



Operational Noise Management Plan

for

Concrush Pty Ltd Teralba Facility

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1 INTRODUCTION

1.1 BACKGROUND

Concrush Pty Limited (Concrush) have recently been provided development consent with regards to the Expansion of the Concrush Resource Recovery Facility (“the Project”) as State Significant Development.

The existing Concrush facility is situated at 21 Racecourse Road, part Lot 2 DP220347 Teralba and provides recycling of concrete, asphalt, other building materials and green waste into products such as roadbase, drainage aggregates, pipe bedding and haunch, packing fines, decorative aggregates and mulches. These products are then sold for commercial, domestic and household applications. The existing Concrush site operates under Environment Protection Licence (EPL) 13351 which allows the recycling of 108,000t of waste per annum and the storage of up to 40,000t of waste material at any one time.

The Project will increase capacity up to 250,000t of waste processing per year with a maximum storage of 150,000t per year and will encompass a portion of land adjoining the southern boundary of the current facility.

1.2 REQUIREMENTS OF THIS MANAGEMENT PLAN

This Noise Management Plan (NMP) has been prepared for Concrush to provide a system for noise management at the Concrush Teralba site.

The purpose of the NMP is to ensure that all personnel are aware of their obligations relating to environmental noise, such as site noise limits, and are able to apply appropriate controls and management techniques to minimise the noise emitted from the Concrush site.

The NMP identifies the source of noise emissions and nominates procedures for the control of noise from the site. The NMP also allocates the responsibilities and obligations of Concrush to ensure noise emissions are controlled, minimising the impact to the local community and environment.

This NMP has been developed in accordance with conditions within the Development Consent set for the Project and forms part of the Concrush Operational Environmental Management Plan (OEMP). These conditions and the corresponding section of the NMP are outlined below for reference.

Table 1 *Relevant Conditions of Development Consent and Management Plan Requirements*

Summary of Condition	Relevant section of this NMP
A26: Operation of plant and equipment	Section 7.1.
B42 and B43: Hours of work	Section 8.
B45: construct noise walls on southern and eastern perimeters of the 'raw material stockpiles and processing area'.	Section 10
B46: Operational noise limits	Section 7, Table 3.
B47: Operational Noise Management Plan (ONMP) must:	-
a) Be prepared by a suitably qualified and experienced noise expert whose appointment has been endorsed by the Planning Secretary;	Approval letter from Department of Planning attached as Appendix A.
b) Describe the measures to be implemented to manage noise generating activities during operation; and	Section 10, Section 11, Section 12, Section 14 and Section 15.
c) Include a complaints management system that would be implemented for the duration of the development.	Section 16.
C1: Management plans required under this consent must be prepared in accordance with relevant guidelines, and include:	-
a) Detailed baseline data	Section 9.
b) Details of: i) The relevant statutory requirements ii) Any relevant limits or criteria; and iii) The specific performance indicators that are proposed to be used to judge performance	Section 7 and Section 14.
c) A description of the measures to be implemented to comply with the relevant performance measures	Section 10, Section 11, Section 12, Section 14 and Section 15.
d) A program to monitor and report on the: i) Impacts and environmental performance of the development; ii) Effectiveness of the management measures set out pursuant to paragraph (c) above	Section 11, Section 12 and Section 14.
e) A contingency plan to manage any unpredicted impacts and their consequences and to ensure that ongoing impacts reduce to levels below relevant criteria as quickly as possible	Section 11.3, Section 11.4 and Section 12.2.
f) A program to investigate and implement ways to improve the environmental performance of the development over time	Section 12.1.
g) A protocol for managing and reporting any: i) Incident and any non-compliance; ii) Complaint; iii) Failure to comply with statutory requirements; and	Section 11.3 and Section 11.4
h) A protocol for periodic review of the plan	Section 17.
C11 and C12: The Planning Secretary must be notified within 7 days after the Applicant becomes aware of any non-compliance	11.3

2 NOISE MANAGEMENT PLAN OBJECTIVES

The objective of this NMP is to provide a noise management system for the Concrush Teralba facility. This plan addresses:

- Define responsibilities and accountabilities of personnel;
- Identification of potential noise sources;
- Identification of statutory and other relevant environmental noise criteria;
- Allowable hours of work;
- Controls for noise emissions;
- The implementation of a noise monitoring program;
- Incident reporting procedures;
- Training and awareness for all Concrush personnel and subcontractors;
- Complaints handling procedures;

3 DEFINITIONS AND ABBREVIATIONS

The noise terminology used within this NMP is defined below.

