

ENVIRONMENTAL MANAGEMENT PLAN

DVA – Site demolition and soil remediation works

Newdegate & Headfort Streets, Greenslopes, QLD, 4120

Revision 02



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1. NOISE AND VIBRATION

Potential noise impacts associated with the project are to be managed during the works. The potential impacts include noise emissions due to demolition activities.

Construction Noise and Vibration Management Plan	
Objective	<p>To meet appropriate noise standards so as to minimise any impacts of the works on noise sensitive land uses.</p> <p>To only undertake construction activities associated with the Demolition and Remediation works that will generate an audible noise at any residential premises during the approved hours.</p>
Performance Criteria	<ul style="list-style-type: none"> ▪ Undertake works in accordance with Australian Standard AS 2436 <i>Guide to noise control on construction, demolition and maintenance sites</i> and state guidelines.
Mitigation Measures	<ul style="list-style-type: none"> ▪ Normal hours of work will be between 7.00am and 6.00pm Monday to Friday and 8.00am to 5.00pm on Saturdays. No work shall be conducted on Sundays or public holidays or outside the above hours. ▪ Where possible, all site noise sources will have a maximum operating noise level of 85db (A). ▪ The conditions of exhaust systems on the excavators and other heavy machinery will be assessed to ensure that they are operating efficiently. ▪ If generators or pumps are required for use on the site, they will be properly shrouded to reduce emitted noise levels. It is noted that dewatering pumps and water treatment systems will more than likely require to be operated continuously. ▪ Maintenance and repairs being undertaken outside normal working works provided that it is done as far as away from occupied premises as possible, no heavy machinery is involved and noise generated is inaudible at noise sensitive premises. ▪ An Environmental Complaints Register will be maintained to ensure that any concerns of local residents and members of the public are recorded and addressed. ▪ Concerns over noise generation will be communicated to all site personnel and sub-contractors during site inductions. ▪ Any works which may cause excessive vibration (such as hammering or compaction) will be restricted as much as possible against neighbouring properties.
Monitoring	<p>A hand held noise monitor may be utilised to gauge point source readings and by site staff whilst observing works.</p>
Responsible Person	<ul style="list-style-type: none"> ▪ Enviropacific Project Manager is responsible for activities and areas under their control and will identify and manage any activity that has the potential for noise emissions that exceed the performance noise criteria. ▪ Individual subcontractor supervisors shall implement all reasonable and feasible noise mitigation and management measures with the aim of achieving the construction noise criteria.
Reporting	<ul style="list-style-type: none"> ▪ The Enviropacific Site Supervisor is responsible for inspections and non-conformance reporting to the Enviropacific Project Manager. ▪ The Enviropacific Site Supervisor shall be responsible for reporting any incident which causes or threatens to cause material environmental harm or breaches requirements to Enviropacific Project Manager as soon as possible.

Construction Noise and Vibration Management Plan	
Corrective Actions	<p>In the event of a complaint or failure to comply with the relevant guidelines of the Project Approval, the following corrective / preventative actions shall be taken by Enviropacific’s Project Manager:</p> <ul style="list-style-type: none"> ▪ An investigation shall be undertaken to determine the cause of the problem or non-conformance; ▪ Measure sound power and pressure levels emitted from equipment identified as the likely source of the problem and review possible mitigation techniques; and ▪ Modify work practices as necessary to reduce the duration or level of noise.

2. AIR QUALITY

Air quality will be monitored visually from the commencement of demolition works for obvious dust generation during each stage of work. Relevant industry specific air sampling instruments will be located on the site boundaries and active during removal of asbestos containing materials for detection of fibres and for dust particulates during excavation and off-site disposal of contaminated soils impacted with OC and OP pesticides. Air quality monitoring for asbestos fibres will be undertaken by a third party hygienist per the project Asbestos Removal Control Plan (ARCP) during asbestos removal works, and by a high-volume air sampler located with reference to ‘AS3580:2016 – Methods for sampling and analysis of ambient air – Guide to siting’ during contaminated soil excavation and disposal works.

