced noise level following the works.

[6] Turnaround means the process of disembarking all the vessel's incoming passengers at the end of their journey and embarking onto the vessel the new outgoing passengers to commence their journey.

3

b) Demonstrated changes to ensure music no longer played to open deck areas, and/or announcements are only made in relation to safety to open deck areas.

Only after applying to request review of breach status and demonstrating to Port Authority the changes mentioned in a) and b) above, will Port Authority consider reinstating a vessel's eligibility to berth at WBCT.

Monitoring

In administering this policy, Port Authority will utilise a real time audio recording device to capture noise and a continuous (unattended) monitoring device to measure noise levels[7].

Operator-attended noise monitoring may be undertaken at a number of locations in response to complaints or as required, to correlate with continuous noise monitoring for previously unmonitored ships.

General

This policy is to be read in conjunction with the Port Authority's Cruise Booking Policy and terms and conditions governing berthing of passenger vessels and Port Authority facilities. To the extent of any inconsistency, these terms will prevail.

[7] As described in the White Bay Cruise Terminal Operational Noise Management Plan - Cruise Operations (~~June 2018~~April 2023)

4

APPENDIX C1

Transport Traffic and Access Management Plan – WB5 Cruise Operations

APPENDIX C2

Transport Traffic and Access Management Plan – WB4 Cruise Operations

PORT AUTHORITY
OF NEW SOUTH WALES

White Bay Cruise Terminal Operational Transport, Traffic and Access Management Plan

White Bay 5 Cruise Operations

5 April 2023

Contents

1 Introduction

1.1 Background

Port Authority of NSW (Port Authority) manages the White Bay Cruise Terminal (WBCT) within the White Bay Port Precinct on the Balmain Peninsula. The development was approved (MP 10_0069) by the Minister for Planning in February 2011. The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation (now Port Authority) commenced cruise operations at the WBCT in April 2013.

On cruise ship days, the WBCT is used for the processing of passengers embarking and disembarking cruise ships berthed at White Bay Wharf 5 (WB5) and associated activities. On non-cruise ship days, the facility is available for use for a variety of functions such as exhibitions and community and/or corporate events or for other port activities. The approval also provides for a temporary cruise terminal to be located at White Bay Wharf (WB4).

1.2 Purpose of Plan

This document, *Operational Transport, Traffic and Access Management Plan* (TTAMP), is a sub plan of the *WBCT Operational Environmental Management Plan for Cruise Operations* (the OEMP).

This TTAMP relates to transport and traffic issues during the operation of the WBCT when a cruise ship is at berth in WB5.

The purposes of this TTAMP are:

- To describe the day-to-day operation (in relation to transport and traffic) when it operates as a cruise terminal with a cruise ship at berth in WB5.
- To describe predicted traffic volumes and access routes.
- To identify traffic management measures and procedures to be implemented during the day-to-day operation of WBCT.
- To identify specific measures for the management of taxis and hired vehicles.
- To specify measures for the management of pedestrian and cyclist access to the site.
- To describe the compliant handling procedures.

1.3 Approval and Compliance

The preparation and implementation of an Operational TTAMP is a commitment made by Port Authority as part of the Project Approval's environmental assessment documentation, and is also required under Condition D16 (a) of the Project Approval.

This Operational TTAMP has been prepared in accordance with Condition D16 (a) as it relates to cruise operations at the WBCT. A compliance checklist is provided in **Appendix A**.

1.4 Legal and Regulatory Requirements

In relation to operational transport and traffic, there are no legal and/or regulatory requirements that are required to be met other than the requirements of the Project Approval (refer to Section 1.3 of the OEMP).

1.5 Authority Consultation

In preparing this Plan, the following authorities were consulted:

- Transport for NSW
- The former Leichhardt Municipal Council (now Inner West Council), and
- Emergency Services.

1.6 Reference Documents

Guide to Traffic and Transport Management for Special Events

Condition D16 (a) requires the Operational TTAMP to have consideration to the *Guide to Traffic and Transport Management for Special Events*. This guideline can be downloaded using the following web link:

https://www.transport.nsw.gov.au/operations/roads-and-waterways/business-and-industry/event-management-guidelines#NSW_guide_to_traffic_and_transport_management_for_special_events

This guide was developed to provide a multi-agency approach for the management of traffic and transport for special events. The guide defines a special event as "*any planned activity that is wholly or partly conducted on a road, requires multiple agency involvement, requires special traffic management arrangements, and may involve large number of participants and/or spectators*". The guide provides the following examples of special events - marathons, fun runs, cycling events, parades and street market days.

The operation of the WBCT will involve regular procedures for the management of transport activities and thus would not comprise a "special event" where other government agencies would not need to be consulted for each ship arrival.

As such, this guide is not considered any further for this Operational TTAMP.

1.7 Reporting and Review

This Operational TTAMP will be reviewed as part of the review of the OEMP for Cruise Operations (refer to Section 2.7 of the OEMP).

1.8 Complaints Handling

Traffic and access complaints are managed through the integrated 24 hour complaints handling system operated by Port Authority. The details of the system are provided in Section 2.4 of the OEMP for Cruise Operations.

2 Description of Operations and Activities

2.1 Description of Access Roads

Robert Street Access Route

The White Bay port area can be accessed via Robert Street from Victoria Road. The external approach roads leading to Robert Street are:

- Victoria Road across the Iron Cove Bridge from the northern suburbs
- Western Distributor and Victoria Road across the Anzac Bridge from City, eastern and southern suburbs and
- The Crescent, City West Link Road and Victoria Road from western and southern suburbs.

Figure 1 shows the existing access road and the external approach roads to the site.

Immediately to the east of Buchanan Street (an extension of Reynolds Street), Robert Street becomes a private access road to White Bay Wharfs 1-6. Access into the White Bay port area via Robert Street is for authorised vehicles only i.e. only vehicles relating to port activities (staff, service providers and providore vehicles only) are permitted on the site. A security check point (ie. security controlled via a series of boom gates) is located approximately 260m east of Buchanan Street along the private access road. Unauthorised vehicles are required to turn around via a turnaround loop.

As part of the WBCT operations, an additional access from James Craig Road is provided to serve the WBCT as discussed below.

James Craig Road Access Route (Port Access Road)

The public vehicle access route to WBCT on cruise ship days consists of the existing James Craig Road, Sommerville Road/Solomons Way (way in) and Sommerville Road (way out) (on Glebe Island and within the port precinct) and a purpose built Port Access Road between Glebe Island and the WBCT. The external approach roads leading to this access road are:

- southbound on Victoria Road from the northern suburbs continuing on to City West Link Road
- westbound on the Western Distributor across the Anzac Bridge/City West Link Road from the City, eastern and southern suburbs, and
- eastbound on The Crescent and City West Link Road from western and southern suburbs.

Figure 1 also shows the location of the internal access road via James Craig Road, and Figures 2 and 3 provide the type of traffic access by mode (e.g. providores, staff, private car, bus and taxi).

The internal Port Access Road via James Craig Road is partially formed from the existing loop road that currently serves the Glebe Island port area together with a purpose built section of road generally to the south of and parallel to Robert Street.

The internal access road begins on James Craig Road at The Crescent and continue along James Craig Road to Sommerville Road. It then continues along Solomons Way (on the way to the WBCT) to finally connect into the section of the Port Access Road leading up to the private section of Robert Street shown in Figure 1. On the way out from the WBCT, the Port Access Road connects to Sommerville Road within the Port Precinct and then James Craig Road.

A security gate and check point is provided on Robert Street near the entry to the port area. Access from Robert Street to the port area beyond the check point is for staff, service providers and providore vehicles only (security controlled via a series of boom gates). Unauthorised vehicles are required to turn around via a turnaround loop.

.

Figure 1 WBCT Location, Access Roads and Parking Area

On days when the WBCT is not in operation (i.e. no cruise ships at berth and/or not used as a function centre or other port activities), both ends of the internal Port Access Road are

closed via gates (i.e. at Sommerville Road, Glebe Island and near the security gate house at White Bay).

During cruise ship days, private passenger vehicles, taxis, buses and coaches use the internal Port Access Road via James Craig Road to access the WBCT facility. Port related traffic i.e. providore and staff traffic uses the Robert Street access route.

On both cruise ship and non-cruise ship days, traffic arising from the existing port activities, but not related to the cruise terminal use Robert Street in accordance with existing operations and consent conditions.

Pedestrian and cyclist access is available to port related staff at all times via Robert Street.

Pedestrian and cyclist access related to cruise ship days and function activities are available via Robert Street as outlined in the Project Approval.

Error! Reference source not found. shows the various user groups that use the internal Port Access Road via James Craig Road to access WBCT during cruise ship days.

Figure 3 shows the various user groups that use the access road via Robert Street to access the terminal building and other port areas and uses.

Error! Reference source not found. shows the traffic circulation pattern around the WBCT building.

During consultation, Council raised concern around the potential for passengers to be dropped off at Robert Street and accessing the WBCT by foot. Many of the measures in this Operational TTAMP are focussed directly towards avoiding this from occurring, including provision advice to passengers, taxis and bus drivers about the correct site access routes, a no-strikes policy in relation to arrivals at Robert Street (all passenger traffic will be turned around and directed to James Craig Road), and consultation with route guidance programs (such as Google Maps) to request they direct passenger traffic to James Craig Road. Typically passengers do not intentionally request to be dropped off some 500m from the terminal building and carry their luggage on foot, when they can just as easily be dropped off right at the terminal building. If this situation is observed to occur frequently then further traffic management measures could be implemented in liaison with TfNSW and Council.

2.2 Onsite Parking

The WBCT has an open short term car park located adjacent to the terminal building with about 200 spaces (Figure 1). This carpark can be used by visitors to the WBCT. Flexible and limited staff parking is available to the west of the short term car park (north of the amenities/substation building; refer to Figure 4 and Section 4.3). Parking for Department of Agriculture, Fisheries and Forestry (DAFF) (formerly Australian Quarantine and Inspection

Service) and Customs staff is provided in a secured zone located to the east of the terminal building immediately adjacent to the Baileys site.

The car park includes restrictions on the duration of stay, being a maximum of 2 hours, once per day, to prevent its use for extended periods. Any cars that are left in the car park overnight will be towed away, preventing it use for long term car parking.