<i>Ambient Noise</i>	The all-encompassing noise associated within a given environment. It is the composite of sounds from many sources, both near and far.
<i>Background Noise</i>	The underlying level of noise present in the ambient noise, excluding the noise sources under investigation.
<i>Decibel (dB)</i>	A unit of sound measurement. It is equivalent to 10 times the logarithm (to base 10) of the ratio of a given sound pressure to a reference pressure.
<i>Intrusive Noise</i>	Refers to noise that intrudes above the background level by more than 5 decibels.
<i>Ln</i>	Is the percentile noise level calculated by statistical analysis. For example, L90 is the level that is exceeded 90% of the measurement period.
<i>LAeq,15 minute</i>	Is the A weighted, equivalent continuous sound level in decibels measured over a 15-minute period.
<i>NPfi</i>	Noise Policy for Industry (EPA, 2017).

4 ROLES AND RESPONSIBILITIES

The controls and management techniques presented in this NMP will be made available to all Concrush Teralba site staff and contractors. The responsible personnel will be informed of all controls through inductions, training and regular toolbox talks/meetings. The following table outlines the general responsibilities that apply in relation to this NMP.

DIRECTORS

- | |
|--|
| <ul style="list-style-type: none">• Ensuring noise monitoring objectives and targets are established, monitored and achieved;• Defining responsibilities for the monitoring and management of noise emissions;• Ensuring availability of resources and training of staff and contractors on relevant noise management responsibilities, procedures and controls; |
|--|

-
- Undertake periodic audits of the noise management systems in place and verify if all controls and procedures are adhered to. Take corrective and preventative actions if necessary; and
 - Respond to community concerns and complaints.

BUSINESS MANAGER

- Ensuring the noise management system is implemented and maintained;
- Reporting on noise management performance and the need for improvements;
- Identifying if corrective or preventative actions are required to be undertaken;
- Monitoring and ensuring compliance with noise monitoring procedures and controls;
- Coordinating the development and maintenance of procedures for ongoing noise monitoring;
- Ensuring that the weather station is operating correctly and contacting a technician if faults are identified;
- Ensuring that the onsite real time noise monitor is operating correctly and contacting a technician if faults are identified; and
- Ensuring that noise monitoring data is published on the Concrush Pty Ltd website.

YARD MANAGER

- Identify, reduce and prevent any potential noise issues;
- Monitoring site operations to ensure that noise reducing procedures and controls are adhered to;
- Initiate any preventative actions to minimise the impact of noise emissions;
- Investigate any reported employee noise emission observations;
- Immediately report to the Directors and or Business Manager if noise controls appear ineffective; and
- Identifying, reducing and preventing environmental issues;

EMPLOYEES AND SUBCONTRACTORS

- Follow any environmental instructions and procedures that apply to their work;
- Follow all relevant noise management controls and procedures to ensure their work does not generate excessive noise emissions; and
- Immediately report to the Yard Manager if noise control measures appear ineffective.

NOISE MONITORING SUBCONTRACTORS

- Ensuring noise monitoring is undertaken in accordance with the noise monitoring procedures and relevant NSW policies and Australian Standards;
- Analyse noise data and relevant weather monitoring data to ensure compliance with outlined parameters and regulated assessment criteria;
- Inform the Business Manager should any non-compliances be identified;
- Conduct the initial setup of the onsite real time noise monitor; and
- Complete a quarterly noise assessment compliance report.