Construction Air Quality Management Plan	
Objective	<ul style="list-style-type: none"> ▪ To conduct asbestos removal, building demolition, soil excavation and disposal works in a manner that eliminates dust generation and emissions from the site, including wind-blown and traffic-generated soil dust. ▪ To undertake all construction activities with the objective of preventing visible emissions of dust from the site. ▪ To identify and implement all practicable dust mitigation measures, including cessation of relevant works, as appropriate, such that emissions of visible dust cease should visible dust emissions occur at any time. ▪ To meet the relevant air quality standards for protection of human health with regard to asbestos fibres and exposure to known pollutants and preventing degradation of ambient air quality and nuisance to adjoining properties during construction and transport activities.
Performance Criteria	<ul style="list-style-type: none"> ▪ No significant quantities of visible dust observed blowing onto adjoining sites, or complaints from nearby residents. ▪ Asbestos fibre counts reported from boundary monitoring instruments to be below the adopted criteria during each day of asbestos removal works. ▪ Dust particulate and OC/OP pesticide concentrations reported from the quantitative analysis of pre-filters in boundary sampling instruments to be below the adopted criteria during each week of contaminated soil excavation and offsite disposal works.
Mitigation Measures	<ul style="list-style-type: none"> ▪ Site dust emissions to be controlled by the use of water spraying when required. ▪ Dust screens in the form of shade-cloth fixed to temporary and/or permanent fences to be used at the perimeter of the site where applicable. ▪ Heavy vehicles transporting dust generating waste will be covered by tarps when leaving the site.

Construction Air Quality Management Plan	
	<ul style="list-style-type: none"> ▪ Works involving potential dust generating activities will be scheduled to avoid high or gale wind forces (above 63km/hr) where possible. ▪ Vehicle and machinery movements during the construction works will be restricted to designated areas. ▪ Vehicle speed limits of 10km/hr will be imposed on all vehicles on site. ▪ Equipment will be operated in a proper, efficient and correct manner which includes proper maintenance in order to minimise exhaust emissions. ▪ Should visible dust emissions occur at any time, works generating the dust emissions will cease, so that emissions of visible dust cease. ▪ Asphalt and concrete paved areas will be maintained during the demolition and recycling works to minimise the extent of exposed soil generation of dust both on and off site. Unsealed haul roads will be appropriately sealed to prevent dust generation. ▪ During the removal of asbestos containing materials at the site, strict adherence with regulatory guidelines will be required to ensure that no asbestos fibres are released into the atmosphere. ▪ Air quality monitoring for asbestos fibres and OC/OP pesticides will be undertaken at site boundaries at locations determined by an occupational hygienist engaged by Enviropacific for the monitoring during the asbestos and contaminated soil removal works. Monitoring locations will be dependent on the site activities and prevailing environmental conditions. ▪ Soil odour emissions from the site which could adversely affect air quality or amenity of the area are not expected during this project but will be monitored as part of general site management. If odours are generated during demolition and/or remediation works, water spray will be utilised in the first instance for mitigation in the work zone. ▪ Areas of exposed ground during demolition and soil remediation works will be water sprayed where required as works progress across the site and prior sealing with a binding/hydro-mulch layer; and ▪ Weather forecasts will be checked daily to program works for the following day.
Monitoring	<ul style="list-style-type: none"> ▪ Daily (general soil excavation and asbestos removal works) and weekly (air sampler for OC/OP pesticides) visual and instrument monitoring of dust emissions, dust controls and plant emissions to be conducted. ▪ Weather forecasts and daily conditions for wind speed, rain, temperature and humidity will be referred to when programming works and recorded where relevant. Works will not be conducted during periods of heavy rainfall where there is the potential to generate direct run-off and/or create a boggy site. Weather data (such as wind direction) will be referenced in the event any complaints are received in relation to dust.
Responsible Person	<ul style="list-style-type: none"> ▪ Individual sub-contractor Project Managers are responsible for activities and areas under their control. ▪ Enviropacific Site Supervisors are responsible for ensuring sub-contractors comply with these provisions and the guidelines contained in this Construction Environmental Management Plan (CEMP).
Reporting	<ul style="list-style-type: none"> ▪ Results from asbestos air monitoring during demolition and air sampling during soil remediation will be made available to workers on site and the client project manager as soon as practicable.

Construction Air Quality Management Plan	
Corrective Actions	<p>Should a positive recorded event occur above the adopted criteria in relation to offsite fugitive emissions from project activities, one or more of the following corrective actions will be implemented by Enviropacific in consultation with the appointed third-party hygienist -</p> <ol style="list-style-type: none"> 1. Undertake an investigation to determine the cause of the exceedance, assess if an on-going significant source of emission, and modify activities/processes if required; 2. Increase the usage, coverage and size of equipment providing dust control measures such as water spraying; 3. Undertake additional monitoring if required in consultation with the appointed third-party hygienist.