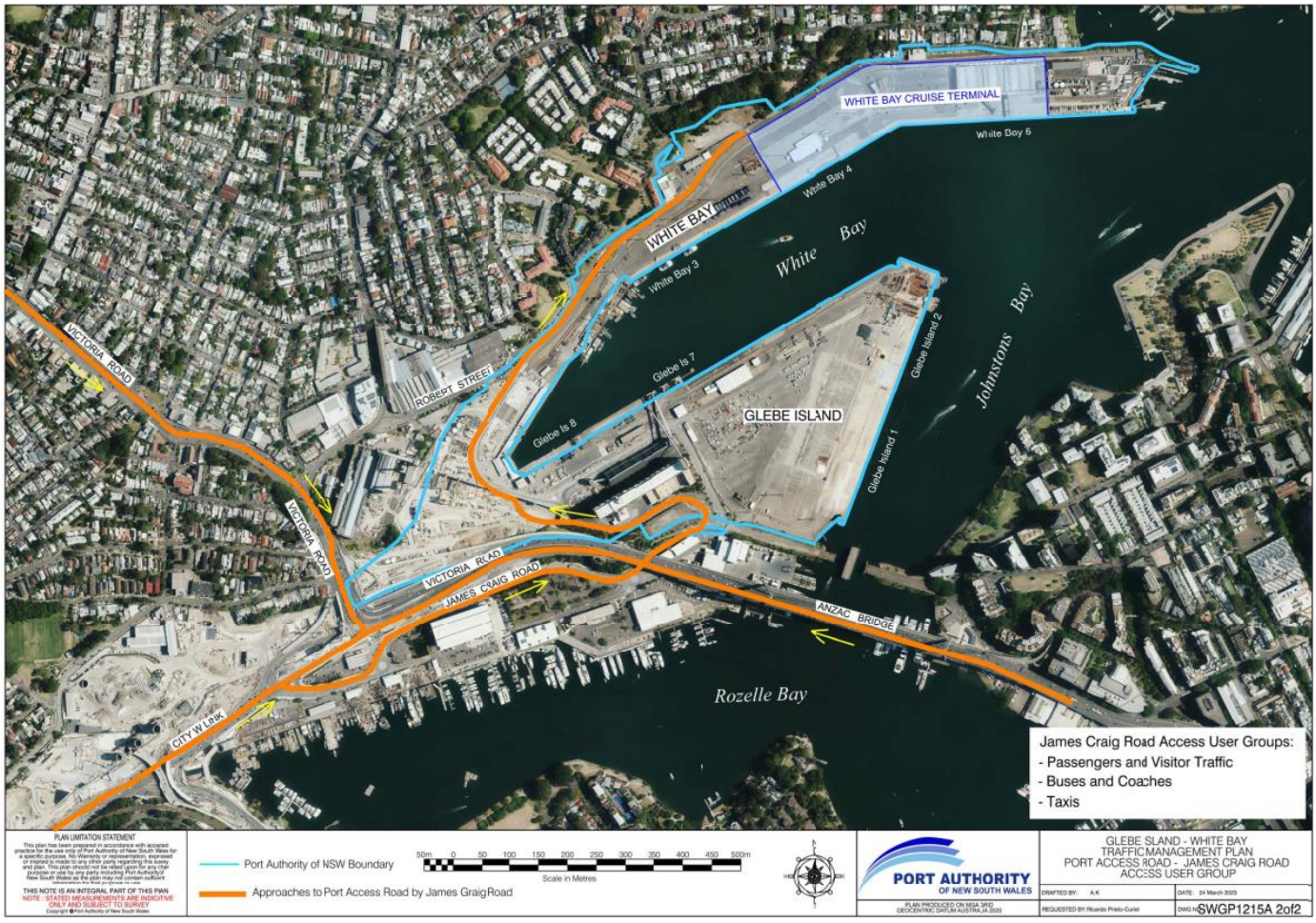


Figure 2 James Craig Road Access User Group

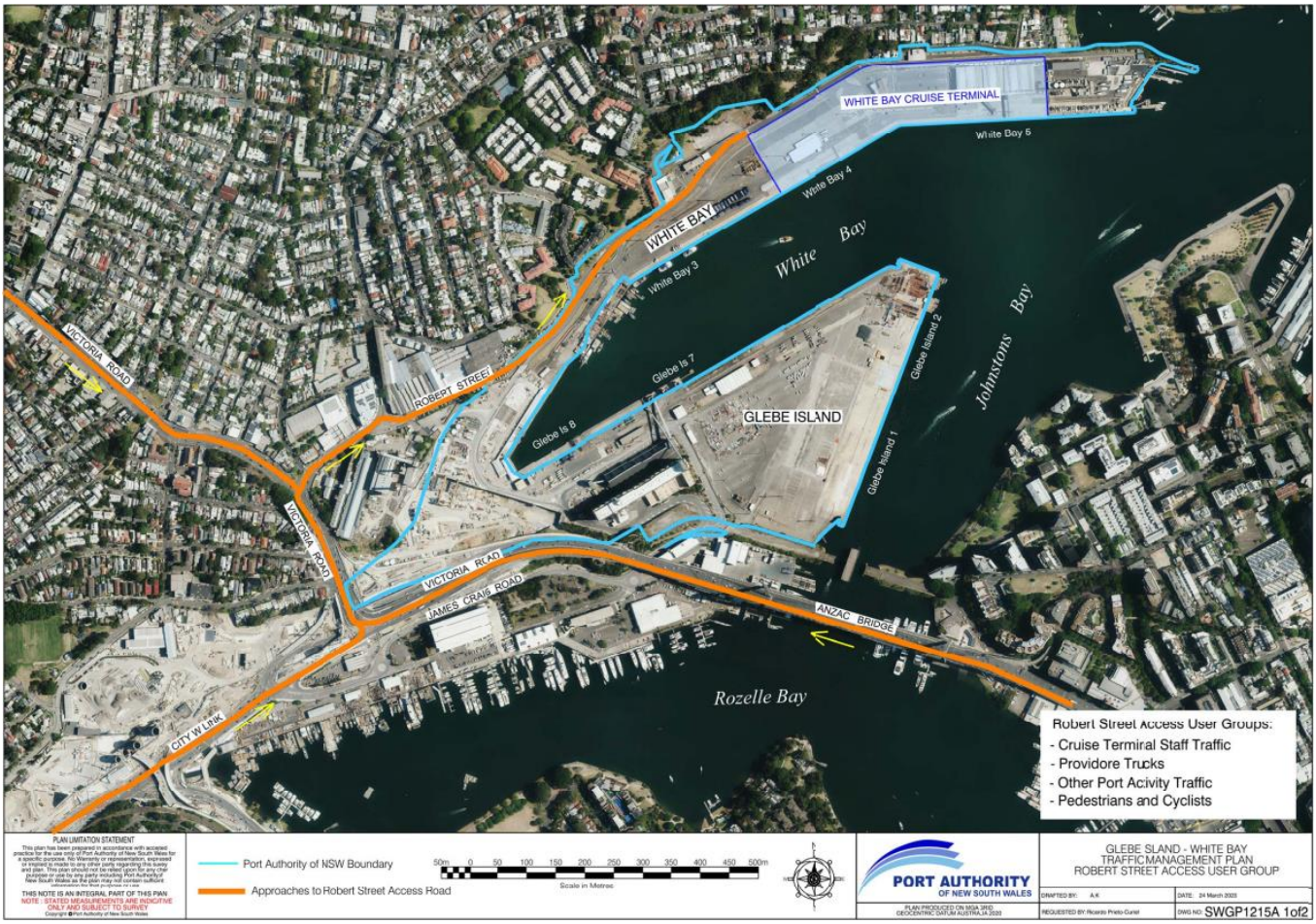


Figure 3 Robert Street User Group

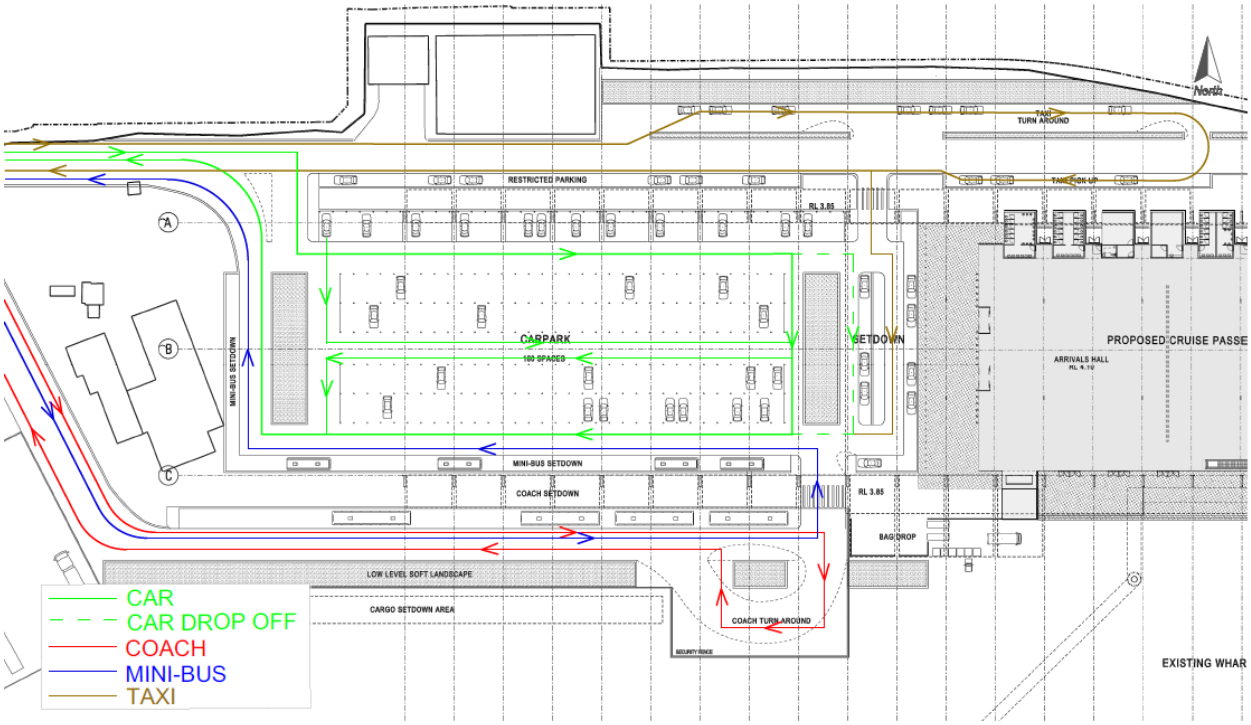


Figure 4 Traffic Circulation Pattern

2.3 Types of Cruise Ships at White Bay Cruise Terminal

The WBCT predominately caters for the domestic segment of the cruise industry which generally involves a full exchange of passengers. It is noted that many of the international cruise ships are generally too high to travel under the Sydney Harbour Bridge. With the WBCT being on the western side of the Sydney Harbour Bridge, this largely precludes the larger cruise ships from using the WBCT. As such, the WBCT would generally cater for domestic ships only with infrequent calls by smaller seasonal or around the world ships.

2.4 Passengers Disembarkation and Embarkation

A typical turnaround time for a cruise ship is about 10 hours.

Typically a cruise ship arrives at about 6:30am. Passengers would disembark the ship between 7:00am and 10:00am in pre-determined time slots (allocated to passengers the night before) with each time slot serving approximately 100 passengers.

In the reverse process, passengers boarding a departing cruise ship would arrive between 11:30am and 3:30pm.

A departing cruise ship generally leaves berth before 6:00pm. Some cruises stay overnight.

2.5 Hours of Operations

The Project Approval permits operation of the WBCT and related activities on a 24 hour, seven days per week basis.

2.6 Cruise Traffic Generation

Matrix Traffic and Transport (2020) undertook traffic monitoring during 5 consecutive weeks between 6 January to 10 February 2020 at specified routes and key intersections in the vicinity of the WBCT. The data collected included traffic movements during 15 cruise ship days on the 6, 7, 8, 16, 18, 20, 23, 24, 25, 26, 28, 29 January and 3, 5 and 9 February 2020.

Figure 5 shows the hourly traffic profile for the 15 cruise ship days at the Port Access Road. The peak day for cruise traffic occurred on 16 January 2020 when 2 cruise ships were berthed at the WBCT.

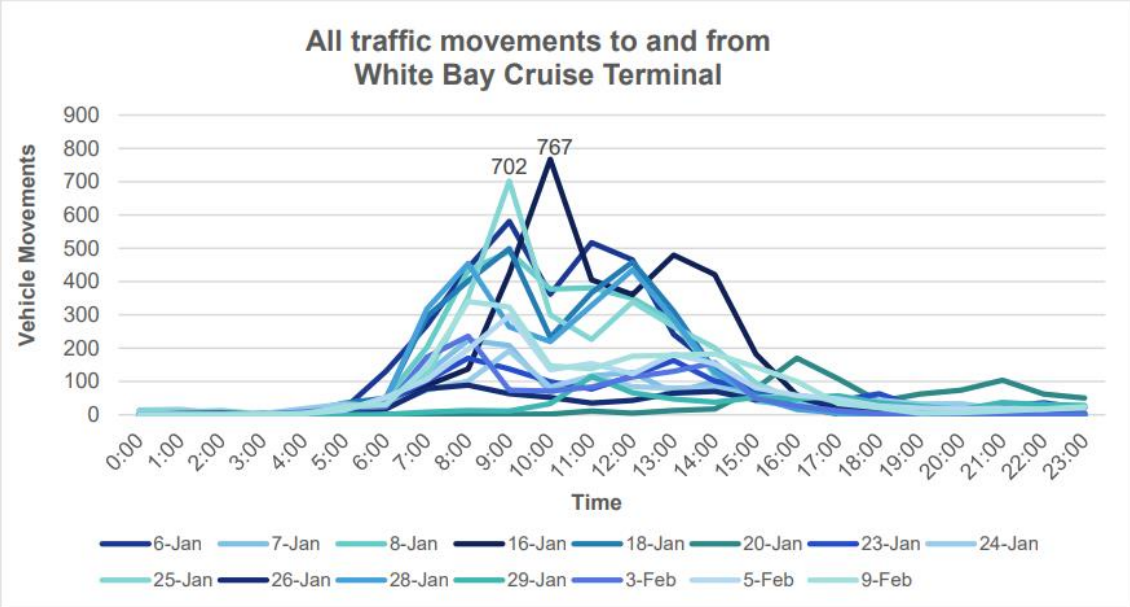


Figure 5: Traffic movements (in/out) to/from the WBCT along Port Access Road during 15 cruise ship days (6 Jan-9 Feb 2020)

Table 1 shows the hourly traffic movements (minimum, maximum, median and average) during the 15 cruise ship days (6 Jan to 9 Feb 2020) at the Port Access Road.

Table 1: Traffic Movements (in/out) at Port Access Road during 15 cruise ship days (6 Jan-9 Feb 2020)

Period	Minimum	Maximum	Median	Average
6:00-7:00	0	130	40	39
7:00-8:00	1	318	117	140
8:00-9:00	0	454	224	239
9:00-10:00	1	702	264	284
10:00-11:00	2	767	135	196
11:00-12:00	11	517	138	205
12:00-13:00	5	465	127	218

13:00-14:00	13	479	179	186
14:00-15:00	17	421	129	137
15:00-16:00	41	182	68	76
16:00-17:00	16	170	47	52
17:00-18:00	2	108	20	29

As shown in Table 1, the largest traffic movements generally occur from 9:00-10:00am with a median of 264 movements (in/out) during 15 cruise ship days in Jan-Feb 2020 at the Port Access Road.

Robert Street traffic counts, which includes traffic associated with Baileys Marine Fuels (in WB6), WBCT servicing vehicles and staff, showed lower traffic volumes, with total daily movements (in/out) ranging from 372 to 1336 movements during cruise ship days, and 156 to 873 during non cruise ship days.

Cruise related traffic using James Craig Road is mostly light vehicles and passenger buses, while traffic using Robert Street is predominately vans and, heavy vehicles (e.g. providore trucks).

2.7 Non-Standard Events

The Project Approval requires the OEMP to provide measures to manage the operational traffic and parking impacts during non-standard events such as the arrival of large cruise ships, and the early arrival or late departure of cruise ships that are likely to cause extensive queuing and traffic delays.

As indicated previously, the WBCT will only cater for the smaller cruise ships primarily serving the domestic segment of the cruise industry. Larger ships will not be able to navigate past beneath the Sydney Harbour Bridge due to the restricted clearance beneath the Bridge. Larger ships include other high profile ships will berth at the Overseas Passenger Terminal at Circular Quay. In addition, the berthing facility at WBCT has not been designed to accommodate large cruise ships.

For this reason, a large ship is unlikely to berth at the WBCT. Thus, traffic effects associated with larger ships would not occur at the WBCT.

Typically a domestic ship involves the exchange of approximately 4,800 passengers and crew. That is, approximately 2,400 passengers and crew would disembark the cruise ship upon arrival to be replaces by approximately 2,400 passengers and crew boarding for the next cruise. This Operational TTAMP addresses the operational traffic and parking impacts of a cruise ship involving an exchange of approximately 4,800 passengers and crew. Therefore, the berthing of a large cruise requiring exchange of passengers and crew in excess of 4,800 in a day would unlikely occur at WBCT.

In relation to the early arrival or late departure of cruise ships, this is expected to have the same traffic and parking effects as the normal operation. During normal operation, passengers would disembark (or embark) the ship in allocated time slots. This is so not to overcrowd the terminal building areas including the landside restricted zone (customs, immigration and security). In addition, custom and immigration staff would be required to be mobilised and organised to process the passengers. As such, custom and immigration security processes regulate the flow of pedestrians. Therefore, in the events of an early arrival of a cruise ship, the disembarkation of passengers from the cruise ship would not occur until the custom and immigration staff is available to process the embarkation of passengers.

Similarly, the late departure of a cruise ship would means that the passengers would arrive at the terminal building the usual time. They would either be processed and embark the cruise ship as per normal operation and wait for the ship to depart on board the cruise ship. Alternatively, following their security check and other immigration procedures, they would wait until ship departure time within the terminal building.

The external traffic and parking implications associated with an early arrival and late departure of a ship would not be significantly different from the “normal” operations described and assessed in the Environmental Assessment documentation.

2.8 Road Gates Opening / Closure

When the WBCT is in use (either as a cruise terminal, for function events or other port related activities), gates provided on the access road at both the Sommerville Road and Robert Street ends are kept open. If the WBCT is in not in used or closed, then these gates remain close.

3 Roles and Responsibilities

As the landowner of the WBCT site, Port Authority has overall responsibility for compliance with and implementation of the OEMP, including this Operational TTAMP.

On cruise ship days at the WBCT the following personnel is responsible for ensuring compliance with this Operational TTAMP:

Senior Manager Cruise Security (SMCS)

The Senior Manager Cruise Security (SMCS) is responsible for the overall security of the cruise operations.

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority - Harbour Master

The Harbour Master has overall responsibility associated with safe navigation in the port, including cruise ships. The Harbour Master has powers under the *Marine Safety Act 1998* to direct and control the time and manner in which any vessel, including cruise ships, may enter or leave the port.

Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is in WBCT. The DMCO is responsible for overall management of all cruise ship day activities including compliance with the OEMP.

The DMCO's responsibilities relating to operation and maintenance of the cruise operations include (but are not limited to):

- Reporting and investigating incidents of non-compliance with the OEMP.
- Liaise with the Harbour Master regarding navigation and safety.
- Manage cruise bookings and any associated activities.
- Communicate compliance issues with this OEMP to the Senior Manager Environment.
- Communicate complaints or community inquiries to the Community & Stakeholder Relations Manager.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The SME is also responsible for the ongoing review of the OEMP and associated plans as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations.

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Port Authority – General Manager Customer Service Delivery (GMCSD)

The GMCSD is responsible for managing commercial leases and licences within the port precinct.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP is overseen by the DMCO.

4 Traffic Management Plan

4.1 General (Passenger) Traffic

Objectives

The objective is to ensure the safe and efficient access of general traffic to and from the WBCT.

This traffic arises from the day-to-day operation of the WBCT.

Strategy

General passenger traffic (being passengers arriving/departing by private vehicles and hire cars, being not taxis, buses or coaches) accessing and egressing the WBCT use the purpose built Port Access Road via James Craig Road. This access is shown in Figure 1 and **Error! Reference source not found.**.

General passenger traffic is directed by signage on the external public approach roads to use James Craig Road. The Signage Strategy prepared by consultant Halcrow (14 December 2011) to satisfy Consent Condition B11 provides a strategic approach for the signing of the external public and internal access roads. The roadworks and associated directional signage were designed and implemented in accordance with the Signage Strategy.

Any general passenger traffic inadvertently accessing the WBCT via Robert Street will be directed to use James Craig Road, i.e. this traffic will be turned around. A security gate and check point with a series of boom gates on Robert Street have been provided for this purpose. The Robert Street gatehouse is manned at all time when the WBCT is in operation.

Ship agents to advise passengers (and public) of access routes when sending out booking confirmations with additional information to be provided on the relevant websites.

Actions

Action	Responsible Personnel
Ensure that all general traffic continue to access the WBCT using the Port Access Road via James Craig Road.	SMCS, Mobile Patrol Security
Ensure that any general passenger traffic using Robert Street be turned around and	SMCS, Mobile Patrol Security

directed to use the access road via James Craig Road.	
Reinforce that all passengers disembark and embark the ship in their allocated time slots.	DMCO

Monitoring

Monitoring Action	Responsible Personnel
Compliance with this Operational TTAMP will be monitored and any deviation from the Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO

4.2 Providore Trucks

Objectives

The objective is to ensure the safe and efficient access of providore trucks to and from the WBCT.

This traffic arises from the day-to-day operation of the WBCT.

Strategy

Providore trucks accessing and egressing the WBCT do so via Robert Street. This is shown in Figure 1 and in Figure 3.

Consistent with the Signage Strategy, providore trucks are not provided with additional signage to direct them to the WBCT. All drivers of providoring traffic are required to complete the Port Authority's online induction which provides for site access, security, safety, emergency procedures and the roles and responsibilities of site personnel. As such, providoring traffic are regular users of the WBCT and have good knowledge and understanding of the necessary route to access the site.

Once on site, there is signage to direct providore trucks to the cargo loading area for security check and clearance before proceeding to the cargo set down area within the secured area. Once loading activities are completed, vehicles turn around adjacent to the cargo set down area and proceed to exit the secured area via the cargo loading area and then exist the site to Robert Street.

Actions

Action	Responsible Personnel
Ensure that providore truck drivers are aware of the access requirements i.e. via Robert Street and on-site procedures.	DMCO, SMCS
Ensure that all providoring truck drivers have completed the Sydney Ports online induction course, as evidenced by the presentation of a Sydney Ports Terminal Induction Card prior to site entry.	DMCO, SMCS

Monitoring

Monitoring Action	Responsible Personnel
Compliance with the Operational TTAMP will be monitored and any deviation from the Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO

4.3 Staff Traffic

Objectives

The objective is to ensure the safe and efficient access of staff traffic to and from the WBCT.

This traffic arises from the day-to-day operation of the WBCT.

Strategy

Any staff traffic accessing and egressing the WBCT do so via the existing Robert Street access. This is shown in Figure 1 and Figure 3.

Consistent with the Signage Strategy, staff traffic is not provided with additional signage to direct them to the WBCT. This is on the basis that staff working at the WBCT are regular users of the WBCT and have good knowledge and understanding of the necessary route to access the site.

On-site parking for staff is to be restricted. Only Port Authority's corporate pool vehicles, Quarantine and Customs staff, and authorised staff (eg. special needs, car pooling) are allowed to park on site. On-site staff are specifically instructed not to use the public car park at any time unless otherwise authorised. Parking for Quarantine and Customs staff is provided in a secured zone located to the east of the terminal building adjacent to the Baileys site. Flexible and limited staff parking arrangements are provided to the west of the short term car park (north of the amenities/substation building; refer to Figure 4).

Any staff with an essential need to travel to and from the site by vehicles or authorised staff will be provided with a security pass.

Actions

Action	Responsible Personnel
Ensure that all staff are aware of parking restrictions and are instructed not park within the public short term car park.	SMCS
Ensure that all staff complete the Port Authority online induction course, as evidenced by the presentation of a Port Authority Terminal Induction Card, prior to site entry.	SMCS

Monitoring

Monitoring Action	Responsible Personnel
Compliance with the Operational TTAMP will be monitored and any deviation from the Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO

4.4 Taxis, Buses and Coaches

Objectives

The objective is to ensure the safe and efficient access of taxis, buses and coaches to and from the WBCT.

This traffic arises from the day-to-day operation of the WBCT.

Strategy

Taxis, buses and coaches accessing and egressing the WBCT use the purpose built Port Access Road via James Craig Road. This route is shown in Figure 1 and **Error! Reference source not found.**

Taxis, buses and coaches are directed with signage provided for general traffic as discussed in Section 4.1.

Taxis, buses and coaches have their respective areas for the dropping off and picking up of passengers. They are required to drop off and pick up their passengers only at their respective designated drop off zones.

Personnel on site directs taxis, buses and coaches (wanting to pick up passengers) to their respective waiting areas.

Taxis drop off passengers at the drop off zone located within the public car park and to the west of the WBCT building. From here, taxis proceed to the taxis waiting area as directed or exit the site using the Port Access Road/James Craig Road access route.