5 DESCRIPTION OF OPERATIONS

Concrush recycle construction and demolition (C&D) waste materials such as concrete, aggregate and sand mixtures, bricks, tiles, gravel, asphalt and road base. These materials are processed in accordance with the *Concrush Recovered Aggregate Order (2020)* which allows for the crushing and testing of materials for application to land for use as road base material, drainage aggregates and bedding dust. Screening and grading of the recycled materials is also undertaken to produce products which meet various industry specifications and/or the requirements of the customer. Pavement materials such as recycled concrete base, recycled blended base and recycled concrete crusher dust are produced, in addition to concrete drainage aggregates and cobble. These products are used for civil and building construction works in commercial, domestic and household applications.

Pasteurised garden organics are also produced by Concrush under the NSW EPA Resource Recovery Order under Part 9, Clause 93 of the Protection of the Environment Operations (Waste) Regulation 2018 – *The Pasteurised Garden Organics Order (2016)*. Under this order, garden organics such trees, stumps, logs, branches, bush trimmings and grass clippings are shredded and pasteurised to reduce the number of plant and animal pathogens. The pasteurised garden organic materials are then screened to produce Coarse (forest) mulch and Fine (premium) mulch for supply to domestic households and commercial industry.

6 POTENTIAL NOISE SOURCES

The Concrush Pty Ltd Teralba site has the potential to generate noise emissions during the processing of recycled construction and demolition waste, and garden organic materials.

The following activities described in **Table 2** are potential sources of noise emissions.

Table 2 *Noise Emission Sources*

Source	Operation Description
Trucks tipping	Trucks tipping construction waste.
C&D Crushing & Screening Plant	Construction and demolition waste is transferred from stockpiles to the crushing plant. The materials are then crushed and screened.
Garden Organics Shredding & Screening Plant	Garden organic materials are transferred from stockpiles to the shredder. The material is then shredded and screened.
Mobile Plant Equipment (front end loaders, dozers, excavators)	• Transfer of materials from customer loads to stockpiles. • Transfer of materials from stockpiles to crusher / shredder for processing. • Transfer of processed product to stockpiles. • Loading of product for the customer.

7 LICENCES, APPROVALS AND LEGISLATIVE REQUIREMENTS

Noise pollution in NSW is controlled through the Protection of the Environment Operations Act, 1997, and under the Protection of the Environment Operations (Noise Control) Regulation, 2017. The NSW EPA oversees industrial noise prevention and minimization through the *NSW Noise Policy for Industry* (NPfI), 2017.

Consent Condition B47 makes reference to observing noise limits stated in EPL13351. EPL13351 however does not contain any noise limits, and so environmental noise management levels adopted in this NMP has been based on the EIS for the Project.

An acoustic assessment undertaken by RCA Australia (November 2018) in support of the EIS for the Project identified noise sensitive receivers in the following noise catchment areas (NCAs).



Figure 1 Project area (■) and noise catchment areas (■)

The noise assessment determined project trigger noise levels in accordance with the NPfI. After considering all feasible and reasonable mitigation measures, these trigger levels were not entirely found to be achievable. The day time noise level was predicted to exceed the criterion in NCA 1 by 4 dBA and exceed the NCA 2 criterion by 2 dBA. The NPfI says the following about trigger levels and applying achievable targets:

Where the project noise trigger level is exceeded, assess the feasible and reasonable mitigation measures that could be implemented to reduce noise down towards the relevant project noise trigger level. If it is reasonable to achieve these levels, the proponents should do so. If not, then achievable noise levels should be identified. It is not mandatory to achieve the trigger levels but the assessment should provide justification if they cannot be met. An assessment of the acceptability of residual impacts should also be provided.

After applying the above process, the noise assessment identified the achievable site noise levels for each NCA. These are reproduced below.

Table 3 *Concrush Environmental Noise Management levels*

Receiver	Project specific criteria, $L_{Aeq, 15 \text{ min}}$ dB	
	Day	Evening
NCA 1	51	43
NCA 2	56	47
NCA 3	53	53
NCA 4	54	48
NCA 5	68	68

The management levels stated in **Table 3** will be used to judge the environmental noise performance of the site.