3. SOIL AND WATER MANAGEMENT

Soil and water quality impacts associated with the project are to be managed accordingly during works. The potential impacts include:

- Demolition may expose erosive soils which may lead to sediment runoff;
- Stockpiled materials may produce runoff during rain events; and
- Dirt from vehicle tyres may lead to sedimentation of street storm water systems.

Soil and Water Quality Management Plan	
Objective	<ul style="list-style-type: none"> ▪ To minimise soil erosion and the discharge of sediment and other pollutants to lands and/or waters during construction activities.
Performance Criteria	<ul style="list-style-type: none"> ▪ No turbid waters entering storm water systems or local waterways. ▪ Adherence to relevant legislation.
Mitigation Measures	<ul style="list-style-type: none"> ▪ Identification of the construction activities that could cause soil erosion or discharge sediment or water pollutants from the site. ▪ Identification of all storm water drains and pits on site assessment of required sediment controls. ▪ Sediment control devices will be installed as required, to prevent impacts on local storm water system. Sediment controls to be maintain and regularly inspected as part of the WHSE Site Inspection Checklist and after rain events. ▪ Areas of bare surfaces will be minimised during construction and stabilised as soon as practicable. ▪ Storm water will be diverted around stockpiles and bare areas to prevent sediment build up. ▪ Construction vehicles will use sealed roads wherever possible to prevent any loss of load, whether dust, liquid or soils. ▪ All vehicles tyres to be cleaned before exiting the site. ▪ Stockpiles for land farming will be located on hardstand where possible to minimise the possibility of leaching and runoff. Stockpiles will be appropriately bunded to minimise runoff occurring.

Soil and Water Quality Management Plan	
Monitoring	<ul style="list-style-type: none"> ▪ The effectiveness of the sediment and erosion control system will be monitored using the WHSE Site Inspection Checklist. ▪ The quality of surface water discharges from site will be monitored visually during and after rainfall events by the Enviropacific Project Engineer/Site Supervisor and Environmental Consultant to establish if further controls are necessary. The monitoring frequency shall be determined on a case by case basis by the Environmental Consultant.
Responsible Person	<ul style="list-style-type: none"> ▪ Individual subcontractor Project Managers are responsible for activities and areas under their control. ▪ Enviropacific Project Engineer/Site Supervisor are responsible for ensuring sub-contractors comply with these provisions and the guidelines contained in this CEMP.
Reporting	<ul style="list-style-type: none"> ▪ The Enviropacific Site Supervisor shall be responsible for reporting any incident which causes or threatens to cause material environmental harm or breaches regulatory requirements to the Enviropacific Project Manager as soon as possible.
Corrective Actions	<p>Should an incident in relation to discharge water quality occur, one or more of the following corrective actions shall be implemented by Enviropacific as considered appropriate:</p> <ul style="list-style-type: none"> ▪ An investigation will be undertaken by the Project Manager to determine the cause of incident; ▪ The work practices for the activity shall be modified as necessary to reduce erosion /pollution, sedimentation or turbidity; ▪ If water containment structures or sediment control devices are not operating effectively, they will be repaired or replaced. Sediment will be removed immediately following rainfall events when the operating capacity of the devices is impaired.

4. STORM WATER RUNOFF – BUILDINGS AND SEALED AREAS

Existing storm water infrastructure (down piping, shallow drains) will be maintained until removed as part of demolition or remediation works. Where there are former services linking to these areas that cannot be removed, they will either be capped off, or allowed to drain with appropriate sediment controls such as geofabric, silt fences, sandbags, hay bales and silt traps (whatever is appropriate).

5. EXCAVATION WATER

No excavation water will be discharged or pumped from the site. Excavations are not expected to be >0.3m across the site.

