

Lynwood Non - Compliance Summary									
Ref No.	Schedule	Parameter	Condition No.	Condition	Auditor's Comments	Compliance	Non - Compliance ID	Holcim's comments	Completion Date
DA18	SCHEDULE 2 GENERAL ADMINISTRATIVE CONDITIONS	Production data	13 (a)	(a) provide annual quarry production data to DRG using the standard form for that purpose; and	The only evidence of reporting production data provided to the auditor is via the Annual Report to DPIE as per Condition 13(a) below.	Non-compliant	NC1	Provide annual production data to DRG using the standard form for that purpose. Reported in the Annual review to DPIE. Site is compliant but will be using DRG format during the submission of Annual report in March 2021.	March 2021
DA62	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	AIR QUALITY (Incorporates OEH GTA) - Impact Assessment Criteria	12	Particulate matter < 10 µm (PM10) Averaging period: 24 hour Criterion 50 ug/m3	The 2018 and 2019 AERs both report that equipment failure resulted in samples not being collected as required due to power supply issues. Equipment has since been upgraded to provide for a more stable power supply. Equipment performance should continue to be monitored to ensure compliance with the averaging periods. While non-compliant, no further actions are recommended following the upgrade.	Non-compliant	NC2	Site is compliant . However equipment performance will continue to be monitored.	-
DA196	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATION AND LANDSCAPING - Rehabilitation Bond	48	Within 3 months of each Independent Environmental Audit (see Condition 11 in Schedule 5) after the lodgement of the rehabilitation bond, the Applicant must review, and if necessary revise the sum of the bond to the satisfaction of the Secretary. This review must consider:	The auditor has not been provided any evidence of a bond review occurring following the previous audit.	Non-compliant	NC3	The rehabilitation bond has been updated in Dec 2020 and will be revised to the satisfaction of the Secretary. Incorporated CPI and the future 5 year disturbance forecast.	Jan 2021
DA197	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATION AND LANDSCAPING - Rehabilitation Bond	48 (a)	(a) the effects of inflation;	The auditor has not been provided any evidence of a bond review occurring following the previous audit.	Non-compliant	NC4	Finalised the process of bond value post the IEA audit. Updated Bank Guarantee will be provided to the secretary in Dec / Jan 2021.	Jan 2021

DA198	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATIO N AND LANDSCAPING - Rehabilitation Bond	48 (b)	(b) any changes to the total area of disturbance; and	The auditor has not been provided any evidence of a bond review occurring following the previous audit.	Non-compliant	NC5	Updated Bond has been established. Will be sent to the secretary for review. Existing compliance planners that were set in 2021 also includes the cue for bond revision.	Jan 2021
DA199	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATIO N AND LANDSCAPING - Rehabilitation Bond	48 (c)	(c) the performance of the rehabilitation against the completion criteria of the Rehabilitation and Landscape Management Plan.	The auditor has not been provided any evidence of a bond review occurring following the previous audit.	Non-compliant	NC6	The rehabilitation bond has been updated and will be revised to the satisfaction of the Secretary. Incorporated CPI and the future 5 year disturbance forecast.	Jan 2021
DA204	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATIO N AND LANDSCAPING - Retirement of Biodiversity Credits	48A (c)	Credit type: Ecosystem credits: HN614 Yellow Box – Blakely's Red Gum grassy woodland on the tablelands, South Eastern Highlands Bioregion Credits to be retired: 2124	The 2019 AER states: "DPIE noted that that Holcim was granted an extension to the retirement of biodiversity credits and that the credits were to be retired in June 2018, no biodiversity credits have been retired in 2019. Obligations around biodiversity credits will continue to be addressed in the 2020 annual review period". No evidence has been seen of how this may have been addressed throughout the 2020 annual review period.	Non-compliant	NC7	Consult with DPIE for how to close out the issue of non- retirement of credits.	April 2021
DA206	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATIO N AND LANDSCAPING - Retirement of Biodiversity Credits	48A (c)	Credit type: Ecosystem credits: HN515 Broad-leaved Peppermint – Ribbon Gum grassy open forest in the north- east of the South Eastern Highlands Bioregion Credits to be Retired 33	The 2019 AER states: "DPIE noted that that Holcim was granted an extension to the retirement of biodiversity credits and that the credits were to be retired in June 2018, no biodiversity credits have been retired in 2019. Obligations around biodiversity credits will continue to be addressed in the 2020 annual review period". No evidence has been seen of how this may have been addressed throughout the 2020 annual review period.	Non-compliant	NC8	Consult with DPIE for how to close out the issue of non- retirement of credits.	April 2021