7.1 OPERATION OF PLANT AND EQUIPMENT

Development Consent Condition A26 requires that all plant and equipment used on site, or to monitor the performance of the development must be:

- Maintained in a proper and efficient condition; and
- Operated in a proper and efficient manner.

Additionally, condition O1 from EPL license 13551 requires that licensed activities must be carried out in a competent manner. This includes:

- The processing handling, movement and storage of materials and substances used to carry out the activity; and
- The treatment, storage, processing, reprocessing, transport and disposal of waste generated by the activity.

8 HOURS OF WORK

Consent Condition B42 sets the following operational hours of work.

Table 4 *Hours of work*

Stage	Day	Time
Stage 1 and Stage 2 operations	Monday - Saturday	7 am to 10 pm
	Sunday and Public Holidays	8 am to 6 pm

Note: During the evening period operations are limited to screening and stockpiling or the loading and dispatch of trucks. No crushers can be used during the evening period.

Concrush has committed to the following work practice limitation as identified in the environmental management and mitigation measures for the project: The cone crusher will not be used when green waste shredding is occurring.

Consent Condition B43 states that work outside the hours above may be undertaken in the following circumstances:

- Works that are inaudible at the nearest sensitive receivers;
- For the delivery of materials required outside these hours by the NSW Police Force or other authorities for safety reasons; or
- Where it is required in an emergency to avoid the loss of lives, property or to prevent environmental harm.

9 BASELINE DATA

The noise assessment undertaken to support the EIS also documented the existing noise environment by taking a combination of attended and unattended noise measurements. This data is reproduced in **Table 5** and **Table 6** below.

Table 5 *Summary of unattended noise monitoring results*

	Day	Eve	Night
NCA 1 RBL	42	41	31
NCA 1 Overall LAeq	60	57	54
NCA 2 RBL	49	42	32
NCA 2 Overall LAeq	67	67	62
NCA 4 RBL	49	45	37
NCA Overall 4 LAeq	58	56	53

Note: NCA 3 and NCA 4 are not residential receivers and background noise monitoring was therefore not required.

Table 6 *Summary of attended noise monitoring results*

Location	Time	LA90, 15 min	LAeq, 15 min	LAmix, 15 min	Observations
13 Racecourse Rd	12:08	41	59	71	Intermittent traffic noise on Racecourse Rd is dominant. Mostly light vehicles (~64 dBA); occasional heavy vehicles (~70 dBA - these cause LAmix). Occasional trains on Main Northern Line (65-70 dBA). No audible industry noise.
	12:24	41	59	78	
35 First St	13:52	52	60	67	Constant road traffic noise on TC Frith Ave is dominant (~60 dBA). Distant traffic audible occasionally (~45 dBA). Occasional bird calls. Heavy vehicle passby responsible for LAmix. No audible industry noise.
Intersection of TC Frith Avenue and Main Road	15:24	54	59	70	Constant road traffic noise from roundabout at TC Frith Ave/Main Rd (~60 dBA). Break squeal on heavy vehicle responsible for LAmix. Reversing beeper audible, but not dominant. No audible industry noise.

10 NOISE MANAGEMENT MEASURES

The EIS for the Project identified the following mitigation measures:

- Construct a concrete bund wall to 3.5 m above finished ground level along the eastern side of the 'Raw Material Stockpiles and Processing Area'. The bund is required to block line of sight. The bund will be formed using concrete blocks. Crushers and screens (except for the trommel screen used for green waste) will not be used outside this area. The bund should meet the wall along the southern boundary described below;
- Construct a concrete block wall to 3 m above finished ground level along the southern boundary of the 'Raw Material Stockpiles and Processing Area';
- The noise bund and wall will be installed prior to commencing operation of the Project;
- Crushers will not be used after 6 pm;
- The cone crusher will not be used when green waste shredding is occurring;
- Only one activity, either 'screening and stockpiling' or 'loading and dispatch of trucks' would be undertaken at any one time during the evening period;
- Plant will receive regular servicing and will be maintained and operated properly so that it does not cause excessive noise;
- Concrush will undertake a noise monitoring program to assess the effectiveness of implemented mitigation measures in achieving the noise management levels. Concrush will undertake initial noise monitoring of day and evening time activities to compare the actual noise levels against the predicted noise levels in the EIS. This monitoring program is discussed in more detail in **Section 11**.