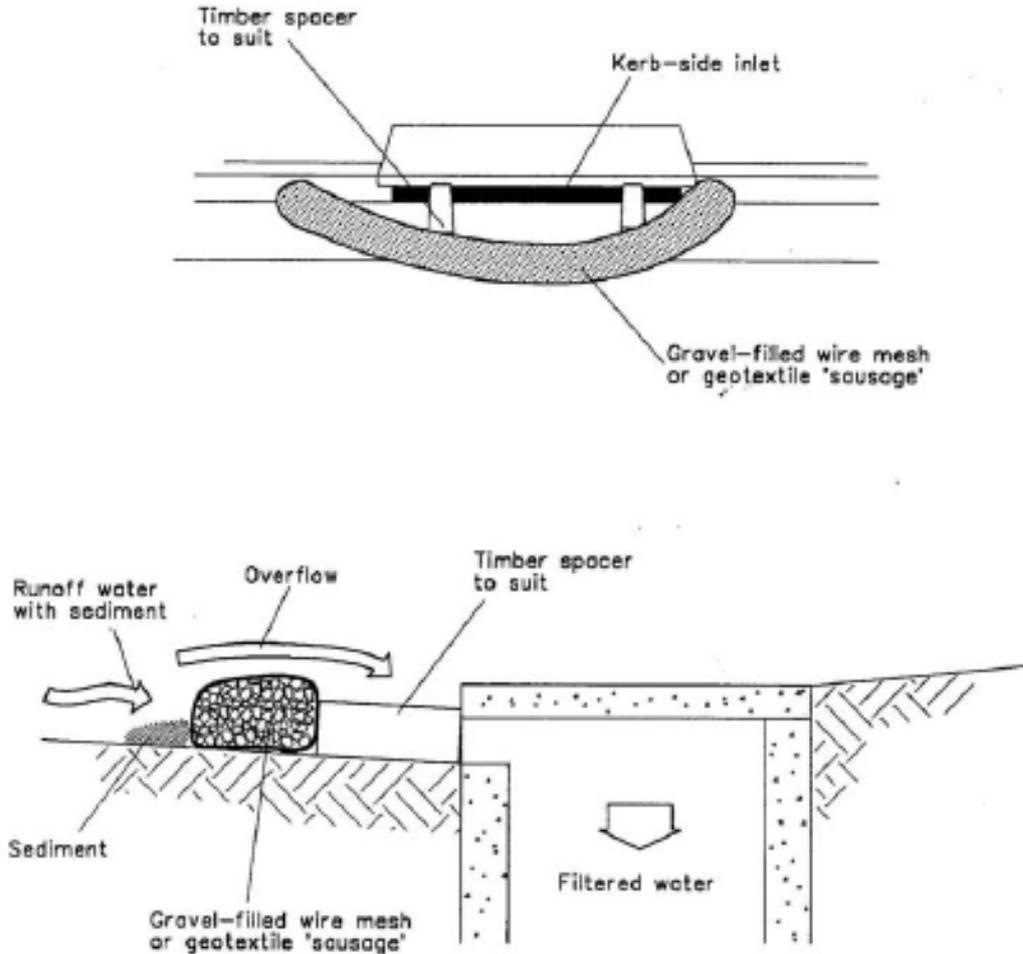
6. CONTAMINATED STOCKPILES AND UNEXPECTED FINDS OF CONTAMINANTS

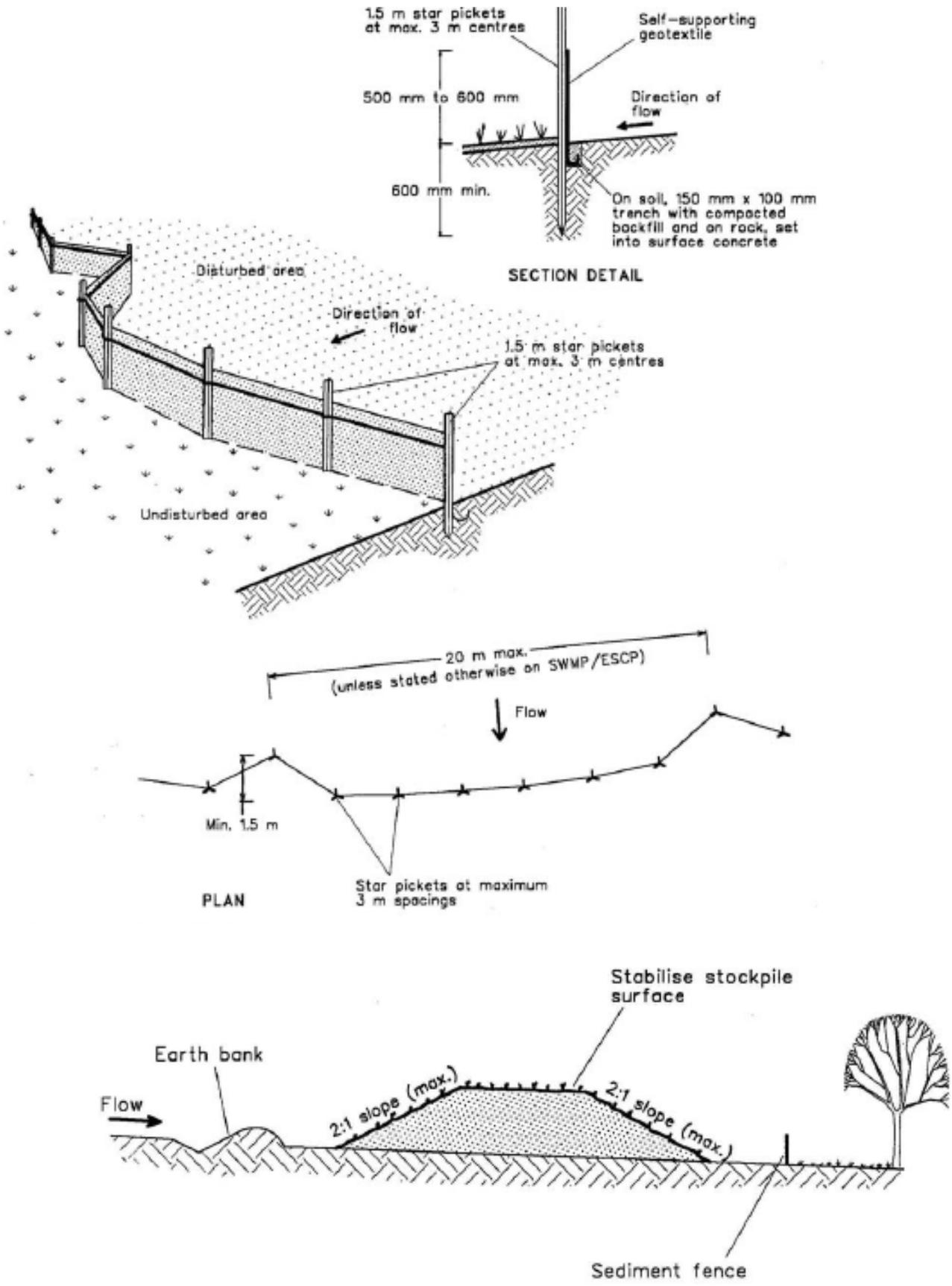
Contaminated soil stockpiles that remain at the end of each working day during excavation and load-out of contaminated soil will be situated on hardstand areas wherever possible, or on heavy-duty plastic sheeting. Stockpiled soil will be appropriately contained within bund areas, covered where required, and include sediment controls to minimise sediment transport and runoff from occurring.

Where an unexpected find of potential soil contamination is encountered which is additional to the identified areas for remediation, this site supervisor shall notify the Enviropacific project manager and take action onsite to isolate the area of potential contamination from further excavation until it can be inspected. Areas of

potential contamination classed as an unexpected find could be identified by changes in soil profile appearance (e.g dark staining or mixed fill containing waste materials), encountering areas producing an off-gas or odour (e.g volatile chemicals or old sewage/septic infrastructure), or encountering an area or layer of obvious ash material (e.g former site waste burn-pit). Following an initial assessment onsite the Enviropacific project manager will make contact with the client to notify of the unexpected find and recommend remediation options.

7. TYPICAL SEDIMENT CONTROL OPTIONS





8. FLORA AND FAUNA MANAGEMENT

Flora and Flora Management Plan	