DA207	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATION AND LANDSCAPING - Retirement of Biodiversity Credits	48A (c)	Credit type: Ecosystem credits: Total: 3038 (2124 + 881 + 33)	The 2019 AER states: "DPIE noted that that Holcim was granted an extension to the retirement of biodiversity credits and that the credits were to be retired in June 2018, no biodiversity credits have been retired in 2019. Obligations around biodiversity credits will continue to be addressed in the 2020 annual review period". No evidence has been seen of how this may have been addressed throughout the 2020 annual review period.	Non-compliant	NC9	Consult with DPIE for how to close out the issue of non- retirement of credits.	April 2021
DA288	SCHEDULE 5 ENVIRONMENTAL	REPORTING - Annual Review	10	The Applicant must ensure that copies of the Annual Review are submitted to Council and are available to the Community Consultative Committee (see condition 7 of Schedule 5) and any interested person upon request.	While the AERs are publicly available on the Holcim website, there is no evidence that that the AERs in the reporting period were submitted directly to Council.	Non-compliant	NC10	A list of agencies that receive the AERs is included in the AERs.	March 2021
DA327	Appendix 7	APPENDIX 7: DETAILED HERITAGE CONDITIONS	9(e)	The progress on the archaeological works on site is systematically video recorded,	Videos are not able to be located and it is assumed that photographs were taken instead.	Non-compliant	NC11	Close this issue out with DPIE to avoid ongoing non- compliance issues at each audit. Ensure photos are taken during any future archaeological works on site. No videos were taken as reported in the last audit in 2018. A letter will be sent to DPIE stating that no videos were taken and it is only photos.	Jan 2021

SOC25	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Surface Water	N/A (SOC)	Holcim Australia will update the Lynwood Quarry Water Management Plan. This will include an update to the Lockyersleigh Creek Riparian Area Management Plan.	The Water Management Plan is currently awaiting approval and contains management measures regarding Lockyersleigh Creek, however the Lockyersleigh Creek Riparian Area Management Plan has not been updated since 2011 to reflect any updates to the WMP or otherwise.	Non-Compliant	NC12	The Lockyersleigh Creek Riparian Area Management Plan has been updated. This will be shared with DPIE for review.	Submit to DPIE in Dec 2020
EPL34	N/A (EPL)	which were provided by the complainant or, if no such details were provided, a note to that effect; d) the nature of the complaint; e) the action taken by the licensee in relation to the complaint, including any follow-up contact with the complainant; and f) if no action was taken by the licensee, the reasons why no action was taken.	M4.2	The record must include details of the following: a) the date and time of the complaint; b) the method by which the complaint was made; c) any personal details of the complainant	The 'summarised event report listing' provided to the auditor as evidence does not include: e) the action taken by the licensee in relation to the complaint, including any follow-up contact with the complainant; and f) if no action was taken by the licensee, the reasons why no action was taken.	Non-Compliant	NC13	For each incident recorded, include the actions taken, or if no action taken state why not.	Due to nature of the incidents, a summary listing has been given to preserve personal information. If necessary, we can provide a full report with names blanked.
DA28	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	NOISE (Incorporates OEH GTA) - Noise Mitigation Measures	4 (b)	(b) implement all reasonable and feasible measures to minimise road transportation noise associated with the development;	7 noise complaints are reported in the InControl register. 2 are described as closed and 5 are described as submitted. No significant detail is provided on the nature of the noise complaint. No exceedences have been reported at the times of these complaints.	Compliant	Record the detail of the noise complaint and ensure that they are closed out.	Completed	-