Taxis are directed to the taxi waiting area on arrival at the site. From waiting area, taxis are directed to the taxi rank adjacent to the terminal building as appropriate. However, during extreme busy periods, taxis arriving at the site are first directed to the marshalling area adjacent to White Bay 3 prior to approaching the taxi waiting area. The taxis are then directed to the taxi waiting area as it is freed up by taxis at the front of the waiting area being directed to the taxi rank. Taxis dropping passengers at the terminal building are directed to the drop off area within the car park, and then directed to the marshalling area or exit the site via the Port Access Road/James Craig Road access route as required.

Buses drop off and pick up passengers only the bus stop area located adjacent to the public car park. Buses use the turning loop adjacent to the bag drop area to exit to bus parking area.

Similarly, coaches drop off and pick up passengers only at the coach set down area. Coaches navigate to the coach parking area after dropping off the passengers via the turning loop adjacent to bag drop area or continue to exit the site via the Port Access Road/James Craig Road access route.

Any taxis, coaches and buses inadvertently accessing the WBCT via Robert Street will be turned around and directed to use the Port Access Road/James Craig Road access route.

Port Authority liaises with the Taxi Council and other transport operators including bus and coach companies at the start of each cruise season or at other time as appropriate to discuss about cruise ship schedule and standard protocols including notification procedures and the time of arrival of cruise ships.

Port Authority has agreed with the principal cruise ship operators the parameters for the use of a shuttle bus. On cruise ship days the shuttle operates as follows:

- The shuttle bus going to the WBCT for a departure is offered to passengers at the time of booking their tickets, e.g. pick up from the airport, town hall station or other suitable location, at a cost to the passenger.
- The shuttle bus going to the city or airport after an arrival is offered to the passenger at the time of booking their tickets and also when they are on-board the ship, at a cost to the passenger.
- The shuttle bus (in either direction) only runs if there are paying passengers, it will not be used if there are no bookings.

The principal cruise ship operators will monitor the performance of the shuttle bus service and will upgrade the service if considered necessary in consultation with Port Authority.

Actions

Action	Responsible Personnel
Ensure that taxis, buses and coaches access the WBCT using the Port Access Road via James Craig Road.	SMCS, Mobile Patrol Security
During periods of peak internal site traffic exchange taxi movements will be monitored, and if congestion is occurring, marshalling arrangements will be implemented to improve flows between the taxi waiting area point and a taxi marshalling area.	SMCS, Mobile Patrol Security
Ensure that all unauthorised taxis and buses using Robert Street are turned around and directed to use the James Craig Road access.	SMCS, Mobile Patrol Security
Liaise with Taxi Council and other relevant transport operators to inform and agree on the appropriate protocols.	DMCO, SMCS
Where there is demand for the service, provide a fee paying shuttle bus service for arriving or departing passengers.	Cruise Ship Operator

Monitoring

Monitoring Action	Responsible Personnel
Compliance with the Operational TTAMP will be monitored and any deviation from the Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO
Continuous visual monitoring of taxi movements.	Mobile Patrol Security

4.5 Other Port Activity Traffic

Objectives

The objective is to ensure the safe and efficient access of other port related traffic to and from their respective sites while sharing the same access as the WBCT.

This traffic is separate from the WBCT and will continue to use Robert Street in accordance with existing operations. Robert Street is shown in Figure 1 and Figure 3.

Strategy

This traffic accessing and egressing the White Bay port area continues to do so via the existing Robert Street access.

Port Authority, as the landlord, has informed other port users of the need to continue using Robert Street and of prevailing security check arrangements relating to its use. These requirements have been stipulated in the lease agreements between Port Authority and the respective tenants as per current arrangements.

Actions

Action	Responsible Personnel
Ensure that drivers are aware of the access requirements i.e. via Robert Street.	SMCS
Ensure that drivers are aware procedures at security check point on Robert Street.	SMCS

Action	Responsible Personnel
These requirements will be stipulated in the lease agreements between Port Authority and the respective tenants as per current arrangements.	GMCSD
Port Authority, as the landlord, will inform other port users of the need to continue using Robert Street and of prevailing security check arrangements relating to its use.	GMCSD

Monitoring

Monitoring Action	Responsible Personnel
Monitor for non-compliance of agreed access protocols from other port users and implement corrective measures if necessary.	SMCS

4.6 Pedestrians and Cyclists

Objectives

The objective is to ensure the safe and efficient access for pedestrians and cyclists to and from the WBCT and the foreshore area as appropriate.

Strategy

Pedestrian/cyclist traffic comprises:

- WBCT staff to and from the site
- cruise passengers to and from the site, and
- general public/visitors exploring the site.

Pedestrian and bicycle access for staff and passengers associated with the cruise ship is available during cruise ship days via Robert Street. During cruise ship days the general public can access the site via Robert Street, however access is restricted to the short term car park area and the Arrivals hall of the WBCT building. No access is provided to the WB5 wharf area during cruise ship days due to port operations and security restrictions. When there is no port activity being undertaken at WB5, general public access (pedestrian and

bicycles) is provided to the WB5 wharf area and WBCT building surrounds during daylight hours. A shared pedestrian/cyclist path is provided on the northern side of Robert Street between Buchanan Street and the WBCT building. Further along Robert Street, west of Buchanan Street an existing footpath provides pedestrian access.

Actions

Action	Responsible Personnel
Ensure that pedestrians/cyclists access the site using the existing footpath/carriageway along Robert Street, and the shared pedestrian/cycle path on Robert Street, east of Buchanan Street.	DMCO, SMCS, Mobile Patrol Security

Monitoring

Monitoring Action	Responsible Personnel
Monitor pedestrian/cyclist movements and ensure that movements onto and within the site can be made safely.	Mobile Patrol Security

4.7 On-site Parking

Objectives

The objective is to provide safe and efficient parking for passengers and visitors to the WBCT.

Strategy

The WBCT has an open car park located adjacent to the terminal building with about 200 spaces (refer to Figure 1 and Section 2.2). These are to be used by visitors to the WBCT. Staff parking is to be limited as discussed in Section 4.3 and Section 2.2.

The former operation of the cruise terminal facilities at Darling Harbour 8 and Barangaroo 5 indicated that it was not necessary to provide long term parking for cruise passengers, so a long term car parking facility for the WBCT is not contemplated in the short to medium term.

Further, the potential demand for long term car parking and off site overflow parking impacts was monitored during the first two months of cruise operations as follows:

- During check-in, passengers were requested to undertake a survey indicating the mode of transport utilised to arrive at the site and any interest in long term user pays car parking at the site.
- Vehicle parking along Robert Street (between Buchanan Street and Mullens Street) and Buchanan Street as a result of cruise ship operations were monitored and recorded on each of the selected ships days. Relevant to the WBCT operation, parking was confirmed by visual observation or by direct approach to the vehicle passenger where necessary and possible.

The information obtained during the ship monitoring program confirmed that there was not a need for long term car parking associated with cruise operations.

The unavailability of long term car parking facilities in close proximity to the WBCT will be conveyed to passengers with their booking documentation and through the cruise operator website.

Any evidence of off site overflow parking impacts will be obtained from residents complaints and discussions with Council and observations made by Port Authority' staff.

Actions

Action	Responsible Personnel
Ensure that free flowing access to and from the car park is available at times when the WBCT is in operation.	DMCO
Traffic movements within the car park will be monitored, and if congestion is occurring, marshalling arrangements will be implemented to direct vehicles into and within the car park to ensure smooth and efficient operation.	DMCO
Ensure that the absence of long term car parking facilities is conveyed to passengers with their booking documentation and through the cruise operator websites.	DMCO

Action	Responsible Personnel
Ensure that any vehicle parked in the car park overnight will be towed away from the Terminal.	SMCS, Mobile Patrol Security
Enforce maximum duration parking restrictions on cruise ship days.	SMCS, DMCO

Monitoring

Monitoring Action	Responsible Personnel
Continuous monitoring by visual inspection of traffic flows within the car park.	SMCS, Mobile Patrol Security
Monitor evidence of off site overflowing parking impacts through complaints, Council feedback and staff visual observations	SMCS, DMCO

5 Work Place Travel Plan for Cruise Staff

Condition D16(a)(vi) requires the TTAMP to include a Workplace Travel Plan (WTP) to promote the use of the shuttle bus service and public transport, walking and cycling by employees.

A WTP is a package of measures aimed at promoting sustainable travel and reducing reliance on the private car by employees. A WTP can provide both:

- measures which restrict car use (disincentives)
- measures which encourage or support sustainable travel, reduce the need to travel or make travelling more efficient (incentives).

A WTP would promote the use of transport, other than the private car, for choice for travel to and from the site, which is more sustainable and environmentally friendly. Ultimately however, end users shall determine their most suitable means of transport.

WBCT cruise operations - Staff

Staff working on cruise operations typically are only required to be at the WBCT site during cruise days. The number of cruise days is irregular and varies significantly during a year, with higher number of cruise visits during the peak season which occurs during the warmer months, and lower number of cruise visits during the colder months. Times of ship arrival and departure can also be irregular. The number of staff required to be present at WBCT during cruise days varies depending on the size of the cruise ship. Arrival and departure times of staff vary depending on the role. Some staff may need to transport materials and equipment (eg. contractors) which limits the method of transport. Staff required during cruise days belong to a range of organisations, mostly not employees of Port Authority, and typically include the following:

- marine operations staff
- Australian Border Force (ABF) and Department of Agriculture, Fisheries and Forestry (DAFF) biosecurity staff
- Stevedores
- Cruise liner personnel
- Security contractors
- Cleaning contractors

Due to the nature of the cruise business, the implementation of a WTP for the cruise operations at WBCT is not entirely practicable. Cruise liners typically provide a shuttle bus service to passengers during cruise ship days. Staff may occasional be able to use the shuttle bus service, however staff hours do not generally align with shuttle bus operating

hours. Port Authority promotes the use of public transport and cycling (as discussed below), however these transport methods are not always practical given the available public transport options at White Bay (refer to Section 6) and the need by some staff to use their own vehicles to transport materials and equipment (eg. cleaning contractors).

Port Authority implements the following measures as part of this WTP:

- provision of secured cycle parking and shower facilities
- promote potential car pooling where possible – this is largely dependent on the demographics of employees working on the site
- use of Microsoft Teams where possible to avoid unnecessary commuting (applicable to office type work staff)
- A Transport Access Guide (Section 6) available to staff to make them aware of the alternative available transport options available to them.

6 Transport Access Guide

The Transport Access Guide (TAG) presents a number of maps of the site and surroundings in relation to public transport nodes and routes, and other nearby cycling network to assist visitors to/from the site to make a better transport choice for accessing the site.

A TAG contains the following information:

- available sustainable transport choices to access the site – walking, cycling and public transport, and
- a map of the site and nearby sustainable transport modes.

It has the potential to reduce travel by private vehicles and encourage the use of more sustainable transport forms thus reducing emission of greenhouse gases. It also has the potential to reduce traffic congestion, while improving personal health through active transport choices.

The TAG for White Bay Cruise Passenger Terminal is provided in **Appendix B**.

APPENDIX A

Compliance Check

Condition	Where Addressed in OEMP
D16. As part of the Operational Environmental Management Plan for the project required under condition D15 of this approval, the Proponent shall prepare and implement: *(a) an Operational Transport, Traffic and Access Management Plan. The plan is to be prepared in consultation with the RTA, Transport NSW, Council and Emergency Services. The plan is to detail measures to manage the operational traffic impacts for the project, and shall have consideration of the Guide to Traffic and Transport Management for Special Events. The Plan shall include but not be limited to:*	This Plan constitutes the Operational Transport, Traffic and Access Management Plan for WB5 Cruise Operations. It was prepared in consultation with: • the former Roads and Maritime Services • Transport NSW, • Council, and • Emergency Services.
i) standard operational traffic management measures and procedures used during cruise ship and function operations for a range of expected operational scenarios, including measures to reduce peak AM and PM vehicle movements;	This Plan addresses traffic management measures for operational traffic associated with the use of the WBCT for WB5 Cruise Operations. Traffic management measures are provided in Section **Error! Reference source not found.**.
ii) special events procedures to manage traffic and car parking impacts during non-standard events (such as arrival of large cruise ships, early arrival or late departure of cruise ships) that are likely to cause extensive queuing and traffic delays;	The arrival of large cruise ships is not possible due to height restrictions of the harbour bridge. The implications of early arrival or late departure of a cruise ship is expected to be consistent with those arising from the normal operation. As such, specific management measures are not required.

	This is addressed in Section **Error! Reference source not found.**.
iii) parking arrangements for long term stays;	See Section 4.7.
iv) priority infrastructure for taxis and hire cars to enter and exit the site during cruise ship visits;	Special priority infrastructure for taxis and hire cars is not proposed by Port Authority. However, separate waiting/queuing/drop-off areas for proposed for taxis and buses. This is discussed in Section 4.4.
v) predicted traffic volumes, types and routes;	See Section 2.
vi) a Workplace Travel Plan to promote the use of the shuttle bus service and public transport, walking and cycling by employees;	See Section **Error! Reference source not found.**.
vii) a Transport Access Guide to inform passengers patrons of transport options to the site, including the shuttle bus service;	See Section 6 and **Error! Reference source not found.**.
viii) the maintenance of safe pedestrian and cycle access from Robert Street to White Bay Wharf No.5;	See Section 4.6.
ix) the provision of safe public access to the foreshore; and	See Section 4.6.
x) a procedure for handling traffic and access complaints that includes recording,	See Section 1.7

investigating, reporting and follow-up action.

APPENDIX B

Travel Access Guide

White Bay Cruise Terminal – Travel Access Guide

Transport Services and Facilities

Bus

For bus routes to other suburban centres, the closest bus stops are located at the southern end of Robert St and on Victoria Road, both located about 1 kilometre from the site.

Selected bus routes are shown below (refer to attached maps). Frequencies during AM and PM peaks (7am-9am and 4pm-6pm respectively) below at bus stops near WBCT (M-F) eastbound

Route No.	**Service Route**	**Frequency – AM peak (M-F)**	**Frequency – PM peak (M-F)**
Victoria Road – City routes:			
501	Parramatta to Central Pitt St	10-15 m (to city)	9-20 m (to city)
507	Meadowbank to City	9-16m m (to city)	Only AM peak hour
505	Woolwich to City Town Hall	31-35m (to city)	Only AM peak hour
506	Macquarie Uni to City Domain	5-17 m (to city)	15-27 m (to city)
502	Cabarita Wharf to City Town Hall	5-18 m (to city)	-
504	Chiswick to City Domain	4-10 m (to city)	12-18 m (to city)
500X	West Ryde to City Hyde Park (Express Service)	2-10 m (to city)	10-21 m (to city)
Balmain routes:			
441	City Art Gallery to Birchgrove	10-17 m (loop)	18-31 m (loop)
442	City QVB to Balmain East Wharf	3-7 m (loop)	5-10 m (loop)
433	Balmain to Central Pitt St	18-23 m (to city)	7-14m (to city)

Ferry

Balmain East Wharf is located 1km away from the White Bay Cruise Passenger Terminal (refer to attached map).

The Balmain East Wharf is provided with the following ferry routes:

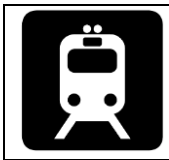
F4 Circular Quay to Pyrmont/Pyrmont to Circular Quay: The ferry operates Approximately every 20 minutes in the peak hours and approximately every 30 minutes in the off peak hours (M-F), and every 15-30 minutes during weekends and public holidays.

F3 Parramatta River to Circular Quay: The ferry operates every hour (M-F, with an extra service on Sat-Sun-Public Holidays) but only from 20:19 to 23:19

CCLC Lane Cove to City / City to Lane Cove (privately operated): limited services every 30 minute ferries during the peak morning and afternoon hours only (M-F)

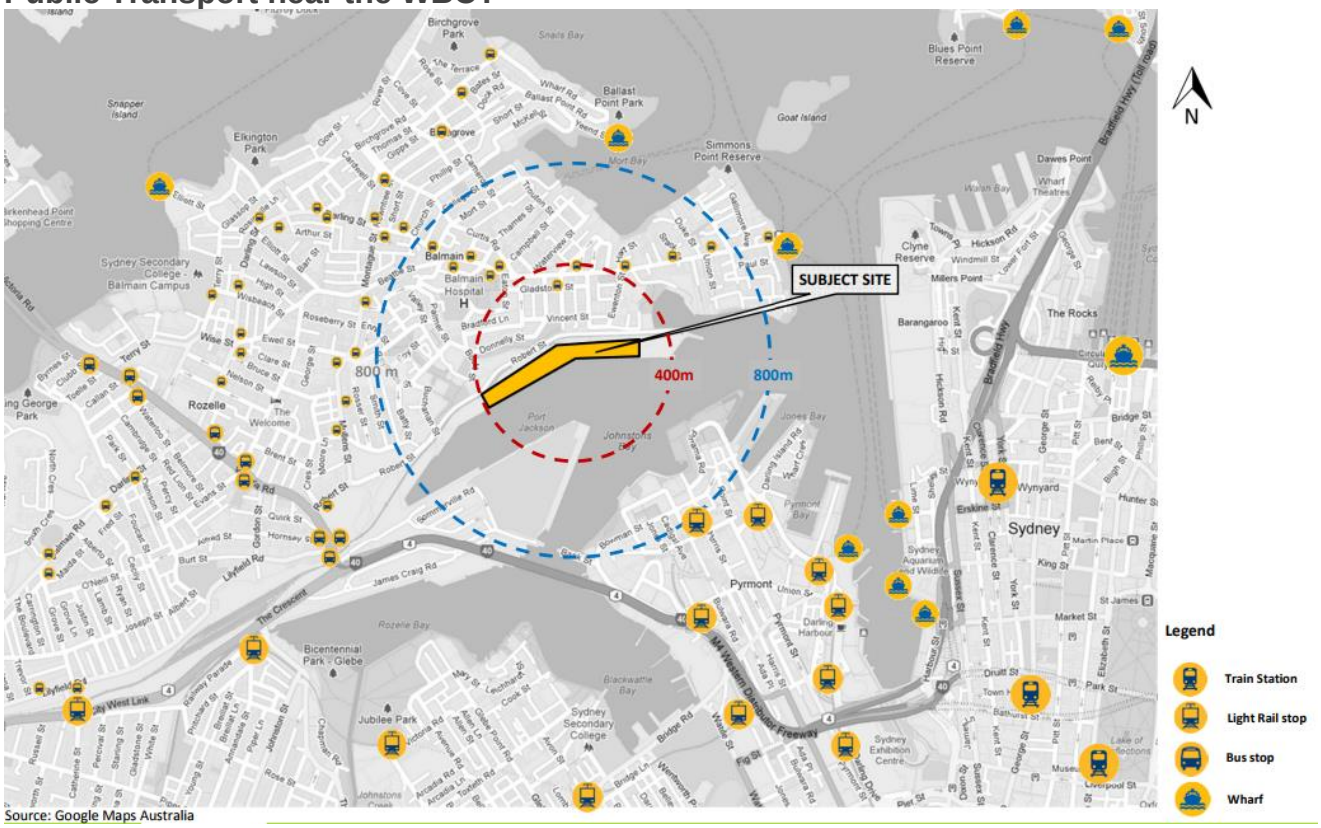
Light Rail

Rozelle Bay Light Rail Station, located 1400 metres away, is the closest Light Rail Station from the WBCT. The Rozelle Bay Light Rail Station is provided with the L1 Route (Central to Dulwich Hill / Dulwich Hill to Central).