Objective	<ul style="list-style-type: none"> ▪ To minimise the impact of works on native flora and fauna. ▪ To comply with legislative requirements. ▪ Minimise the spread of noxious weeds.
Performance Criteria	<ul style="list-style-type: none"> ▪ No impact on flora and fauna.
Mitigation Measures	<ul style="list-style-type: none"> ▪ Identify and establish areas to be protected and control access. ▪ Define access tracks. ▪ Wash wheels. ▪ Implement silt fences and silt traps. ▪ Mark clearing limits with flagging tape prior to commencement of work. ▪ Delineate any areas that are native habitats. ▪ If any native fauna is identified or injured, notify the client and WIRES immediately.
Monitoring	<ul style="list-style-type: none"> ▪ Observation based monitoring will be carried and weekly inspections will be carried out to achieve the above.
Responsible Person	<ul style="list-style-type: none"> ▪ The Site Supervisor is responsible for ensuring compliance with this plan.
Reporting	<ul style="list-style-type: none"> ▪ The Enviropacific Site Supervisor shall be responsible for reporting any incident which causes or threatens to cause harm to flora or fauna or breaches of regulatory requirements to the Enviropacific Project Manager as soon as possible.
Corrective Actions	<ul style="list-style-type: none"> ▪ Should an incident in relation to flora or fauna occur, the following corrective actions shall be implemented by Enviropacific as considered appropriate: <ul style="list-style-type: none"> ○ An investigation will be undertaken by the Project Manager to determine the cause of the incident; ○ The work practices for the activity shall be modified as necessary to eliminate the risk.