DA34	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	NOISE (Incorporates OEH GTA) - Operating Hours	5	Blasting Monday-Saturday: 9am to 5pm Sunday and Public Holidays: None	The 2018 and 2019 AERs report compliance. One InControl community complaint is recorded regarding blasting: House shook some time between 13: 00 & 14:00 on 6th August 2019 Incident is recorded but is not listed as closed in InControl. No exceedences are reported in the Blast monitoring report.	Compliant	Ensure incidents listed in InControl are closed out.	Completed	-
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DA59	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	AIR QUALITY (Incorporates OEH GTA) - Impact Assessment Criteria	12	The Applicant must ensure that dust generated by the development does not cause additional exceedances of the criteria listed in Tables 6-8 at any residence that exists on the date of this consent, or on more than 25 percent of any privately owned land.	2005 EIS Appendix 5. Pages 16 - 18 provides predictions of air quality at 8 locations for 7 years in the 30 year period. 2005 EIS section 5.8.5 of the main text found that only one vacant property may be potentially dust affected. The InControl Incident register details numerous dust complaints received from the community, a number of which relate to dust experienced at residences. A number of these complaints are not listed as 'closed'. Both the 2018 and 2019 AERs list non-compliances regarding air quality monitoring due to equipment failure, however exceedances of the criteria are not recorded. Short term PM10 exceedances are recorded in 2018 but are correlated to regional dust events. Equipment has been upgraded in early 2020 with a change to the solar power supply. The Air Quality Management Plan was revised in 2020 with approval received from DPIE on 11/03/2020.	Compliant	Close out all dust complaints in the incident register.	Completed	-
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DA84	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	SURFACE AND GROUND WATER (Incorporates NOW and OEH GTAs) - Sediment Dams	18 (a)	(a) Sediment Dams A, B and F are capable of treating the 90th percentile 5-day rainfall event; and	The water management plan was revised in 2020. The dams listed in Table 5 are approved and were conceptual dams based on modelling undertaken as part of the initial Lynwood Quarry EIS (Umwelt, 2005) and the Lynwood Quarry Modification EA (Umwelt, 2015). This table was updated in February 2020 based on the status of dams. Dam A is now a water harvesting Dam. Dam F is specified as both sediment and water storage and has minimum design criteria of 90th percentile 5-day rainfall. Dam B is no longer listed.	Compliant	Clarity should be sought around this condition if dams are now assigned different labels, or alternatively the WMP should be updated to state whether these criteria are met if still required to do so		
DA88	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	SURFACE AND GROUND WATER (Incorporates NOW and OEH GTAs) - Operating Conditions	19 (b)	(b) ensure that the accumulated sediment in all the Sediment Dams is kept below 30% of their design capacity;	WMP (2020) states All sediment dams will be managed to ensure that accumulated sediment is kept below 30% of the dam design capacity.	Compliant	Suggestion to mark levels at 30 % if feasible, or incorporate program for checking levels systematically.	Program in place to check the levels by sites. Completed.	-
DA183	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATION AND LANDSCAPING - Rehabilitation and Landscape Management Plan	44 (c)	describe in detail the measures that would be implemented over the next 5 years to rehabilitate and manage the landscape on the site;	The 2018 plan is an update of the 2016 plan which describes rehabilitation between 2016 and 2021.	Compliant	The Rehabilitation and Landscape Management Plan will need to be updated to manage for the next five year period within the next 12 months.	Rehabilitation and Landscape Management Plan will be updated to reflect the 2020 plan.	June 2021
DA193	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	REHABILITATION AND LANDSCAPING - Rehabilitation and Landscape Management Plan	46	Within 3 months of the Independent Environmental Audit (see Condition 11 in Schedule 5), the Applicant shall update the Rehabilitation and Landscape Management Plan to the satisfaction of the Secretary.	The current plan is dated May 2018. The previous audit was scheduled for 2017 but was not finalised until 2019 due to delays. As this current plan was updated during this timeframe and following commencement of the audit process, it is considered adequate, although technically non-compliant.	Compliant	Ensure that the Rehabilitation and Landscape Management Plan is updated to the satisfaction of the secretary within 3 months of this audit.	Forecast and schedule in Compliance planner. Update the Rehabilitation Management Plan with the recent ecology and rehabilitation monitoring of the site (minor edits).	Feb 2021