	Light Rail operates generally every 8 -15 minutes (peak hour) M-F finishing 00:22 (F) and 23:22 (M-Th). On Saturday operates generally every 10-15 min finishing at 23:22. On Sunday and public holidays operates generally every 10-15 min finishing at 23:22.
Wheelchair access 	Wheelchair accessible buses operate on some routes. Use the trip planner https://transportnsw.info/trip#/trip (refine accessible trip results with the Trip Planner by choosing options and selecting the accessibility check box). Call Transport Infoline (131500) for details. Wheelchair access is generally available in ferries and light rail.
Bicycle 	There are existing cycle routes adjacent to the site, along White Bay park, ANZAC Bridge and Birrung Park. The cycle routes are connected to Sydney CBD, inner west and eastern suburbs. For cycle routes refer to attached map.

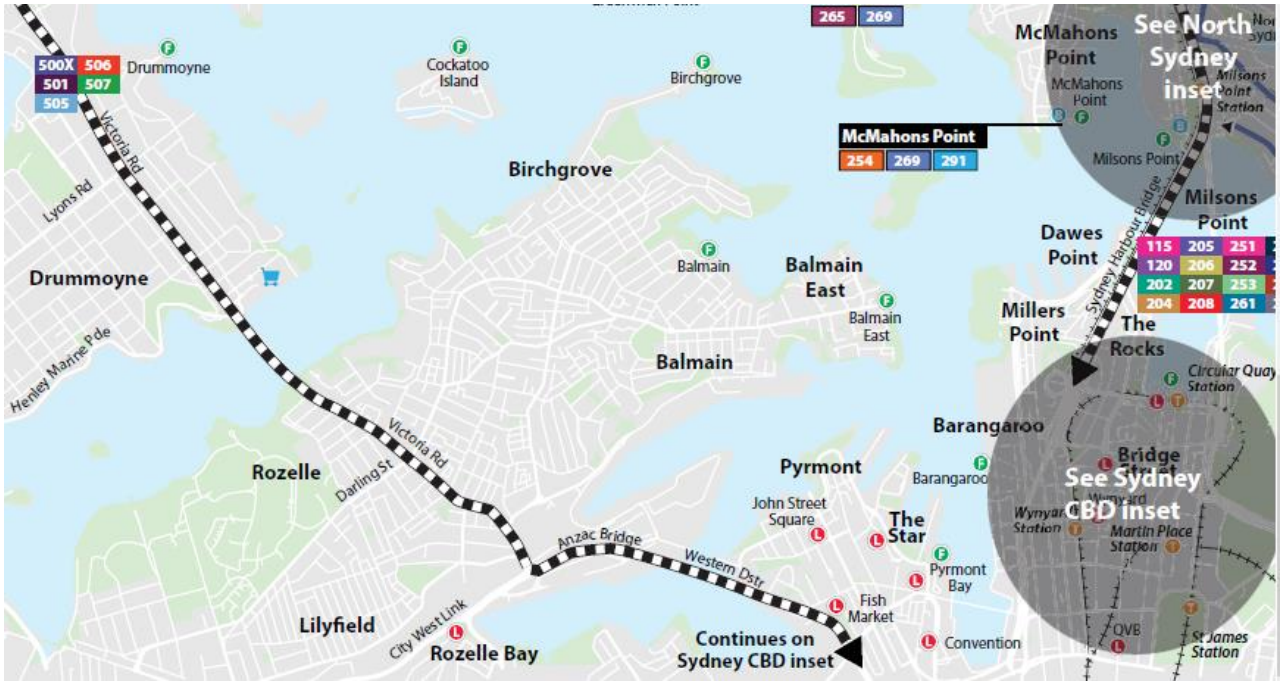
Note: routes and frequencies are per March 2023

Public Transport near the WBCT



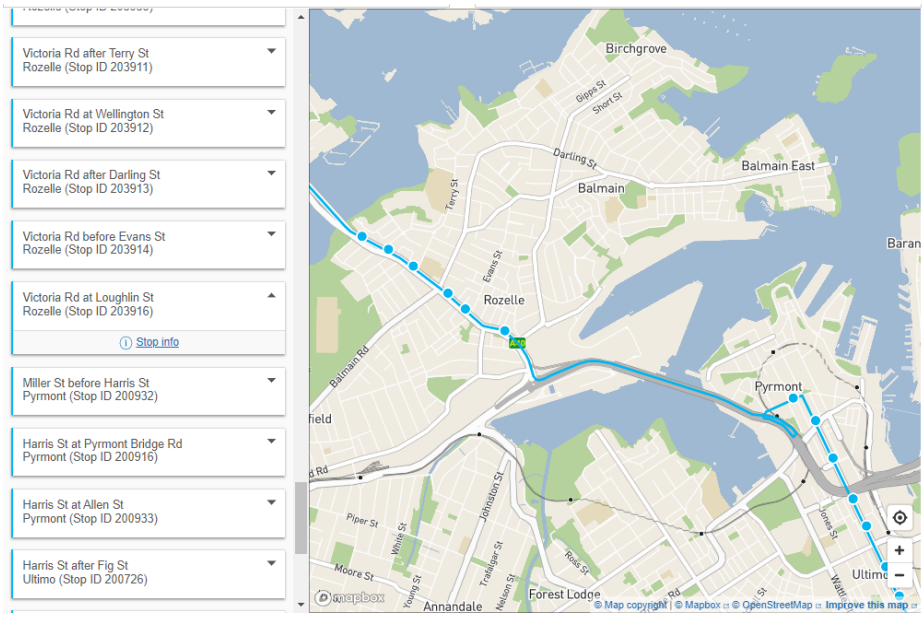
Light Rail (L) and Ferry (F) routes near the WBCT

Buses Victoria Road (North West – City)

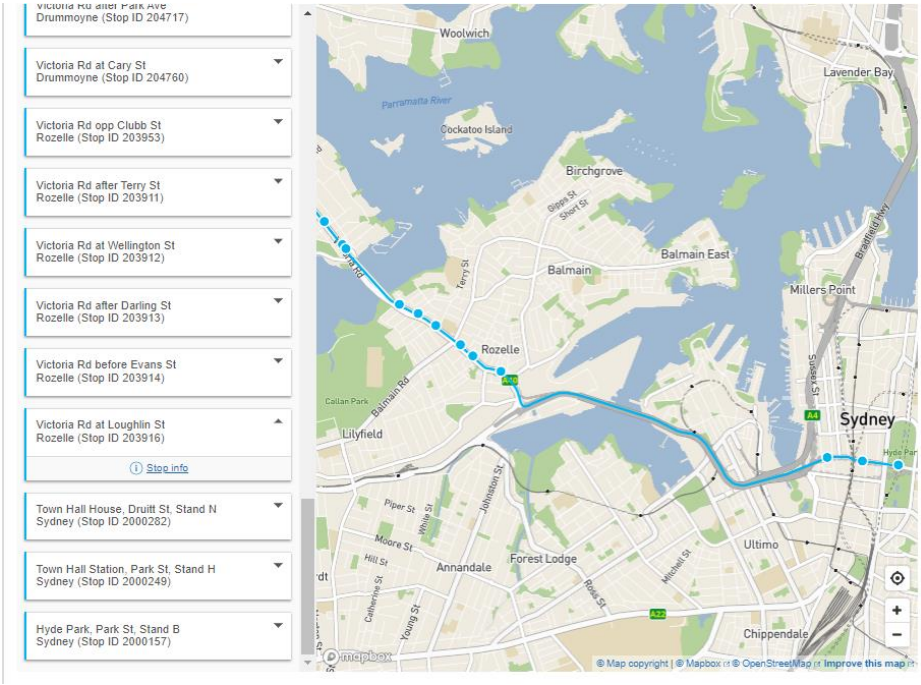

265 269
McMahons Point
See North Sydney inset
500X 506 501 507 505
Drummoyne
Cockatoo Island
Birchgrove
McMahons Point 254 269 291
Milsons Point
Lyons Rd
Victoria Rd
Birchgrove
Balmain
Balmain East
Dawes Point
Milsons Point
115 205 251 120 206 252 202 207 253 204 208 261
Drummoyne
Henley Marine Pde
Millers Point
The Rocks
Circular Quay Station
Barangaroo
Bridge
See Sydney CBD inset
Rozelle
Darling St
Pyrmont
John Street Square
The Star
Pyrmont Bay
Fish Market
Anzac Bridge
Western Dstr
Lilyfield
City West Link
Rozelle Bay
Continues on Sydney CBD inset
Convention
QVB
St James Station


Sydney CBD inset
Continues on main map
City Bridge Street
115 205 208 202 206 204 207
Balmain East
Millers Point
The Rocks
Circular Quay Station
City Wynyard 294
Barangaroo
Western Distr
Cahill Expy
Napoleon St
Pitt St
Bridge St
City Sussex Street 288 290 292
Sussex St
Grosvenor St
City Wynyard 251 293 253 294 285 297
Sydney
City King Street Wharf 252 261
Erskine St
Shelley St
King St
Wynyard Station
Martin Place Station
Macquarie St
City QVB 120
City Domain 506
St James Station
St Marys Rd
Miller St
Continues on main map
Pyrmont
Harris St
Western Distr
Druitt St
Town Hall Station
Park St
College St
Riley St
City Town Hall 505
City Hyde Park 500X 507
Museum Station
Wentworth Ave
Goulburn St
501
Central Pitt Street 501
Ultimo
Glebe
Thomas St
Pitt St
Eddy Ave
Albion St
Broadway
George St
Central Station
Foveaux St
Haymarket
Elizabeth St

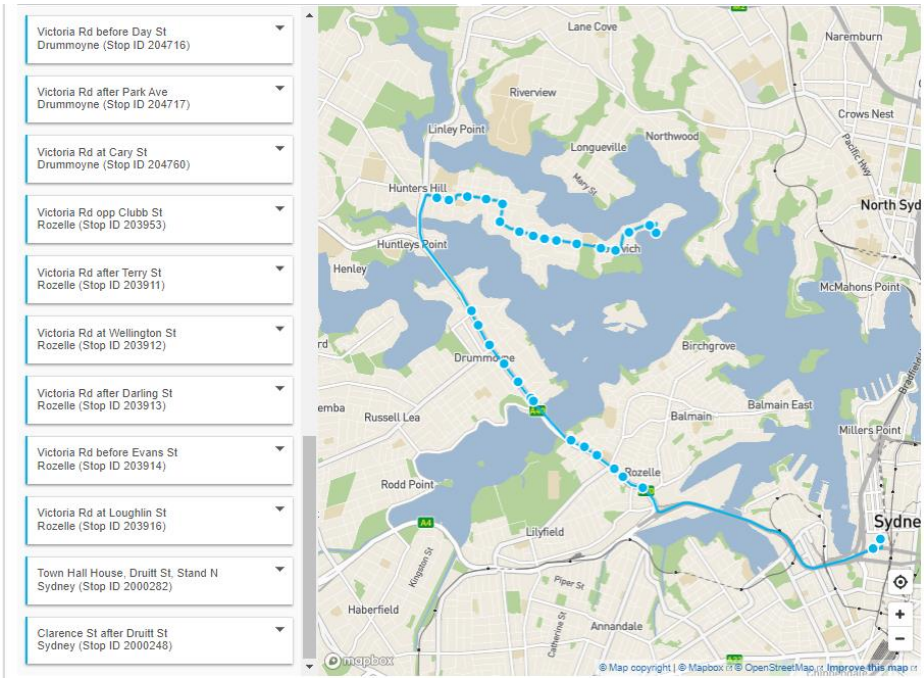
501 Bus Stops and Route (eastbound) near the WBCT



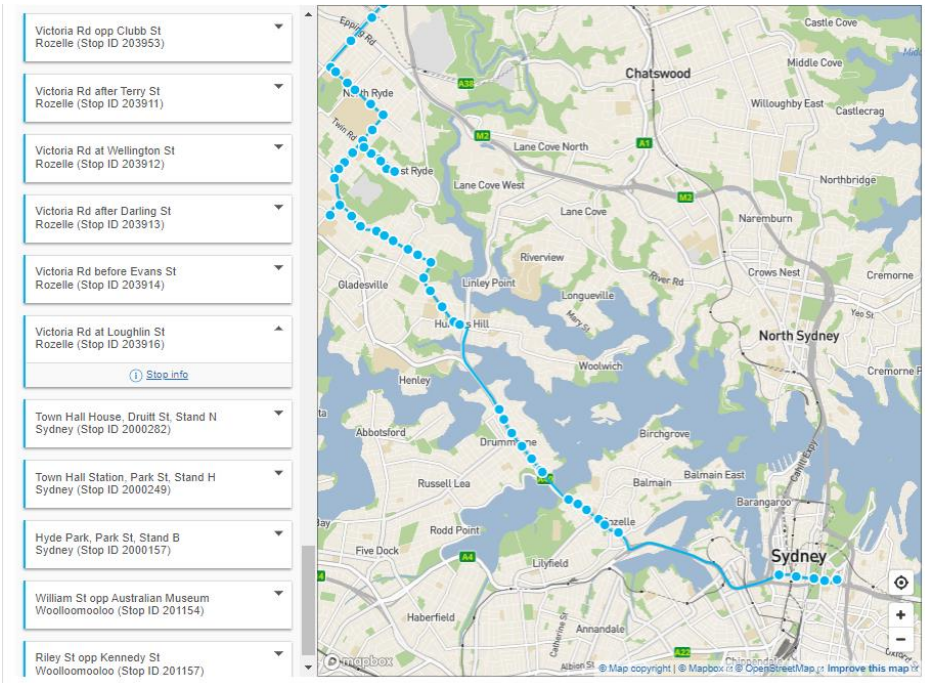
507 Bus Stops and Route (eastbound) near the WBCT



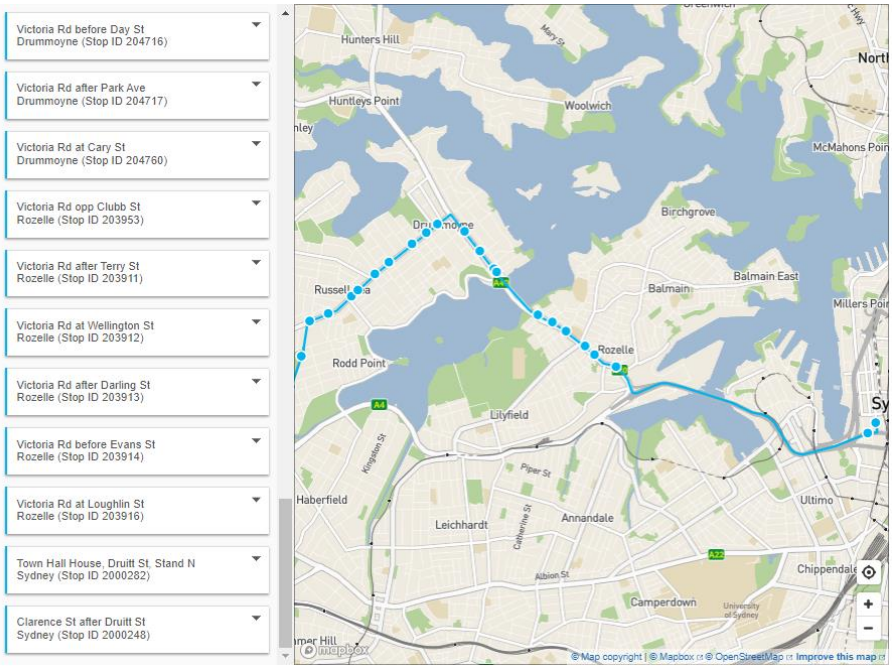
505 Bus Stops and Route (eastbound) near the WBCT