Additional to the feasible and reasonable mitigation measures identified in the EIS, Concrush have committed to installing a real time noise monitor onsite that will continuously measure site noise levels. This system will act as an early warning device to site in the event that site noise levels are predicted to be approaching noise management levels for nearby noise sensitive receives. The setup and use of this system are further discussed in Section 12.2.

11 ATTENDED NOISE MONITORING PROGRAM

11.1 QUARTERLY NOISE MONITORING LOCATIONS

Attended noise monitoring will be undertaken on a quarterly basis at the monitoring locations shown in **Appendix B**. Indicative monitoring location coordinates are provided in **Table 8** but these may change depending on safety and access considerations and to minimise disturbance to residential receivers. The nominated monitoring locations and explanation for inclusion or exclusion is provided in **Table 7**.

Table 7 *Quarterly noise monitoring locations*

NCA	Include in monitoring program?	Reason for inclusion/exclusion	Latitude	Longitude
NCA 1	Yes	Closest residential receiver to north	32°56'30.25"S	151°37'16.73"E
NCA 2	Yes	Closest residential receivers to east	32°56'50.58"S	151°37'15.87"E

NCA	Include in monitoring program?	Reason for inclusion/exclusion	Latitude	Longitude
NCA 3	yes	Closest active recreational receivers to north-east	32°56'34.97"S	151°37'23.75"E
NCA 4	No	Compliance at NCA 2 infers compliance at NCA 4	NA	NA
NCA 5	No	EIS predicted low risk of impact to this industrial receiver	NA	NA

The site's noise management levels from **Table 3** and the nominated quarterly monitoring locations from **Table 7** are consolidated in **Table 8** and is what will be reported against in each quarterly noise monitoring report.

Table 8 *Quarterly noise monitoring locations and noise management levels*

NCA	Day noise management level L _{Aeq,15 min} dBA	Eve noise management level L _{Aeq,15 min} dBA
NCA 1	51	43
NCA 2	56	47
NCA 3	53	53

11.2 QUARTERLY NOISE MONITORING METHODOLOGY

- Noise monitoring shall be undertaken by a qualified noise consultant to assess the noise contribution of the Concrush operations at the nominated monitoring locations. Noise results shall then be compared to the objectives of this NMP;
- Noise monitoring will be undertaken in accordance with the requirements outlined in *AS 1055-2018 Acoustics - Description and Measurement of Environmental Noise* and the NPfl. The NPfl includes notes on annoying characteristics that will be applied where site noise is clearly audible at the measurement location;
- All acoustic instrumentation employed throughout the monitoring program will comply with the requirements of AS IEC 61672-2004, Electroacoustics - Sound Level Meters (or current version) and will carry current NATA or manufacturer calibration certificates. Instrument calibration will be checked before and after each survey, with the variation in calibrated levels not exceeding ± 0.5 dBA. The sound level meter used will be of at least class 2;
- Two fifteen minute attended noise measurements will be taken at each of the monitoring locations during both the day and evening assessment time periods. There will be at least one hour between measurements conducted at a given measurement location;
- The maximum (L_{Amax}) and the energy equivalent (L_{Aeq}) noise level from operations over each 15-minute measurement period will be estimated by noting fluctuating noise levels and their contributing sources, observed during the measurement. In addition, the operator will quantify and characterise the overall levels of ambient noise (i.e. L_{Amax}, LA90 and L_{Aeq}) over the 15-minute measurement interval;
- Concrush will provide details of the relevant fixed plant and mobile equipment operating during the noise monitoring sessions for inclusion in the noise monitoring report;

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- Where site noise is intermittently masked by the local ambient noise environment, the operator will estimate the site noise contribution based on the periods where the site noise was audible and may report this contribution as “less than (<)” an upper limit judged by the experienced operator.
 - Where site noise is inaudible, the site noise contribution will be reported as “inaudible”.