DA220	SCHEDULE 3 - SPECIFIC ENVIRONMENTAL CONDITIONS	VISUAL IMPACT - Waste Management	54	The Applicant must ensure that all wastes generated or stored at the site are assessed, classified and managed in accordance with the Assessment, Classification and Management of Liquid and Non-liquid Waste (OEH) guideline, or its successor (incorporates OEH GTA).	Waste Management and Minimisation Strategy Section 3.0 purpose and scope) states that "This Waste Management and Minimisation Strategy (WMMS) has been developed to ensure compliance with Condition 53, Schedule 3 of DA 128-5-2005." The document then presents both condition 53 and 54.	Compliant	Edit wording of Waste Management and Minimisation Strategy to explicitly capture condition 54.	Will incorporate in the waste management section	June 2021
DA252	SCHEDULE 5 ENVIRONMENTAL	Evidence of Consultation	1A (b)	(b) submit evidence of this consultation as part of the relevant document;	Various revised Management plans contain 'Consultation' sections. RLMP (2018) now has agency consultation in Appendix 9, Noise Management Plan provides it in Appendix 1. Not all revised plans provide the actual consultation (e.g. blast management plan 2020), but do allude to it in the document.	Compliant	Append agency consultation to all future revisions of management plans.	Compliance planner to include this.	Feb 2021
DA253	SCHEDULE 5 ENVIRONMENTAL	Evidence of Consultation	1A (c)	(c) describe how matters raised by the authority have been addressed and any matters not resolved; and	Various revised Management plans contain 'Consultation' sections which summarise the consultation held. RLMP (2018) now has agency consultation in Appendix 9, Noise Management Plan provides it in Appendix 1. Not all revised plans provide the actual consultation (e.g. blast management plan 2020), but do allude to it in the document.	Complaint	Append agency consultation to all future revisions of management plans.	Compliance planner to include this.	Feb 2021

DA254	SCHEDULE 5 ENVIRONMENTAL	Evidence of Consultation	1A (d)	(d) include details of any outstanding issues raised by the authority and an explanation of disagreement between any public authority and the Applicant.	Various revised Management plans contain 'Consultation' sections which summarise the consultation held. RLMP (2018) now has agency consultation in Appendix 9, Noise Management Plan provides it in Appendix 1. Not all revised plans provide the actual consultation (e.g. blast management plan 2020), but do allude to it in the document and provide pertinent points.	Compliant	Append agency consultation to all future revisions of management plans.	Compliance planner to include this.	Feb 2021
DA255	SCHEDULE 5 ENVIRONMENTAL	MANAGEMENT PLAN REQUIREMENTS	2 (a)	(a) detailed baseline data;	This condition was introduced in MOD4 (May 2016) so does not apply to plans prepared prior to this time. Plans revised since this date contain baseline data.	Compliant	Provide previously collected detailed baseline data in any future management plan revisions.	Incorporate previous data in management plan reviews	-
DA259	SCHEDULE 5 ENVIRONMENTAL	MANAGEMENT PLAN REQUIREMENTS	2 (e)	(e) a contingency plan to manage any unpredicted impacts and their consequences;	This condition was introduced in MOD4 (May 2016) so does not apply to plans prepared prior to this time.	Compliant	Provide contingency plans in any future management plan revisions.	Will be incorporated in future updates.	July 2021
DA262	SCHEDULE 5 ENVIRONMENTAL	MANAGEMENT PLAN REQUIREMENTS	2 (h)	(h) a protocol for periodic review of the plan.	This condition was introduced in MOD4 (May 2016) so does not apply to plans prepared prior to this time.	Compliant	Future updates to plans prepared prior to MOD4 should provide a protocol for periodic review	Will be incorporated in future updates.	July 2021
DA268	SCHEDULE 5 ENVIRONMENTAL	REVISION OF STRATEGIES, PLANS & PROGRAMS	5	Within 3 months of the submission of an: (a) incident report under condition 8 below; (b) Annual Review under condition 10 below; (c) audit report under condition 11 below; and (d) any modifications to this consent, the Applicant must review, and if necessary revise, the strategies, plans, and programs required under this consent, to the satisfaction of the Secretary.	Sighted signed 'Evidence of Internal Review' forms indicating review process of all management plans was underway, or complete with a required action. 2018 AER states: During the 2018 report period, management plans were not updated three months after the submission of the Annual Review. It is noted this was corrected in the following reporting period (2019) so assumed to be closed out.	Note	Establish a register to ensure accurate tracking of strategy, plan and program updates against required timeframes. Master register has these data.	Completed . Compliance Planner for the site with all the program updates and consent and EPL requirements scoped out for each year. All the management plan requirement are also scoped out.	-