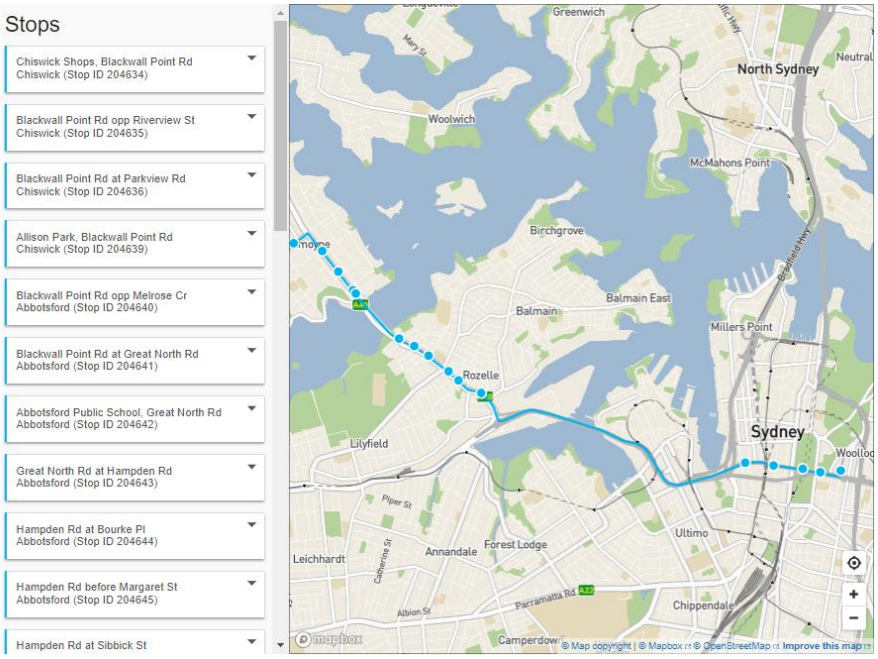
506 Bus Stops and Route (eastbound) near WBCT



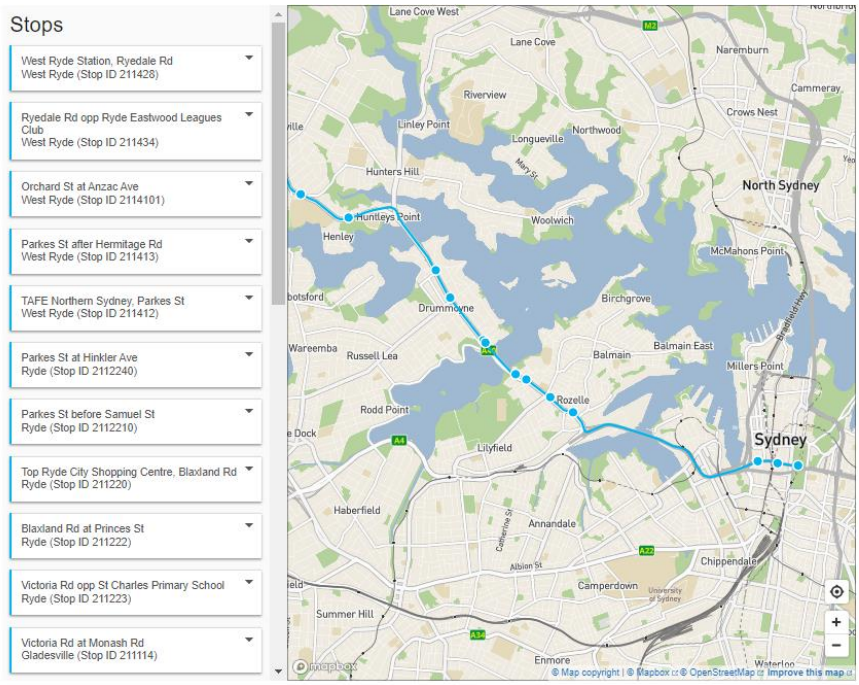
502 Bus Stops and Route (eastbound) near the WBCT



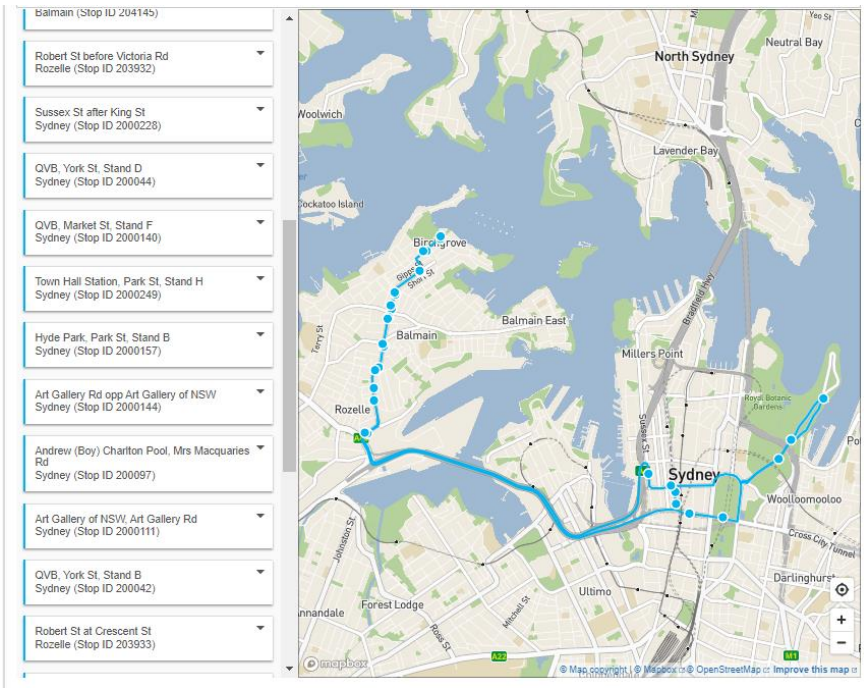
504 Bus Stops and Route (eastbound) near the WBCT



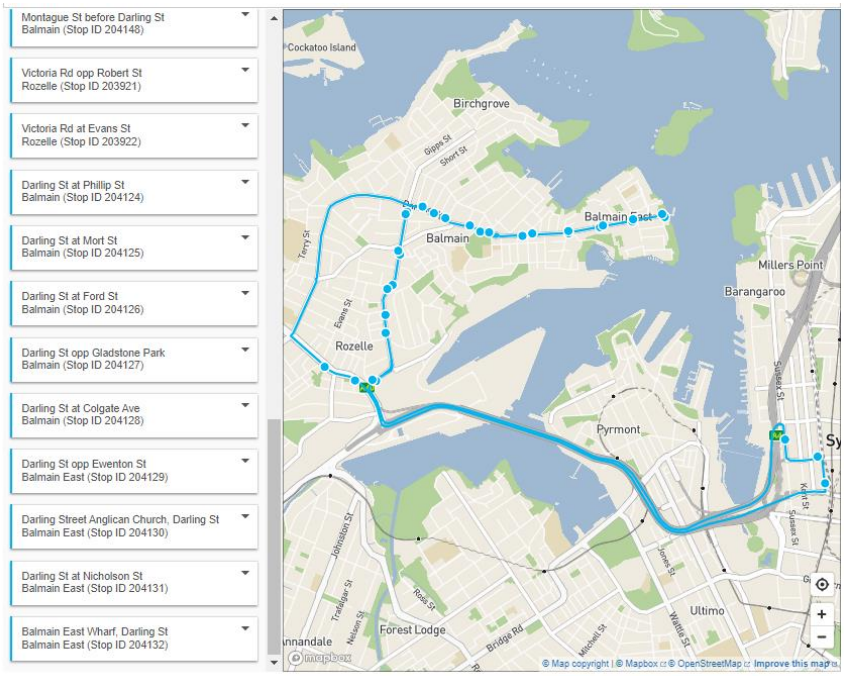
500X Bus Stops and Route (eastbound) near WBCT



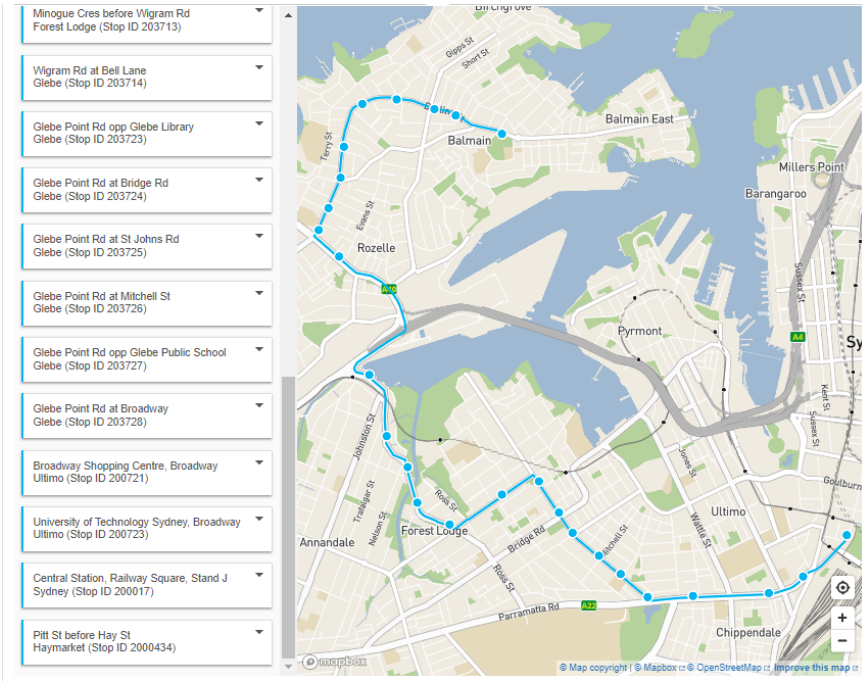
441 Route and Bus Stops (Loop) near the WBCT



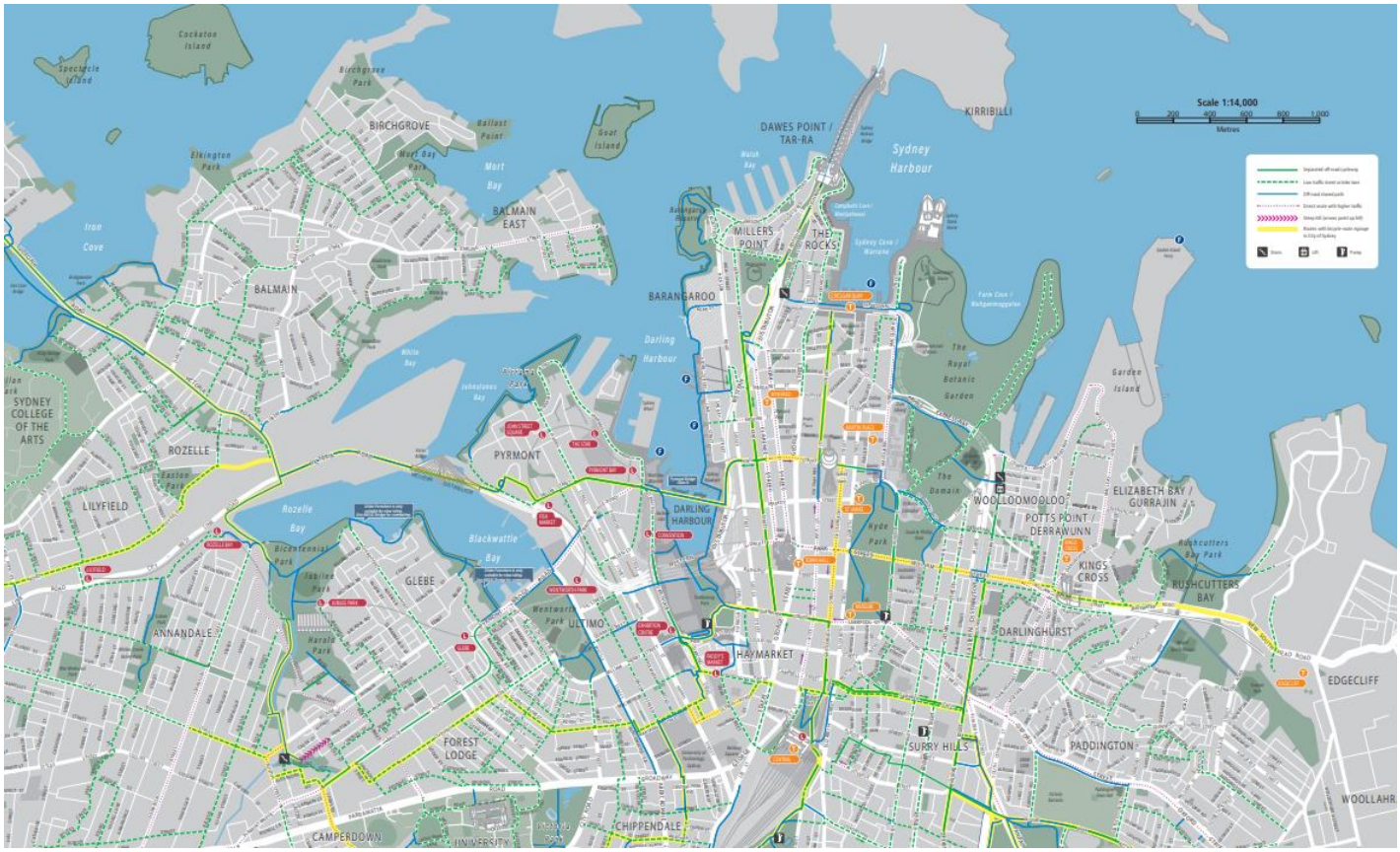
442 Route and Bus Stops (Loop) near the WBCT



433 Route and Bus Stops (to city) near the WBCT



BICYCLE ROUTES



Separated off-road cycleway

Low traffic street or bike lane

Off-road shared path

Direct route with higher traffic

Steep hill (arrows point up hill)

Routes with bicycle route signage in City of Sydney

Stairs Lift Pump

PORT AUTHORITY
OF NEW SOUTH WALES

White Bay Cruise Terminal Operational Transport, Traffic and Access Management Plan

White Bay 4 Cruise Operations

5 April 2023

Contents

1 Introduction

Port Authority of NSW (Port Authority) manages the White Bay Cruise Terminal (WBCT) within the White Bay Port Precinct on the Balmain Peninsula. The development was approved (MP 10_0069) by the Minister for Planning in February 2011. The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation (now Port Authority) commenced cruise operations at the WBCT in April 2013.

On cruise ship days, the WBCT is used for the processing of passengers embarking and disembarking cruise ships berthed at White Bay Wharf 5 (WB5) and associated activities. On non-cruise ship days, the facility is available for use for a variety of functions such as exhibitions and community and/or corporate events or for other port activities. The approval also provides for a temporary cruise terminal to be located at White Bay Wharf (WB4).

1.1 Purpose of Plan

This *Operational Transport, Traffic and Access Management Plan (TTAMP)* is a sub plan of the *WBCT Operational Environmental Management Plan for Cruise Operations*, and relates to the operation of the WBCT when two cruise ships are at berth at White Bay 4 (WB4) and White Bay 5 (WB5) on the same day.

This TTAMP for WB4 shall be read in conjunction with the WB5 Cruise Operations TTAMP. The traffic management strategies adopted in the TTAMP for WB5 Cruise Operations will be undertaken in addition to those included in this TTAMP. This TTAMP provides specific additional traffic management strategies for WB4 when it is in use at the same time as cruise operations are taking place at WB5.

1.2 Approval and Compliance

The preparation and implementation of an Operational TTAMP is a commitment made by Port Authority as part of the Project Approval's environmental assessment documentation, and is also required under Condition D16 (a) of the Project Approval.

This Operational TTAMP has been prepared in accordance with Condition D16 (a) as it relates to the periodic use of a temporary cruise terminal at WB4. A compliance checklist is provided in **Appendix A**.

1.3 Reporting and Review

This Operational TTAMP will be reviewed as part of the review of the OEMP for Cruise Operations (refer to Section 2.7 of the OEMP).

1.4 Complaints Handling

Traffic and access complaints are managed through the integrated 24 hour complaints handling system operated by Port Authority. The details of the system are provided in Section 2.4 of the OEMP for Cruise Operations.

2 Description of Operations and Activities

2.1 Description of Access Roads

Access arrangements for WBCT when it operates with two ships at berth at WB4 and WB5 are the same as that when WBCT has only one ship at berth at WB5. That is, all general traffic on cruise ship days (i.e. passengers in private vehicles, taxis, and buses/coaches) use the Port Access Road via James Craig Road to access the facility. Port related traffic i.e. providoring and staff traffic uses the Robert Street access route (for description of routes refer Section 2 of the TTAMP for WB5 Cruise Operations).

On both ship and non-ship days, traffic arising from the existing port activities, but not related to the cruise terminal would continue to use Robert Street in accordance with existing operations and Project Approval conditions.

Pedestrian and cyclist access via Robert Street is available to port related staff at all times and to passengers while cruise ships are at WB4 and WB5.

2.2 WB4 Operations

When a second cruise ship is required to be berthed at White Bay, a temporary terminal facility is set up at WB4. The temporary WB4 facility has similar operation and activities as WB5 WBCT. It has similar requirements for Land Side Restricted Zones and Cleared Zones. When a second cruise ship is berth at WB4, the perimeter of the WB4 site is fenced to meet security requirements consistent with that for WB5.

The terminal facility at WB4 is typically housed in a marquee or other similar temporary structure. This temporary structure is erected prior to the arrival of the cruise ship at WB4 and removed when no longer required.

The temporary facility includes a temporary car park suitable carparking capacity to accommodate the requirements of the berthed cruise ship. The former Cruise Passenger Terminal at Barangaroo had about 140 car spaces and provided a more than satisfactory level of service for both international and domestic cruise ships.

On each occasion when a cruise ship is required to be berthed at WB4, access and parking arrangement are established to suit the size and type of the cruise ship. A typical layout plan of the temporary terminal is shown in Figure 1.

As shown in Figure 1, approximately 150 car parking spaces can be provided at WB4. This can developed further to accommodate the needs of the specific cruise ship.

Cruise operations in WB4 has the same hours of operation as that of WB5.

WB4 primarily caters for the domestic cruise ships and in some instances international cruise ships.

The frequency of a second cruise ship required to be berthed at the WBCT is expected to be generally low.