9. CULTURAL HERITAGE PROTECTION AND UNEXPECTED FINDS MANAGEMENT

Status of structures having cultural heritage value has been advised by the client, with demolition to proceed following appropriate heritage recording and reporting by others. A summary archaeological finds protocol has been prepared by the project heritage consultant working on behalf of DVA, which is provided below.

Archaeological remains are any remains of any past human activities at a site. This can include but is not limited to:

- Early building remains (foundations, bricks, worked stones and the like);
- Evidence of early farming activities;
- Evidence of early European occupation through artefacts (pottery, coins, bottles, buttons and the like);
- Evidence of indigenous land occupation (including burial and historic human remains, tools and the like).

Proposed site demolition and decontamination works will involve site excavations that have potential to disturb areas of archaeological sensitivity. An assessment of potential to impact archaeological deposits has been undertaken for the subject site and the likelihood of disturbance is low.

There is no known development of the site when it was purchased by the War Service Homes Commission in 1919, prior to its acquisition as part of the Greenslopes General Military Hospital site holding in 1945. Site use prior to its 1919 Government acquisition, is believed to have been passive farming use in possession of the Stephens’ family.

Nonetheless, should site works reveal any archaeological remains, works shall immediately cease, without causing alteration or damage to the archaeological finds. The archaeological finds are to be suitably protected (from theft, vandalism and effects of weather / erosion). Notify immediately in writing the Department of Veteran Affairs contract representative, providing details of the finds and seek direction. All finds remain the property of the Department.

Depending on the nature of the archaeological finds, other groups, authorities and professional inputs may need to be sought. Consultation may be necessary with indigenous land custodians and archaeological professionals to interpret, manage and record the finds.

10. WASTE MANAGEMENT PLAN

Waste Management Plan	
Objective	To prevent or minimise any adverse environmental impacts from wastes during the work to minimise their generation, to maximise their reuse and recycling, and to ensure safe and lawful disposal of all waste.
Performance Criteria	<ul style="list-style-type: none"> ▪ All waste material to be appropriately classified for reuse, recycling or offsite disposal. ▪ Waste to be disposed of lawfully. ▪ No complaints received in relation to waste management practices.
Mitigation Measures	<ul style="list-style-type: none"> ▪ All contaminated waste (as defined by Environmental Waste Guidelines) that may be encountered on site will be stored and disposed of in a manner that minimises the impacts of the waste on the environment, including appropriate segregation for storage and separate disposal by a licensed waste transporter. ▪ Asbestos waste will be removed according to relevant guidelines and disposed of at a licensed landfill by a licensed transporter. ▪ Contaminated concrete or brick will be disposed of as per item 1 above. ▪ Recyclable wastes from the demolition (scrap metal) will be transferred by a licensed waste carrier to an appropriate recycling facility where possible. ▪ Waste will be stored neatly in appropriate bins or stockpiles; in such a manner that storm water run-off does not come into contact with the waste. ▪ Contaminated soil will be managed as per Soil and Water Management Plan and will be disposed in accordance with relevant QLD government regulations in effect at the time of works. ▪ EnviroPacific and subcontractors working on the site would be informed of their responsibility to reduce waste where possible. ▪ All personnel would receive instruction on what waste materials can be recycled and where the appropriate bins are located during the site induction.

Waste Management Plan	
	<ul style="list-style-type: none"> ▪ Secure lids would be fitted to bins that store food waste to prevent scavenging by birds and animals.
Monitoring	<ul style="list-style-type: none"> ▪ Soil sampling and waste classifications will be carried out by the Environmental Consultant. ▪ All waste disposed of will be recorded on ITR01 and copies of waste dockets will be saved in the project folder.
Responsible Person	<ul style="list-style-type: none"> ▪ Enviropacific Project Engineer/Site Supervisor are responsible for ensuring sub-contractors comply with these provisions and the guidelines contained in this CEMP. ▪ The Enviropacific Project Manager/Project Engineer/Site Supervisor is responsible for compliance to the relevant regulations.
Reporting	<ul style="list-style-type: none"> ▪ The Enviropacific Project Engineer/Site Supervisor shall be responsible for reporting any incident which causes or threatens to cause material environmental harm or breaches approval requirements. ▪ All waste and stockpiles leaving site will be tracked on the tracking form ITR01. ▪ Landfill disposal dockets will be used for confirmation of tonnages and proof of lawful disposal.
Corrective Actions	<p>In the event of a failure to comply with this plan the Project Manager will:</p> <ul style="list-style-type: none"> ▪ Undertake an investigation to determine the cause; ▪ Modify any work practices or waste management procedures as necessary to improve non-hazardous waste management; and ▪ Report the results of the investigation to the client.