11.3 NOISE MONITORING TRIGGERS & RESPONSE MEASURES

In the event of an exceedance of the noise management level the following procedure will be followed:

- The Business Manager will be promptly informed and where possible, the source of the exceedance will be identified. Note that an exceedance is not always identified until post measurement analysis is performed. This is particularly true in the event of identifying that an “annoying characteristic” penalty is required;
- Additional feasible and reasonable noise mitigation measures to control the offending noise source will be investigated, including attenuation devices or modification of the particular activity or process;
- Follow-up monitoring shall be undertaken to assess the effectiveness of the noise control measures;
- A record will be kept of the exceedance and corrective action taken and will be included in the annual environmental performance report; and
- The Planning Secretary will also be notified within 7 days after the applicant becomes aware of any non-compliance in accordance with Development Consent Conditions C11 and C12.

11.4 NOISE COMPLAINT INVESTIGATION MONITORING

Noise complaints will be investigated with additional noise monitoring. Depending on the particulars of the complaint, the investigation may implement a combination of attended and continuous unattended noise monitoring over several days.

If monitoring indicates an exceedance, on-site noise mitigation measures relating to the identified activity will be reviewed and, where practicable, additional measures implemented to address the noise complaint.

Following the adoption / modification of the noise mitigation measures, further attended or unattended noise monitoring will be undertaken at the complainant’s residence to measure the success of the mitigation controls implemented.

A record will be kept of the complaint, the outcome of the investigation and any corrective action taken, and will be included in the annual environmental performance report.

12 ONSITE REAL TIME NOISE MONITOR

Concrush have committed to installing a continuous real time noise monitor on site. This monitor will be used both as an early warning device to manage offsite noise impacts as well as a tool for tracking and achieving continual environmental noise performance improvements over time. Both benefits are discussed further below. The onsite noise logger will be connected to mains power and positioned on top of the office. The logger would be setup to allow for remote access and download of data. It would also be programmed to send a warning text message when a programmed threshold level is exceeded.

12.1 CONTINUAL IMPROVEMENT

A fundamental requirement of any continual improvement endeavor is to record and track performance. Stationing a permanent noise logger on site will assist to achieve this. Onsite noise trends will be tracked over months and years and will be compared to attended noise surveys. The permanent noise logger therefore represents a key strategy in long term noise management. The combination of permanent noise logger data and attended noise survey results will inform future planning decisions for the site.

While it was not a consent condition, Concrush will commission the onsite noise monitoring system to be active prior to construction activities start on site. This onsite construction noise monitoring will assist Concrush to manage construction noise impacts.

12.2 EARLY WARNING SYSTEM

A calibration process involving the correlation of a series of attended noise measurements off site with concurrent onsite logger data will provide indicative threshold onsite noise levels that need to be met to maintain compliance with noise management levels. The primary noise generating activities on site have been identified to be crushing and green waste shredding. The calibration process will consider each of these activities in isolation and in combination.

The onsite noise logger would be programmed to send a text message to the Director (K. Thomson or his delegate Business Manager/H. Milne) when onsite noise levels exceed the programmed early warning threshold level.

13 METEOROLOGICAL MONITORING

The meteorological conditions at the Concrush Teralba site will be measured using an on-site automatic weather station and managed by the Business Manager.

The Concrush Teralba weather station will record wind speed, wind direction, rainfall and temperature at 15-minute intervals. Data recorded by the weather station shall be downloaded and saved to a Concrush computer in the administration office on a monthly basis.

Meteorological measurements will be derived by the requirements stipulated in AS 2923 – 1987: *Ambient air – Guide for measurement of horizontal wind for air quality applications*.

14 QUARTERLY NOISE PERFORMANCE REPORTING

Each quarter an internal report will be compiled that includes the results of attended noise survey results, the concurrent noise levels measured on site with the real time logger, as well as any early warnings raised and any community complaints received during the month. Tracking these metrics will allow Concrush to monitor their environmental performance as well as the effectiveness of the management measures.