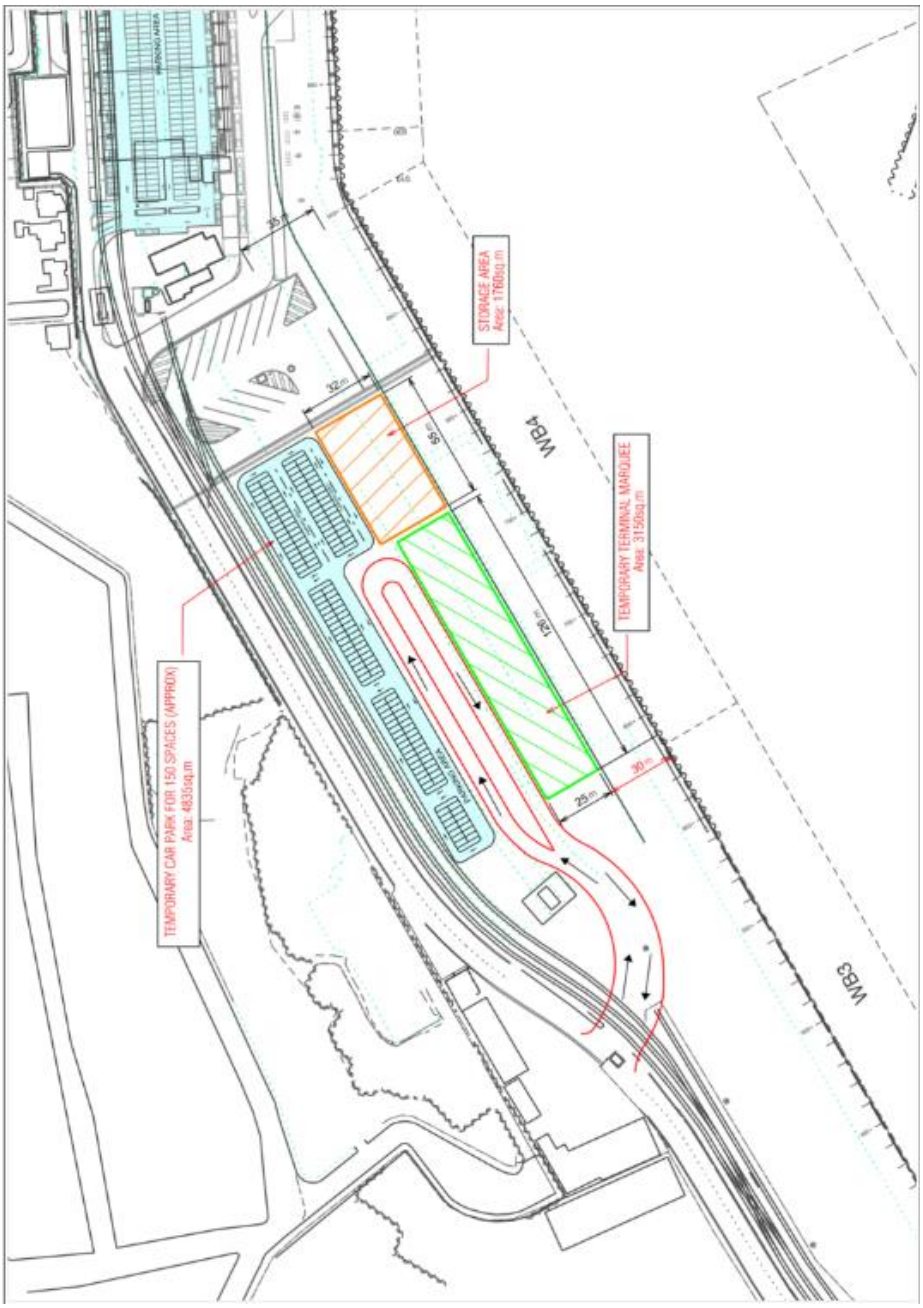


Figure 1 Typical WB4 Layout (during cruise ship operations at WB4)

2.3 Cruise Traffic Generation

Matrix Traffic and Transport (2020) undertook traffic monitoring during 5 consecutive weeks between 6 January to 10 February 2020 at specified routes and key intersections in the vicinity of the WBCT (for details and results refer to Section 2.6 of the TTAMP for WB5 cruise operations). The data collected included traffic movements when 2 cruise ships were berthed at the WBCT on the 16 January 2020.

Table 1 presents a summary of the traffic counts (AM and PM hourly peaks, and total daily, in/out combined) from the WBCT when two ships were concurrently at berth on the 16 January 2020. Two cruise ships concurrently at berth representing a potential worst case scenario as discussed in Section 2.4.

Table 1 Traffic Counts (in/out combined) on 16 January 2020 with 2 cruise ships at WBCT

	Peak Traffic recorded*		
	AM Peak Hour	**PM Peak Hour**	**Total (Daily)**
Using Port Access Road via JCR	767 (10-11am)	479 (1-2pm)	3506
Using Robert St	122 (10-11am)	140 (2-3pm)	1336

JCR denotes James Craig Road * site peak activity (refer to Section 2.4) Source: Matrix Traffic and Transport (2020)

WBCT cruise operations traffic using the Port Access Road via James Craig Road is mostly light vehicles and passenger buses, while traffic using Robert Street is predominately vans and a small number of heavier providoring vehicles.

2.4 Traffic Impacts of a Second Cruise Ship

For operational and safety reasons, the berthing and departure of ships using White Bay is typically staggered. This is necessary both because of maritime procedures and restrictions, and because land side resourcing of customs, immigration, passenger processing and stevedoring activities most efficiently occur sequentially rather than in parallel.

Port Authority has specific requirements when a cruise ship can enter the harbour to berth at any one of the cruise terminals. As such, Port Authority has direct control when a cruise ship can berth. Typically, cruise ships on their scheduled day of berthing wait off shore until it received instructions from Port Authority to enter the harbour to berth.

Typically, the berthing of a cruise ship has a lead time of about one to two hours.

The external traffic effects of an international cruise ship at berth are minimal. The worst case scenario is where two domestic ships are at berth. The external traffic effects of these are discussed further below (refer also to the TTAMP for WB5 Cruise Operations).

The traffic generated from an international cruise ship is typically substantially less than that of a domestic ship as international cruise ships do not require a full exchange of passengers in Sydney i.e. not all passengers would disembark in Sydney, and another load of passengers board for the outbound trip. The arrival and departure of passengers that did leave or join the ship would not be as concentrated as would it be in the case of a domestic ship. Very large international ships would not be able to use White Bay and would instead need to berth east of the Harbour Bridge.

International passengers are generally transported by coach on day trips to Sydney and its surrounds. Also, for international ships the cruise operator is most likely to provide a shuttle bus service to the city reducing the overall traffic generated.

Experience to date shows that traffic during the worst case scenario where two domestic ships are at berth is manageable with access routes and intersections operating satisfactorily.

2.5 Traffic Signate

Traffic signage is described in TTAMP for WB5 Cruise. During the berthing of a cruise ship at WB4, additional traffic signage is provided in the vicinity of WB4 to direct WB4 related traffic to use the appropriate access.

3 Roles and Responsibilities

As the landowner of the WBCT site, Port Authority has overall responsibility for compliance with and implementation of the OEMP, including this Operational TTAMP.

On cruise ship days at the WBCT the following personnel is responsible for ensuring compliance with this Operational TTAMP:

Senior Manager Cruise Security (SMCS)

The Senior Manager Cruise Security (SMCS) is responsible for the overall security of the cruise operations.

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority - Harbour Master

The Harbour Master has overall responsibility associated with safe navigation in the port, including cruise ships. The Harbour Master has powers under the *Marine Safety Act 1998* to direct and control the time and manner in which any vessel, including cruise ships, may enter or leave the port.

Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is in WBCT. The DMCO is responsible for overall management of all cruise ship day activities including compliance with the OEMP.

The DMCO's responsibilities relating to operation and maintenance of the cruise operations include (but are not limited to):

- Reporting and investigating incidents of non-compliance with the OEMP.
- Liaise with the Harbour Master regarding navigation and safety.
- Manage cruise bookings and any associated activities.
- Communicate compliance issues with this OEMP to the Senior Manager Environment.
- Communicate complaints or community inquiries to the Community & Stakeholder Relations Manager.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The SME is also responsible for the ongoing review of the OEMP and associated plans as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations.

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Port Authority – General Manager Customer Service Delivery (GMCSD)

The GMCSD is responsible for managing commercial leases and licences within the port precinct.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP is overseen by the DMCO.

4 Traffic Management Plan

The traffic management strategies adopted in WB5 Cruise Operations TTAMP also apply in this TTAMP i.e. when a second cruise ship is at berth. The traffic management strategies described below are in addition to those in the WB5 Cruise Operations.

4.1 Cruise Ship Arrival Pattern

Objectives

The objective is to ensure the safe and efficient access of all traffic to and from the WBCT when a second cruise ship is at berth.

Strategy

The arrival and departure of cruise ships will be staggered. Passengers will be disembarked from the cruise ships in a sequential manner with a lag of approximately four hours.

Cruise ship operators and ticketing agents will advise passengers the terminal from which the passengers will be embarking or disembarking from. This information is to be sent with the booking confirmations and advertised on the relevant websites (being Port Authority' website, and the website of the cruise ship operator).

Actions

Action	Responsible Personnel
Ensure that the arrival/departure of the cruise ships to be staggered.	Harbour Master, DMCO
Ensure that cruise ships embark and disembark passengers in a sequential manner.	DMCO
Reinforce that all passengers disembark and embark the ship in their allocated time slots.	DMCO
Ensure that passengers are aware of the relevant terminal building and its respective location.	DMCO

Monitoring

Monitoring Action	Responsible Personnel
Compliance with this Operational TTAMP will be monitored and any deviation from the Sub Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO

4.2 Taxis, Buses and Coaches

Objectives

The objective is to ensure the safe and efficient access of taxis, buses and coaches to and from WB4 and WB5.

This traffic arises from the day-to-day operation of the WBCT when there is a second cruise ship at berth.

Strategy

Port Authority will advise the Taxi Council and other transport operators including bus and coach companies when there is a second cruise ship at berth.

As indicated in the TTAMP for WB5 Cruise, Port Authority has agreed with the principal cruise ship operator the parameters for the use of a shuttle bus. The use of a shuttle bus by the principal cruise ship operator as described in the TTAMP for WB5 Cruise also applies to WB4.

Provide additional signage in the vicinity of WB4 to indicate the locations of the taxi, bus and coach drop off areas for WB4 and WB5 terminals.

Actions

Action	Responsible Personnel
Ensure that taxis, buses and coaches are aware of the locations of the two terminal buildings.	SMCS, Mobile Patrol Security
Ensure that taxi, bus and coach drivers understand the traffic arrangement in place and select their access to the relevant terminal accordingly.	SMCS, DMCO

Monitoring

Monitoring Action	Responsible Personnel
Compliance with the Operational TTAMP will be monitored and any deviation from the Plan recorded, and appropriate mitigation procedures undertaken to address the deviation.	DMCO
Continuous monitoring by visual inspection of taxi movements.	Mobile Patrol Security

4.3 On-site Parking

Objectives

The objective is to provide safe and efficient parking for visitors to the WBCT and the temporary terminal at WB4.

Strategy

Provide additional signage in the vicinity of WB4 to indicate the locations of the car parking areas for WB4 and WB5 terminals.

Actions

Action	Responsible Personnel
Ensure that visitors are aware of the separate car parking facilities for the two terminal buildings and select the required access accordingly.	DMCO
Ensure that free flowing access to and from the car park is available at time when the WBCT is in operation.	SMCS, Mobile Patrol Security
Marshals will be provided as necessary to direct vehicles into and within the car park.	SMCS, DMCO

Monitoring

Monitoring Action	Responsible Personnel
Continuous monitoring by visual inspection of traffic flows within the temporary WB4 car park and implement management procedures to ensure smooth and efficient operation as necessary.	SMCS, Mobile Patrol Security

5 Work Place Travel Plan

The Work Place Travel Plan and Travel Access Guide developed for WB5 also applies to WB4 (refer to the Operational TTAMP for cruise operations at WB5).

.

APPENDIX A

Compliance Check

Compliance Check

Condition	Where Addressed in OEMP
D16. As part of the Operational Environmental Management Plan for the project required under condition D15 of this approval, the Proponent shall prepare and implement: *(a) an Operational Transport, Traffic and Access Management Plan. The plan is to be prepared in consultation with the RTA, Transport NSW, Council and Emergency Services. The plan is to detail measures to manage the operational traffic impacts for the project, and shall have consideration of the Guide to Traffic and Transport Management for Special Events. The Plan shall include but not be limited to:*	This Plan constitutes the Operational TTAMP for WB4 when it is used concurrently with WB5 Cruise Operations. It has been prepared in consultation with: • the former Roads and Maritime Services • Transport NSW, • Council, and • Emergency Services.
i) standard operational traffic management measures and procedures used during cruise ship and function operations for a range of expected operational scenarios, including measures to reduce peak AM and PM vehicle movements;	This Plan addresses traffic management measures for operational traffic associated with WB4 when it is being used concurrently with the use of the WBCT for WB5 Cruise Operations. Traffic management measures are provided in Section 4.
ii) special events procedures to manage traffic and car parking impacts during non-standard events (such as arrival of large cruise ships, early arrival or late departure of cruise ships) that are likely to cause extensive queuing and traffic delays;	Special events are discussed in the Operational TTAMP for WB5 Cruise Operations.
iii) parking arrangements for long term stays;	Long term car parking is addressed in the Operational

	TTAMP for WB5 Cruise Operations.
iv) priority infrastructure for taxis and hire cars to enter and exit the site during cruise ship visits;	Special priority infrastructure for taxis and hire cars is not proposed by Port Authority. Separate waiting/queuing/drop-off areas is provided for taxis and buses.
v) predicted traffic volumes, types and routes;	See Section 2.
vi) a Workplace Travel Plan to promote the use of the shuttle bus service and public transport, walking and cycling by employees;	The Work Place Travel Plan and the Travel Access Guide developed for WB5 also applies to WB4.
vii) a Transport Access Guide to inform passengers patrons of transport options to the site, including the shuttle bus service;	The Work Place Travel Plan and the Travel Access Guide developed for WB5 also applies to WB4.
viii) the maintenance of safe pedestrian and cycle access from Robert Street to White Bay Wharf No.5;	Pedestrian access to WB5 is addressed in the Operational TTAMP for WB5 Cruise Operations.
ix) the provision of safe public access to the foreshore; and	Public access to WB5 is addressed in the Operational TTAMP for WB5 Cruise Operations.
x) a procedure for handling traffic and access complaints that includes recording, investigating, reporting and follow-up action.	See Section 1.3

APPENDIX D

Operational Air Quality Management Plan

PORT AUTHORITY
OF NEW SOUTH WALES

White Bay Cruise Terminal Operational Air Quality Management Plan

Cruise Operations

5 April 2023

Contents

1 Introduction

1.1 Background

Port Authority of NSW (Port Authority) manages the White Bay Cruise Terminal (WBCT) within the White Bay Port Precinct on the Balmain Peninsula. The development was approved (MP 10_0069) by the Minister for Planning in February 2011. The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation (now Port Authority) commenced cruise operations at the WBCT in April 2013.

On cruise ship days, the WBCT is used for the processing of passengers embarking and disembarking cruise ships berthed at White Bay Wharf 5 (WB5) and associated activities. On non-cruise ship days, the facility is available for use for a variety of functions such as exhibitions and community and/or corporate events or for other port activities. The approval also provides for a temporary cruise terminal to be located at White Bay Wharf (WB4).

1.2 Purpose and Objectives

This document, *Operational Air Quality Management Plan*, is a sub plan of the *WBCT Operational Environmental Management Plan* (OEMP) *for Cruise Operations*.

This Sub Plan relates to air quality management during the operation of the WBCT when a cruise ship is at berth in WB5 and/or WB4.

The purpose of this Sub Plan is to:

- Provide staff and operators with a clear and concise description of their responsibilities in relation to the monitoring and management of air quality during the operation of the WBCT.
- Address the relevant conditions of the Project Approval.
- Address the relevant commitments made within the Project Approval's Environmental Assessment documentation.
- Address legislative requirements and guidelines relevant to air quality management.

The main objectives of the Sub Plan are to:

- Identify the main air emission sources and potential impacts associated with the operation of the site.
- Outline the monitoring equipment and locations that will be used to quantify potential impacts.
- Define the air quality criteria for which to assess air quality performance of the site.
- Outline the mitigation measures to minimise off-site air quality impacts.
- Define the protocol for evaluating air quality impacts, periodic review, and complaints investigation.

1.3 Approval and Compliance

The preparation and implementation of an *Operational Air Quality Management Plan* is required under Condition D16 (d) of the Project Approval.

This *Operational Air Quality Management Plan* has been prepared in accordance with Condition D16 (d) as it relates to cruise operations at the WBCT, including berthing of ships at WB5 and WB4. A compliance checklist is provided in **Attachment A**.

1.4 Legal and Regulatory Requirements

The *Protection of the Environment Operations (POEO) Act 1997* (POEO Act) is the primary NSW legislation that regulates pollution, including emissions to air, and applies to the WBCT. The POEO Act, among other things, details the appropriate regulatory authority and specifies environment protection licensing requirements and penalty provisions. The WBCT does not fall under Schedule 1 of the *POEO Act 1997*. An Environment Protection Licence with associated air quality criteria is therefore not required for the WBCT.

As indicated in Section 1.3, this *Operational Air Quality Management Plan* is required under the Project Approval which was granted under the *Environmental Planning and Assessment Act 1979* (EP&A Act). The EP&A Act's Project Approval is the key regulatory instrument associated with the WBCT cruise operations.

Further details of legislative requirements for the WBCT are provided in Section 1.3 of the OEMP.