11. ENERGY AND WATER MANAGEMENT PLAN

Energy and Water Management Plan	
Objective	<ul style="list-style-type: none"> ▪ To minimise the amount of potable water being used and encourage recycling of water where feasible. ▪ To encourage energy efficient practices on site.

Energy and Water Management Plan	
Performance Criteria	Water and energy use to be minimised where practical.
Mitigation Measures	<p>Energy Usage</p> <ul style="list-style-type: none"> ▪ Ensure equipment is serviced and maintained regularly. ▪ Ensure works are programmed to maximise machine utilisation time. ▪ Turn machines/equipment off whilst they aren't being used. <p>Water Usage</p> <ul style="list-style-type: none"> ▪ Use water from sumps or excavations for dust suppression if available. ▪ Minimise the use of water for equipment cleaning and sweep not hose-down roadways. ▪ Use of fine mist sprays where possible for dust suppression. ▪ Turn off water cart pumps as soon as practically possible.
Monitoring	Observation based monitoring will be carried out to identify potential energy savings and water minimisation strategies.
Responsible Person	Enviropacific Project Engineer/Site Supervisors are responsible for ensuring subcontractors comply with these provisions and the guidelines contained in this CEMP.

12. TRAFFIC MANAGEMENT PLAN

Construction Traffic Management Plan	
Objective	<ul style="list-style-type: none"> ▪ To ensure maximum safety of onsite personnel and pedestrians and drivers. ▪ To ensure that construction activities do not adversely impact or compromise safe traffic flow within the site. ▪ To minimise environmental nuisance and impact as a result of construction traffic. ▪ To ensure construction traffic does not interrupt existing traffic flows on local road network.
Performance Criteria	<ul style="list-style-type: none"> ▪ No safety incidents. ▪ Adherence to relevant Traffic Guidance Schemes, permits and/or license conditions. ▪ No noise, dust complaints, or complaints in relation to construction traffic from neighbouring property owners or residents in the local area.
Mitigation Measures	<ul style="list-style-type: none"> ▪ All transport vehicles to have proper noise attenuation and to be maintained in good order. ▪ Construction traffic would comply with construction noise limits and construction times to minimise noise impact on residents. ▪ Queuing of trucks to be minimised in local streets. Truck movements will be staged to prevent queuing occurring. ▪ Vehicle and machinery movements during works will be restricted to designated areas within the site; these areas will change during demolition and remediation works as required by work progress. ▪ Heavy and light vehicles will be separated by restricting the use of unnecessary light vehicles around heavy vehicle movements. ▪ Oversize truck movements (predominantly floats) will only occur during approved hours and will not operate during peak traffic curfews. ▪ All vehicles will be restricted to the onsite speed limit of 10 km/hr.