Additional to this, a quarterly noise report will be prepared and published on the Concrush website. This report will contain the results of attended monitoring surveys, any complaints received during the month and any corrective actions taken.

15 IMPLEMENTATION AND TRAINING

Concrush employees and relevant subcontractors are trained in environmental awareness via site specific inductions that incorporate environmental noise awareness, training, risk assessments and communication at meetings/tool box talks.

All employees and contractors will be made aware of the relevant site procedures and controls as part of day to day operations at the Concrush Teralba site including the following:

- The potential for noise generation when the crushing plant is in operation and the importance in ensuring the crushing plant is well maintained and working efficiently;
- The potential for noise emissions from plant equipment working on stockpiles and when loading/unloading materials and required work practices to minimize noise emissions;
- Control measures (as detailed in Section 10) used to minimize noise emissions from the site;
- Action and notification procedures in the event of a noise complaint.

Records of all training will be maintained by Concrush in the Training Records System.

16 COMPLAINTS HANDLING

Site signage will provide the community with a number to contact the office. Additionally, the Concrush website homepage provides a phone number to direct any complaints.

All noise complaints will be investigated and an initial response provided to the complainant within 48 hours. A summary of noise complaints, identified source of the complaint and weather conditions will be included in the quarterly noise monitoring reports published on the Concrush website.

All complaints received from the community are recorded in the site Complaints Register. The Complaints Register documents the details of the complaint including the method received (phone, letter, email), the date, time, name and address of the complainant, in addition to the specific nature of the concern. The register also allows for the documentation of the actions taken to address the concern, the feedback provided, and any response received.

All concerns/complaints from the public are fully documented and auditable. These records are required to be kept for a period of at least 4 years.

The number and nature of complaints are also reported to the EPA in the Annual Return document and DPIE Annual Review (as per Development Consent Condition C14).

17 ANNUAL NMP REVIEW

Each year the effectiveness and appropriateness of the NMP will be reviewed by a suitably qualified noise consultant. The review will include:

- All quarterly noise reports;
- Current and planned site activities and site layout;
- Identification of any long-term site environmental noise trends; and

-
- Consideration of any exceedances of noise management levels and complaints received from the community.

Relevant information from the annual NMP review would be included in the DPIE Annual Review (as per Development Consent Condition C14).

Appendix A – Approval letter from DPIE



Mr Kevin Thompson
Managing Director
Concrush Resource Recovery Facility
18 Tirriki Street
Charlestown NSW 2290

Our ref: SSD-8753

14 May 2020

Dear Mr Thompson

**SSD-8753 – Concrush Resource Recovery Facility
Endorsement of experts to prepare a Water Discharge Management Plan, Groundwater
Management Plan and Operational Noise Management Plan**

I refer to your correspondence dated 28 April 2020, 1 May 2020 and 8 May 2020, seeking approval for

- Mr Chris Bonomini from Umwelt (Australia) Pty Ltd to prepare the Water Discharge Management Plan (WDMP) as required by Condition B12, SSD-8753
- Ms Fiona Brooker from RCA Australia to prepare the Groundwater Management Plan (GMP) as required by Condition B20, SSD-8753; and
- Mr Alex Rees from RCA Australia to prepare the Operational Noise Management Plan (ONMP) as required by Condition B47, SSD-8753.

The Department has reviewed the qualifications of Mr Chris Bonomini, Ms Fiona Brooker and Mr Alex Rees and they are all considered to have the appropriate skills and experience to prepare the WDMP, the GMP and the ONMP respectively.

Should you have any queries in relation to this matter, please contact Susan Fox on 9274 6466 or via email susan.fox@planning.nsw.gov.au.

Yours sincerely,

14 May 2020

Chris Ritchie
Director
Industry Assessments
as delegate of the Planning Secretary

Appendix B – Proposed quarterly attended noise monitoring locations

Concrush quarterly noise monitoring locations

Legend

 Concrush site

 monitoring location