1.5 Air Quality Criteria

Condition B28 of the Project Approval requires that the project be operated with the objective that emissions to air from cruise ships operating at the WBCT do not result in exceedances of the air quality criteria listed in the *White Bay Passenger Terminal Air Quality Assessment* (SKM 2010). The Air quality impact assessment criteria in SKM (2010) was obtained from the now superseded DEC (2005)'s *Approved Methods for the Modelling and Assessment of Air Pollutants in New South Wales*. Air quality impact assessment criteria have been revised in line with the Commonwealth's National Environment Protection (Ambient Air Quality) Measure and are documented in the EPA (2022)'s *Approved Methods for the Modelling and Assessment of Air Pollutants in New South Wales.* The ambient air quality criteria at the nearest sensitive receptors are shown in Table 1.

Table 1 Air quality impact assessment criteria relevant to this AQMP

Pollutant	Averaging period	Criteria

Sulphur dioxide (SO_2)	1-hour	286 µg/m^3
	24-hours	57 µg/m^3
Nitrogen dioxide (NO_2)	1-hour	164 µg/m^3
	Annual	31 µg/m^3
Particulate matter ($PM_{2.5}$)	24-hours	25 µg/m^3
	Annual	8 µg/m^3

µg/m^3 = micrograms per cubic metre

Source: EPA (2022)

Note: Condition D16(d) focusses on particulates and SO_2

1.6 Associated Documents

SKM (2010) *White Bay Cruise Passenger Terminal, Air Quality Assessment* prepared by Sinclair Knight Merz for Sydney Port Corporation, 29 September 2010.

EPA (2022)'s *Approved Methods for the Modelling and Assessment of Air Pollutants in New South Wales.*

1.7 Sub Plan Review

This Sub Plan will be reviewed as part of the review of the OEMP for Cruise Operations (refer to Section 2.7 of the OEMP). The review of the Sub Plan will include review of the air quality performance of site activities and the effectiveness of mitigation and management measures. Refer also to Section 4.1 for reviews associated with changes in the air quality monitoring program.

1.8 Complaint Response Protocols

Air quality complaints will be managed through an integrated 24 hour complaints handling system operated by Port Authority. The details of the system are provided in Section 2.4 of the OEMP for Cruise Operations.

All records that relate to a complaint will be saved and available for audit for four years.

2 Description of Operations and Activities

2.1 Air Emission Sources

Sulphur dioxide (SO_2), nitrogen dioxide (NO_2) and particulate matter were identified (SKM 2010) as key air pollutants associated with diesel fuel combustion by ships.

The sources of SO_2, NO_2 and particulate matter associated with the operation of the WBCT are:

- Engines and exhausts flues associated with the main engines of cruise passenger ships arriving and leaving berth, and while operating on diesel generator power at berth.

Emission sources have the highest potential to cause air quality impacts and/or complaints on ship days.

2.2 Meteorology

The closest meteorological monitoring sites to the White Bay site have been identified as Fort Denison (operated by the Bureau of Meteorology) and Rozelle (operated by the former OEH, now DPE), and at Glebe Island (operated by Port Authority). The Fort Denison site is approximately 3.6 km north-northeast of the site, in an exposed location. The Rozelle site is approximately 3 km to the west of the site, in a residential location. The Glebe Island site is located at the north eastern point of Glebe Island, approximately 400m from the site.

Wind is an important factor for the transportation and dispersion of air pollutants. The most common winds are from the west, however winds from the northeast to east and south are also common in summer. It is the winds from the south which are most likely to transport emissions from the site towards residential locations.

2.3 Potentially Affected Locations

The most significant factors which will cause a location to be impacted by air emissions are the prevailing wind conditions and the location of emission sources on the site. Predictive air dispersion modelling was used (SKM 2010) to identify potentially affected locations, located immediately to the north of the site. The modelling was based on a conservative assumption that ships would be at berth every day of the year and it was concluded that exceedances of the EPA's assessment criteria for particulates, NO_2 or SO_2 at nearest sensitive receptors were unlikely. The modelling predictions have been confirmed with air quality monitoring undertaken at WBCT since commencement of operations (refer to Section 4.1).

3 Roles and Responsibilities

As the landowner of the WBCT, Port Authority has overall responsibility for compliance with and implementation of the OEMP, including this Sub Plan.

On cruise ship days at the WBCT the following personnel will be responsible for ensuring compliance with this Sub-Plan:

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority - Harbour Master

The Harbour Master has overall responsibility associated with safe navigation in the port, including cruise ships. The Harbour Master has powers under the *Marine Safety Act 1998* to direct and control the time and manner in which any vessel, including cruise ships, may enter or leave the port.

Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is in WBCT. The DMCO is responsible for overall management of all cruise ship day activities including compliance with the OEMP.

The DMCO's responsibilities relating to operation and maintenance of the cruise operations include (but are not limited to):

- Reporting and investigating incidents of non-compliance with the Air Quality Management Plan.
- Liaise with the Harbour Master regarding navigation and safety.
- Manage cruise bookings and any associated activities.
- Communicate compliance issues with the Air Quality Management Plan to the Senior Manager Environment.
- Communicate air quality complaints or community inquiries to the Community & Stakeholder Relations Manager.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The SME is also responsible for the ongoing

review of the Air Quality Management Plan as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations.

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP is overseen by the DMCO.

During operation, all employees and contractors will be responsible for minimising emissions to air associated with their site activities.

4 Monitoring

4.1 Air Quality Monitoring

An air quality monitoring program has been developed and has been implemented since commencement of cruise operations at the WBCT under this Air Quality Management Plan. The key objectives of the air quality monitoring program are to:

- Provide a method in which to assess compliance against air quality criteria.
- Measure any changes in background air quality due to WB5 and WB4 activities.

Under the WBCT's air quality monitoring program, air quality monitoring is conducted on a voluntary basis at the WBCT.

Since commencement of cruise operations in 2013, air quality monitoring has been undertaken at the WBCT air quality monitoring station on a quarterly campaign basis during 2013-14, and on a continuous basis from September 2015 to February 2022.

The original air quality monitoring program involved the installation of an air monitoring station by Port Authority, in consultation with the EPA, at the corner of Grafton Street and Adolphus Street, Balmain (33.860142° S, 151.187413°E). The monitoring station is shown in Figure 1 and is located next to the nearest residential areas to the WBCT.

Parameters measured included:

- SO_2
- $PM_{2.5}$ (note PM_{10} monitored during the 2013-14 campaign monitoring)
- Wind speed.
- Wind direction.

NO_2 was not included in the monitoring program in accordance with Condition D16(d) which focusses on SO_2 and particulates as key indicators for the project.

The monitoring station sampled SO_2 every ten seconds and recorded data at 5-minute averaging periods. $PM_{2.5}$ concentrations were measured as one-hour averages.

Since 2018, the near-real-time air quality monitoring data, as well as information showing the presence of commercial shipping at the berths of White Bay and Glebe Island were made publicly available in the Port Authority website. Monthly reports were also prepared and uploaded in the Port Authority website:

https://www.portauthoritynsw.com.au/sustainability/environment/air-emissions/air-quality-monitoring-reports/

No exceedances of the air quality criteria to date have been recorded to date as a result of cruise ships at WBCT.

As of March 2022, air quality monitoring at the WBCT was temporarily paused (noting that as a result of the COVID-19 crisis, the cruise industry ceased operations in NSW from March 2020 to April 2022).

A revised air quality monitoring campaign at the WBCT will be undertaken commencing in mid 2023 for a period of at least two years. This air quality monitoring campaign will be similar to that undertaken from September 2015-February 2022 and discussed above. The 2023-2025 air quality monitoring campaign will use the same air quality monitoring station location at Grafton St, and real-time results and summary reports will be made available in Port Authority website.

At the completion of the 2023-2025 noise monitoring campaign, Port Authority will review the need for further monitoring and amend the program as required. Updates about the air quality monitoring program will be provided in Port Authority's website. This Air Quality Management Plan will be updated if the monitoring program changes significantly in terms of the monitoring location or the monitoring parameters. This plan will not be amended if the program stops after the 2023-25 campaign in consultation with DPE, or if further monitoring is implemented after the 2023-2025 period at the same monitoring location and monitoring the same parameters. Port Authority will notify DPE if the monitoring program is stopped after 2025.

If exceedances of the air quality criteria occur, the exceedance will be investigated to determine its cause. If the investigation determines that cruise shipping activities were the cause of the exceedance, then reasonable and feasible mitigation measures will be identified and implemented. Follow up monitoring will be undertaken as considered necessary as a result of the investigation.

Figure 1 Location of Port Authority's air quality monitoring station

4.2 Meteorological Monitoring

Any measured exceedances of air quality criteria, or complaints relating to air quality will be investigated using meteorological data from local weather stations. The data will be sourced from either Fort Denison (site operated by the Bureau of Meteorology), Rozelle (site operated by the DPE) or Glebe Island (site operated by Port Authority) and will consist of hourly records of wind speed, wind direction and temperature. If available, wind data from the WBCT's meteorological monitoring station will also be used in the investigation. The meteorological data collected at the time of an air quality criteria exceedance or complaint will be used to determine whether cruise operation activities at WB5 or WB4 led to the event.

All monitoring records, including air quality measurement reports and complaints, will be saved and available for audit for four years.

5 Management and Mitigation Measures

Management practices and mitigation measures will include:

- The DMCO will maintain a log of cruise ship activities, including vessel name and operator, arrival date, departure date and berth to assist in the investigation of any exceedances of air quality criteria at the monitoring site.
- Port Authority will notify cruise ship operators that exhaust emissions from diesel generators have the potential to cause adverse air quality impacts at nearby residential areas, and that Port Authority is seeking assistance from cruise ship operators in minimising emissions to the maximum extent practicable.

Management measures that could be implemented by cruise ship operators include minimising the operation of engines while at berth, improvements or maintenance of engines, or affixing pollution control equipment on the ship vent stack while at berth. Port Authority has no control over the use, maintenance or operation of the ship engines and so cannot enforce any of these measures.

The management practices and mitigation measures that will be implemented by Port Authority, as described above, are intended to monitor cruise ships, and advise cruise ship operators that Port Authority is seeking assistance from them in minimising emissions to the maximum extent practicable.

Shore Power

In accordance with Condition B30, the project was designed to not preclude the future provision of shore to ship power. Port Authority intends to invest nearly $60 million for the development of a landside electricity supply for cruise and bulk ships at the Bays Port precinct (including White Bay Cruise Terminal berth 5), powered by renewable energy, set for launch in 2024. Once the landside electricity supply and connection point at White Bay is available, cruise ships will be able to use the shore power supply at berth instead of using onboard diesel generators.

It is noted that the ability to provide shore power at berth is subject to vessels being able to accept such power, and currently not all the cruise ships visiting Sydney have the capacity to accept shore power.

APPENDIX A

Compliance Check

Compliance Check

Table A1 summarises the relevant conditions of the project approval highlighting where the various conditions have been addressed in this document.

Table A1 Checklist of Project Approval (ref MP 10_0069) conditions relevant to this AQMP

Condition	Where Addressed
B28. The Proponent must operate the project with the objective that emissions from cruise ships operating at White Bay Terminal 4 and 5 do not result in an exceedance of the ambient air quality impact assessment criteria specified in Table 3.1 of the report titled *White Bay Passenger Terminal Air Quality Assessment,* dated 30 July 2010, prepared by Sinclair Knight Mertz.	Objective of this Plan
D16(d) An Operational Air Quality Management Plan to detail measures to manage the air quality impacts of the project to ensure the operation of the project addresses the air quality criteria identified in Condition B28. The Plan must include, but not necessarily be limited to:	This Plan
D16(d)(i) Identification of all sources of sulphur dioxide (SO_2) and solid particles associated with the operation of the project	2.1
D16(d)(ii) Identification of potential air quality impacts from the operation of the project	2.3
D16(d)(iii) An air quality monitoring programme to confirm the air quality performance of the project during cruise ship days	4.1
D16(d)(iv) A description of SO_2 and solid particle mitigation measures and management practices that could be implemented should exceedances of the air quality criteria in Condition B28 occur as a result of the project	5
D16(d)(v) Demonstration how the requirements of B30 (Shore to Ship Power) have been considered	5
D16(d)(vi) An outline of all responsibilities regarding air quality management for all employees	3
D16(d)(vii) A periodic review of the air quality management plan, which includes a review of the extent to which the air quality	4.1

criteria have been met, complaints from external stakeholders, effectiveness of mitigation

APPENDIX E

Operation Odour Management Plan

PORT AUTHORITY
OF NEW SOUTH WALES

White Bay Cruise Terminal Operational Odour Management Plan

Cruise Operations

5 April 2023

Contents

1 Introduction

1.1 Background

Port Authority of NSW (Port Authority) manages the White Bay Cruise Terminal (WBCT) within the White Bay Port Precinct on the Balmain Peninsula. The development was

approved (MP 10_0069) by the Minister for Planning in February 2011. The WBCT was constructed during 2012 and the first quarter of 2013 and the then Sydney Ports Corporation (now Port Authority) commenced cruise operations at the WBCT in April 2013.

On cruise ship days, the WBCT is used for the processing of passengers embarking and disembarking cruise ships berthed at White Bay Wharf 5 (WB5) and associated activities. On non-cruise ship days, the facility is available for use for a variety of functions such as exhibitions and community and/or corporate events or for other port activities. The approval also provides for a temporary cruise terminal to be located at White Bay Wharf (WB4).

1.2 Purpose and Objectives

This document, *Operational Odour Management Plan*, is a sub plan of the *Operational Environmental Management Plan* (OEMP) *for Cruise Operations*.

This Sub Plan relates to odour management during the operation of the WBCT when a cruise ship is at berth in WB5 and/or WB4.

The purpose of this Sub Plan is to:

- Provide staff and operators with a clear and concise description of their responsibilities in relation to the management of odour during the operation of the WBCT.
- Address the relevant conditions of the Project Approval.
- Address the relevant commitments made within the Project Approval's Environmental Assessment documentation.
- Address legislative requirements and guidelines relevant to odour management.

The main objectives of the Sub Plan are to:

- Identify the main odour sources associated with the operation of the site.
- Outline the mitigation measures to ensure that odour impacts do not occur off-site.
- Outline the methods for monitoring the effectiveness of mitigation measures.
- Define the protocol for evaluating odour impacts, periodic review, and complaints investigation.

1.3 Approval and Compliance

The preparation and implementation of an *Operational Odour Management Plan* is required under Condition D16 (c) of the Project Approval.

This *Operational Odour Management Plan* has been prepared in accordance with Condition D16 (c) as it relates to cruise operations at the WBCT, including berthing of ships at WB5 and WB4. A compliance checklist is provided in **Attachment A**.

1.4 Legal and Regulatory Requirements

The *Protection of the Environment Operations (POEO) Act 1997* (POEO Act) is the primary NSW legislation that regulates pollution, including emissions to air, and applies to the WBCT. The POEO Act, among other things, details the appropriate regulatory authority and specifies environment protection licensing requirements and penalty provisions. The WBCT does not fall under Schedule 1 of the *POEO Act 1997*. An Environment Protection Licence with associated odour criteria is therefore not required for the WBCT.

In accordance with Condition B29 of the Project Approval, Port Authority must not permit any offensive odour, as defined under Section 129 of the POEO Act 1997, to be emitted from the site which impacts on any sensitive receptors. Burning of any garbage, vegetation or other combustible material is not permitted.

As indicated in Section 1.3, this *Operational Odour Management Plan* is required under the Project Approval which was granted under the *Environmental Planning and Assessment Act 1979* (EP&A Act). The EP&A Act's Project Approval is the key regulatory instrument associated with the WBCT cruise operations.

Further details of legislative requirements for the WBCT are provided in Section 1.3 of the OEMP.

1.5 Associated Documents

SKM (2010) *White Bay Cruise Passenger Terminal, Air Quality Assessment*. Prepared by Sinclair Knight Merz for Sydney Port Corporation, 29 September 2010.

1.6 Sub Plan Review

This Sub Plan will be reviewed as part of the review of the OEMP for Cruise Operations (refer to Section 2.7 of the OEMP). The review of the Sub Plan will include review of the odour performance of site activities and the effectiveness of mitigation and management measures.

1.7 Complaint Response Protocols

Odour complaints will be managed through an integrated 24 hour complaints handling system operated by Port Authority. The details of the system are provided in Section 2.4 of the OEMP for Cruise Operations.

All records that relate to a complaint will be saved and available for audit for four years.

2 Description of Operations and Activities

2.1 Odour Sources

The potential sources of odour associated with the operation of WB5 and WB4 are:

- Ship refuelling activities.
- Liquid waste from cruise passenger ships.
- Solid waste from cruise passenger ships.
- Engines and exhausts flues associated with cruise passenger ships while operating on auxiliary power at berth.

Odour sources have the highest potential to cause odour impacts (that is, complaints) on ship days.

2.2 Meteorology

The closest meteorological monitoring sites to the White Bay site have been identified as Fort Denison (operated by the Bureau of Meteorology) and Rozelle (operated by the former OEH, now DPE), and at Glebe Island (operated by Port Authority). The Fort Denison site is approximately 3.6 km north-northeast of the site, in an exposed location. The Rozelle site is approximately 3 km to the west of the site, in a residential location. The Glebe Island site is located at the north eastern point of Glebe Island, approximately 400m from the site.

Wind is an important factor for the transportation and dispersion of air pollutants. The most common winds are from the west, however winds from the northeast to east and south are also common in summer. It is the winds from the south which are most likely to transport odour from the site towards residential locations.

3 Roles and Responsibilities

As the landowner of the WBCT, Port Authority has overall responsibility for compliance with and implementation of the OEMP, including this Sub Plan.

On cruise ship days at the WBCT the following personnel will be responsible for ensuring compliance with this Sub-Plan:

Port Authority - Mobile Patrol Security

The Port Authority Mobile Patrol Security is responsible for managing the gatehouse on a 24/7 basis and ensuring that vehicles entering the site via Robert Street or the Port Access Road are suitably authorised.

Port Authority - Harbour Master

The Harbour Master has overall responsibility associated with safe navigation in the port, including cruise ships. The Harbour Master has powers under the *Marine Safety Act 1998* to direct and control the time and manner in which any vessel, including cruise ships, may enter or leave the port.