Construction Traffic Management Plan	
	<ul style="list-style-type: none"> ▪ Off-site public parking is available on corner of Newdgate and Hunter Street for construction worker’s vehicles. ▪ All trucks on site will have fitted, and will maintain, reversing lights and reversing alarms for onsite safety. ▪ In accordance with Air Quality Management Plan, vehicles transporting material to and from the construction site will be covered immediately after loading (prior to traversing public roads) to prevent windblown dust emissions and spillages. ▪ In the event of a spillage of materials from construction vehicles, spilled material will be removed as soon as practicable within the working day of the spillage. ▪ Trucks will be advised to use designated arterial roads and staggered as discussed above to minimise impact to local residential areas.
Monitoring	<ul style="list-style-type: none"> ▪ Visual monitoring of all traffic movements on site will be carried out by the Project Engineer/Site Supervisor to ensure the safe movement of traffic and the protection of persons and property through and around the site. ▪ Construction roads will be inspected to ensure road conditions support safe working and driving. ▪ Following periods of heavy rain or adverse conditions, construction roads will be inspected prior to heavy vehicle traffic use to ensure driver and vehicle safety. ▪ The site will be inspected to ensure signage and traffic barriers are in place, clearly visible, and performing their function in directing traffic and alerting drivers of safety issues.
Responsible Person	<ul style="list-style-type: none"> ▪ Each individual subcontractor is responsible for compliance with this plan, for vehicle and transport safety of personnel and vehicles under their control, and for ensuring the road safety of other on-site road users is not affected by the way in which the sub-contractor conducts its business. ▪ Drivers of all vehicles on site are responsible for driving safely and exercising care. ▪ The Enviropacific Project Engineer/Site Supervisor is responsible for compliance to the relevant regulations and the provisions of the Project Approval.
Reporting	<ul style="list-style-type: none"> ▪ Any complaints from the general public will be investigated and reported as per the guidelines of this plan. ▪ All off site truck movements will be logged on ITR01 displaying time, date, registration and destination.
Corrective Actions	<p>In the event of a site safety incident, the relevant sub-contractor or Enviropacific shall:</p> <ul style="list-style-type: none"> ▪ Stop the vehicle/personnel involved in the incident immediately (or as appropriate), operate warning lights and warn other drivers to slow down; ▪ Clear the spill in the event of a spillage – engaging appropriate safety standards as relevant to the event; ▪ In the event of a complaint or failure to comply with this plan, the Enviropacific Project Manager will investigate the complaint promptly and initiate appropriate action to reduce impact as per guidelines in this CEMP: <ul style="list-style-type: none"> ○ Undertake an investigation to determine the cause; ○ Undertake monitoring if required; ○ Modify transportation practices as necessary to reduce the duration or level of impact; and ○ Report the results of the investigation the client.

13. ENVIRONMENTAL COMPLAINTS

Enviropacific will endeavour to ensure any complaints are dealt with adequately.

Complaints Handling Procedure	
Objective	<ul style="list-style-type: none"> ▪ Support the delivery of the works with minimum disruption and impacts to local communities and the environment; ▪ Improving community understanding of the need and benefits of the project; ▪ Being proactive and minimising risk to the client’s reputation.
Performance Criteria	<ul style="list-style-type: none"> ▪ All complaints during standard working hours or non-construction times formally registered. ▪ After initial contact, respond verbally within 24 hours or earlier as possible. ▪ During the night: verbal response before 9am the next morning or within 2 hours for emergencies.
Responsible Person	The Enviropacific Project Manager – or in his absence the Enviropacific Site Supervisor - is responsible for notifying all complaints to the client, documenting them and responding to and acting on the complaint to the satisfaction of the client.
Mitigation Measures	<ol style="list-style-type: none"> 1. All community complaints and enquiries must be directed to the client. 2. An Environmental Complaint Form will be completed and complaints handled according to the procedure below: <ul style="list-style-type: none"> ▪ the date and time, where relevant, of the complaint; ▪ the means by which the complaint was made (telephone, email, in person); ▪ any personal details of the informant that were provided, or if no details were provided, a note to that effect; ▪ the nature of the complaint; ▪ record of operational and meteorological condition contributing to the complaint; ▪ any actions taken in relation to the complaint, including any follow-up contact with the complainant; and ▪ If no action was taken in relation to the complaint, the reasons why no action was taken. 3. Complaints Escalation <ul style="list-style-type: none"> ▪ Wherever possible, disputes will be negotiated directly between the client, the community representative and the Enviropacific Project Manager. ▪ Failing resolution under the above a meeting will be convened between the Client, Enviropacific Project Manager and the community representative, mediated by an independent facilitator. The independent facilitator would be determined at the time and agreed upon by the client. The independent facilitator will be engaged to assist in a mutually agreeable solution.
Monitoring	<ul style="list-style-type: none"> ▪ Targeted monitoring dependant on the nature of the complaint.
Reporting	The client will be notified of any complaint as soon as possible after the complaint has been lodged. An incident report will be completed for complaints about any environmental issue, including pollution, arising from the works as well as an Environmental Complaints Form. The Report will provide details of the complaint and the action taken to alleviate the

Complaints Handling Procedure	
	<p>problem. A final report with proposed measures to prevent the occurrence of a similar incident will be submitted to the client.</p>
Corrective Actions	<p>Corrective actions will be taken as soon possible depending on the nature of the complaint and followed up on the Incident Report.</p> <p>Should an incident of failure to comply occur in relation to the management of environmental complaints one or more of the following corrective actions will be undertaken as appropriate:</p> <ul style="list-style-type: none"> ▪ Conduct additional training of staff regarding complaint management; ▪ Review procedure in light of shortfall.