Duty Manager Cruise Operations (DMCO)

The DMCO is generally present whenever a cruise ship is in WBCT. The DMCO is responsible for overall management of all cruise ship day activities including compliance with the OEMP.

The DMCO's responsibilities relating to operation and maintenance of the cruise operations include (but are not limited to):

- Reporting and investigating incidents of non-compliance with the Odour Management Plan.
- Liaise with the Harbour Master regarding navigation and safety.
- Manage cruise bookings and any associated activities.
- Communicate compliance issues with the Odour Management Plan to the Senior Manager Environment.
- Communicate air quality complaints or community inquiries to the Community & Stakeholder Relations Manager.

Port Authority – Senior Manager Environment (SME)

The SME provides advice on environmental matters to the DMCO. The SME is responsible for reporting non-conformances and incidents externally (e.g. EPA, DPE) as required under the planning approval or State legislation. The SME is also responsible for the ongoing

review of the Odour Management Plan as required, and managing environmental monitoring programs (voluntary or required under the Project Approval) during site operations.

Port Authority – Community & Stakeholder Relations Manager (CSRM)

The CSRM is responsible for registering cruise operations related complaints in the Port Authority Complaints Register. The CSRM assists the DMCO resolving complaints and responding to complainants. The CSRM has responsibilities related to the implementation of the Community Complaints Procedure (for details refer to Section 2.4).

Port Authority – Work Health and Safety Manager (WHSM)

The WHSM is responsible for emergency management.

Cruise Ship Operators

On days when the WBCT is being used for cruise activities, the Cruise Ship Operators are responsible for carrying out their activities in a manner that is compliant with the OEMP. Compliance of Cruise Ship Operators with the OEMP is overseen by the DMCO.

During operation, all employees and contractors will be responsible for minimising emissions to air associated with their site activities.

4 Monitoring

Meteorological data will be used to investigate any complaints relating to odour. The data will be sourced from either Fort Denison (site operated by the Bureau of Meteorology), Rozelle (site operated by the DPE) or Glebe Island (site operated by Port Authority) and will consist of hourly records of wind speed, wind direction and temperature. If available, wind data from the WBCT's air quality monitoring station will also be used in the investigation. The meteorological data collected at the time of an odour complaint will be used to determine whether activities at WB5 or WB4 led to the odour complaint.

All monitoring records that relate to a complaint will be saved and available for audit for four years.

5 Management and Mitigation Measures

Odour management practices and mitigation measures will include:

- Maintaining a log of cruise ship activities, including vessel name and operator, arrival date, departure date and berth to assist in the investigation of any odour complaints or incidents.
- When required, transporting (pumping) liquid waste from ships to trucks, for transport off site, in the shortest time practicable.
- Transporting solid waste from ships to trucks, for transport off site, in the shortest time practicable.
- Notifying cruise ship operators that exhaust emissions from auxiliary engines have the potential to cause odour impacts at nearby residential areas, and that Port Authority is seeking assistance from cruise ship operators in minimising emissions to the maximum extent practicable.
- Cruise ships are required to comply with the requirements set under the International Convention for the Prevention of Pollution from Ships (MARPOL) (Annex VI Prevention of Air Pollution from Ships)
- Sewage waste from cruise ships will only be discharged into the Sydney Water sewer system in accordance with a Trade Waste Agreement issued by Sydney Water.

Contingency measures, in the event of observed odour impacts, will include:

Identifying the source of odour, where possible, and modifying or pausing these activities, where possible, to minimise potential odour emissions.

.

Shore Power

In accordance with Condition B30, the project was designed to not preclude the future provision of shore to ship power. Port Authority intends to invest nearly $60 million for the development of a landside electricity supply for cruise and bulk ships at the Bays Port precinct (including White Bay), powered by renewable energy, scheduled to commence in late 2024. Once the landside electricity supply at White Bay is available, cruise ships will be able to use the shore power supply at berth instead of using auxiliary engines.

It is noted that the ability to provide shore power at berth is subject to vessels being able to accept such power, and currently not all the cruise ships visiting Sydney have the capacity to accept shore power.

APPENDIX A

Compliance Check

Compliance Check

Table A1 summarises the relevant conditions of the project approval highlighting where the various conditions have been addressed in this document.

Table A1 Checklist of Project Approval (ref MP 10_0069) conditions relevant to this OMP

Condition	Where Addressed
B29. The Proponent must not permit any offensive odour, as defined under section 129 of the *Protection of the Environment Operations Act 1997*, to be emitted from the site which impacts on any sensitive receptors. Burning of any garbage, vegetation or other combustible material is not permitted.	Objective of this Plan
D16(c) an Operational Odour Management Plan to outline measures to minimise odour impacts associated with the operation of the project. The Plan must include, but not necessarily be limited to:	This Plan
D16(c)(i) Identification of all point and diffuse sources of odour associated with the operation of the project	2.1
D16(c)(ii) A detailed description of the odour mitigation methods and management practices that will be used to ensure offensive odour impacts do not occur off site	5
D16(c)(iii)A detailed description of the methods used for monitoring the effectiveness of the odour mitigation methods and management practices for all point sources of odour	4, 5
D16(c)(iv) Details of proposed contingency measures should odour impacts occur	5
D16(c)(v) A procedure for handling potential odour complaints that includes recording, investigating, reporting and follow-up action	1.7

APPENDIX F

KEY CONDITIONS OF PROJECT APPROVAL COVERED IN OEMP

Reference	Condition	Addressed
B28	The Proponent must operate the project with the objective that emissions from cruise ships operating at White Bay Terminal 4 and 5 do not result in an exceedance of the ambient air quality impact assessment criteria specified in Table 3.1 of the report titled *White Bay Passenger Terminal Air Quality Assessment,* dated 30 July 2010, prepared by Sinclair Knight Mertz.	Section 3.2, Table 9 Appendix D
B29	The Proponent must not permit any offensive odour, as defined under section 129 of the *Protection of the Environment Operations Act 1997*, to be emitted from the site which impacts on any sensitive receptors. Burning of any garbage, vegetation or other combustible material is not permitted.	Section 3.2 Table 9 Appendix E
B30	The Proponent must design the project so as not to preclude the future provision of shore to ship power to enable the 'cold ironing' of berthed vessels so as to satisfy all 'hotelling' (including on board lighting, ventilation, and air conditioning) power requirements.	Section 1.3 Section 3.2 Table 9
D1	Noise limits for Cruise Ships	Appendix B
D2	Noise Measurement Locations	Appendix B
D3	Design of terminal building and noise limits for mechanical plant	Appendix B
D5	Set up and dismantling of temporary structures	Section 3.2 Table 8 Section 4.2 Table 17
D11	Monitoring of Cruise Ship operations and reporting	Appendix B
D.15	The proponent shall prepare and implement an Operational Environmental Management Plan that details the environmental management framework, practices and procedures to be followed during the operation of the project. The Plan shall be consistent with the *Guideline for the Preparation of Environmental Management Plans* (DIPNR 2004). The Plan shall be prepared in consultation with	Section 1.1. Section 1.3

Reference	Condition	Addressed
	relevant Government agencies, including but not limited to the TfNSW, EESG, Emergency Services and Council, and must include but not necessarily be limited to:	
(a)	A description of all relevant activities to be undertaken during the operation of the project, including for cruise ship days and functions.	Section 1.2
(b)	Statutory and other obligations that the Proponent is required to fulfil during operation, including all approvals, consultations, and agreements required from authorities and other stakeholders, and key legislation and policies.	Section 1.3 Section 2.2
(c)	A description of the roles and responsibilities for all relevant employees involved in the operation of the project.	Section 2.3
(d)	Details of how the environmental performance of the project will be managed and monitored, and what actions will be taken to address identified adverse environmental impacts. In particular, the following environmental matters shall be addressed in the Plan:	Section 3 and Section 4
(d)(i)	Transport and traffic management and site access	Section 3.2 Table 12 Section 4.2 Table 18
(d)(ii)	Noise management	Section 3.2 Table 8 Section 4.2 Table 17
(d)(iii)	Air quality and odour management	Section 3.2 Table 9
(d)(iv)	Stormwater and water quality management	Section 3.2 Table 6
(d)(v)	Landscaping maintenance	Section 3.2 Table 13

Reference	Condition	Addressed
(d)(vi)	Hazards and risks and emergency responses.	Section 3.2 Table 14
(d)(vii)	Energy and water consumption.	Section 3.2 Table 11
(d)(viii)	Waste management.	Section 3.2 Table 7
(d)(ix)	Community consultation, enquiries and complaints system.	Section 2.4 Section 3.2 Table 10
D15	The Plan shall be submitted to the Department at least one month prior to the operation and approved by the Planning Secretary prior to the commencement of operations. Nothing in this approval restricts the Proponent from incorporating the Plan into existing management systems administered by the Proponent.	-
D16	As part of the Operational Environmental Management Plan for the project required under condition D15 of this approval, the Proponent shall prepare and implement:	See below:
(a)	An Operational Transport, Traffic and Access Management Plan. The plan is to be prepared in consultation with the RTA, Transport NSW, Council and Emergency Services. The Plan is to detail measures to manage the operational traffic impacts for the project, and shall have consideration of the *Guide to Traffic and Transport Management for Special Events.* The Plan shall include but not be limited to: - Standard operational traffic management measures and procedures used during cruise ship and function operations for a range of expected operational scenarios, including measures to reduce peak AM and PM vehicle movements - Special events procedures to manage traffic and car parking impacts during non-standard events (such as the arrival of large cruise ships, early arrival or late departure of cruise ships) that are likely to cause extensive queuing and traffic delays	Appendix C

Reference	Condition	Addressed
	- Parking arrangements for long-term stays - Priority infrastructure for taxis and hire cars to enter and exit the site during cruise ship visits - Predicted traffic volumes, types and routes - A Workplace Travel Plan to promote the use of the shuttle bus service and public transport, walking and cycling by employees - A Transport Access Guide to inform passengers patrons of transport options to the site, including the shuttle bus service - The maintenance of safe pedestrian and cycle access from Robert Street to WB5 - The provision of safe public access to the foreshore - A procedure for handling traffic and access complaints that includes recording, investigating, reporting and follow-up action.	
(b)	An Operational Noise Management Plan is to be prepared in consultation with Council. The plan is to detail measures to manage the operational noise impacts of the project, including but not limited to: - Identification of noise sources and scenario associated with the operation of the project, including for cruise ships days and functions; - Noise mitigation measures to be applied during the use of the project during cruise ship days and functions; - Selection of quiet equipment and plant consistent with the noise limit requirements of this approval; - Maintenance regimes of all equipment to ensure correct working order; - A monitoring and recording regime for cruise ship operations and functions; and - A procedure for handling noise complaints that includes recording, investigating, reporting and follow-up action.	Appendix B

Reference	Condition	Addressed
(c)	An Operational Odour Management Plan to outline measures to minimise odour impacts associated with the operation of the project. The Plan shall include, but not necessarily be limited to: - Identification of all point and diffuse sources of odour associated with the operation - A detailed description of the odour mitigation methods and management practices that will be used to ensure offensive odour impacts do not occur off site - A detailed description of the methods used for monitoring the effectiveness of the odour mitigation methods and management practices for all point and diffuse sources of odour - Details of proposed contingency measures should odour impacts occur - A procedure for handling potential odour complaints that includes recording, investigating, reporting and follow-up action.	Appendix E
(d)	An Operational Air Quality Management Plan to detail measures to manage the air quality impacts of the project and to ensure the operation of the project addressed the air quality criteria identified in Condition B28. The Plan shall include but not necessarily be limited to: - Identification of all sources of sulphur dioxide (SO2) and solid particles associated with the operation of the project - Identification of potential air quality impacts from the operation of the project - An air quality monitoring programme to confirm the air quality performance of the project during cruise ship days - A description of SO2 and solid particle mitigation measures and management practices that could be implemented should exceedances of the air quality criteria in Condition B28 occur as a result of the project - Demonstration of how the requirements of condition B30 (Shore to Ship Power) have been considered	Appendix D

Reference	Condition	Addressed
	- An outline of all responsibilities regarding air quality management for all employees - A periodic review of the air quality management plan, which includes a review of the extent to which the air quality criteria have been met, complaints from external stakeholders, effectiveness of mitigation measures and any other changing circumstances.	

APPENDIX G

Issues Raised by agencies and key stakeholders

Agency	Issue	Addressed
Former Leichhardt Council (currently Inner West Council)	Complaints handling procedure needs to be provided and explained.	Section 2.4
	Include reference to documents available on the Port Authority project website.	Section 2.5 includes reference to project documents that are available on the Port Authority WBCT website
	Check consistency with State Records Act 1998.	The OEMP is not inconsistent with the State Records Act.
	Clarify what is meant by an 'authorised person'.	An authorised person is defined in Section 2.5.
	The OTTAMP should address the likelihood that taxis will drop passengers at the Robert Street gatehouse to avoid queues on James Craig Road access, and measures taken to prevent this from happening.	Appendix C includes a suite of measures to prevent passengers from using the Robert Street access by mistake, as well as ensuring that taxis and bus drivers are aware of the correct access route. This will be monitored by Port Authority, and if it is observed to arise Port Authority will investigate measures to minimise it from occurring.
	There is a significant concern that unless passenger traffic is turned around immediately and forced to use James Craig Road they will continue to make this route choice.	As detailed in Appendix C, all private vehicles, taxis and buses that present at Robert Street will be turned around immediately.
	Provide design details and location of dynamic signage	Appendix C includes details of signage.
	Clarify parking arrangements for staff (no. of staff, likely parking demand and on-site supply).	Parking for staff on site is limited. Appendix C includes a Work Place Travel Plan which encourages staff to use public transport to access the site, and includes a commitment by

Agency	Issue	Addressed
	Onsite parking for staff is to be restricted, which will have a significant impact on residential parking in and around Robert Street as those staff without a corporate car may park in these areas impacting on local residents and commercial car parking.	Port Authority to liaise with staff in order to implement effective measures to avoid the need for private vehicle use. Port Authority has also provided bicycle racks and end of journey facilities to encourage active transport for staff (e.g. cycling and walking).
	Clarify use of term 'corporate vehicles'.	Appendix C refers to corporate vehicle as Port Authority's pool vehicles.
	Clarify duration of stay in short-term car park.	Appendix C sets out that the maximum stay at the site is 2 hours, and vehicles left overnight will be towed away.
	Provision should be made for all passenger vehicles to park on site and prevent spill-over of long term car parking into local streets.	There is no evidence of demand for long term parking by passengers. If there is demand for long term parking then Port Authority will investigate the provision of long term parking at the site.
	The ONMP should refer to requirements under the EP&A Act approval, Industrial Noise Policy, and POEO Act. The ONMP should clarify the controls set out in the above reference documents.	Appendix B refers to requirements of EP&A Act, the former INP and POEO Act and how they apply to the development.
	The Odour MP should include a long-term prevention strategy if failure occurs (i.e. if offensive odours are emitted). The Odour MP should specify that the WBCT is bound by the POEO Act and the PE&A Act.	Appendix E is the long term prevention strategy, and sets out that the development is bound by S129 of the POEO Act. If offensive odours are emitted from the site, the Odour MP will be reviewed and additional management or mitigation measures will be investigated.

Agency	Issue	Addressed
	The AQMP should specify that the WBCT is bound by the POEO Act and the EP&A Act. The AQMP should explain the additional mitigation and management measures potentially available in relation to air quality, including, where appropriate, the limitations on Port Authority in enforcing such measures.	Appendix D sets out that is it bound by the provisions of POEO Act and the Project Approval, issued under the EP&A Act. It also includes possible measures that could be further investigated in liaison with the cruise ship operators, and Port Authority's limitations in enforcing such measures.
	Site is flood prone, what provisions have been made in operations plan?	An Emergency Plan and Emergency Management Manual have been prepared which includes procedures for emergency situations. Additionally the terminal has been designed to withstand a 1:100 flood event.
	Unclear who public is to contact in the event of a complaint about development – there are general numbers, but advice about who to ring under what circumstances appears unclear. A Hotline would be useful.	Section 2.4 sets out clearly the numbers that should be called by members of the community if they wish to make a complaint.
	The environmental audits referred to in the OEMP – it says who is responsible for carrying them out, but who will do the work?	Section 2.5 sets out the environmental auditing required under Condition B38 carried out by a suitably qualified independent environmental auditor.
	Council has received community concerns regarding road safety concerns at the Buchanan Street/Robert Street intersection.	Where appropriate Port Authority will work with Council to prevent traffic safety issues on site access routes if they arise.

Agency	Issue	Addressed
Transport for NSW and RMS	Potential for cumulative operational issues associated with the Temporary Glebe Island Convention Centre.	The first version of the OEMP included a commitment to review, and if necessary update, the OEMP at the time that the OEMP is being prepared for the temporary Convention Centre.
	Provide details about the provision of public transport to the WBCT. If the shuttle bus was intended to use Central Station (or any other station) for pick-up/drop-off then a plan would need to be prepared indicating the location for pick-up and drop-off. Stopping and turning space at the stations is critically constrained.	Appendix C includes a Travel Access Guide to assist passengers in using public transport to access the WBCT. Additionally, a shuttle bus will be operated by the cruise ship operator on a user pays, pre-booked, system. The shuttle bus will not have a set route or pick-up or drop-off location and so does not need a designated stopping area at Central station.
	Provide details about the provision of suitable parking and access arrangements for people with disabilities.	The WBCT has been designed to provide for this, and includes dedicated disabled car parking adjacent to the building entrance.
	It was suggested to consider timing restrictions in the short term car park to assist managing on-site parking and the traffic flows.	Appendix C sets out maximum duration of stay in the car park will be 2 hours.
	Clarify whether taxis would be marshalled.	Appendix C includes details about how taxis would be marshalled during periods of peak onsite traffic movements.