DA276	SCHEDULE 5 ENVIRONMENTAL	REPORTING - Incident Reporting	8	The Applicant must notify, at the earliest opportunity, the Secretary and any other relevant agencies of any incident that has caused, or threatens to cause, material harm to the environment. For any other incident associated with the development, the Applicant must notify the Secretary and any other relevant agencies as soon as practicable after the Applicant becomes aware of the incident. Within 7 days of the date of the incident, the Applicant must provide the Secretary and any relevant agencies with a detailed report on the incident, and such further reports as may be requested.	Incidents appear to be managed as per the requirements.	Compliant	PIRMP should be amended to include notification of the Secretary following an emergency incident, as per the requirements of this condition.	Completed in Dec 2020 and uploaded on the website. Will include the notification to Secretary emergency pathway.	Feb 2021
DA286	SCHEDULE 5 ENVIRONMENTAL	REPORTING - Annual Review	10 (h)	(h) calculate the number of additional BioBanking (or equivalent) credits that will need to be purchased, before that clearing can be done; and	AERs present how the number of credits required per stage of development have been calculated for the granite pit and how those credits are being progressively retired.	Compliant	Future Annual Environmental Reviews should include information on the additional BioBanking (or equivalent) credits that will need to be purchased or note that no additional credits are required.	Holcim will incorporate these in the Annual Reviews.	March 2021

SOC28	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Surface Water	N/A (SOC)	Monitoring of water imported to site, water used on site and water discharged following the guidelines for Water Reporting Requirements for Mines (NSW Office of Water, undated), where applicable.	The WMP (2011) states Holcim will monitor all water used on site, imported to site and overflows from sediment dams. The WMP (2011) does not state if this is in line with following the guidelines for Water Reporting Requirements for Mines (NSW Office of Water, undated). The draft revised WMP (2020) lists guideline used in Section 3.2 but does not refer to Water Reporting Requirements for Mines (NSW Office of Water, undated).	Compliant	The revised WMP (2020) should state if the guidelines for Water Reporting Requirements for Mines (NSW Office of Water, undated) have been used in the WMP (2020) development.	The Water Management Plan has been updated and approved in October 2020. New revision will include the guidelines.	Oct 2021
SOC29	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Surface Water	N/A (SOC)	The existing surface water monitoring program will be updated to include four additional sites as shown in Figure 2.2 of the Response to Submissions report. The final details of the proposed surface water monitoring program will be contained within the updated Water Management Plan.	The WMP has been further revised in 2020 and is still pending approval. The Surface Water Monitoring Program is appended to the revised WMP and awaiting approval. The previous audit found: The Surface Water Monitoring Program (2018) has since been revised and is currently going through the approval process as part of the Water Management Plan 2018*. It does not include SW1 and SW2 surface water monitoring locations which were in the original Figure (Figure 2.2 of the RTS report) as these related to construction of the Hume Highway intersection is complete. The 2018 and 2019 AERs, do not provide evidence that the requirement of SOC 27 has been met during the audit period.	Compliant	Close out revision to Water Management Plan and include relevant updates to surface water monitoring program.	Completed. Comprehensive report with surface and Ground water MP included in 1 report.	-

SOC30	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Surface Water	N/A (SOC)	The water quality parameters and frequency of sampling will remain as for the existing approved operations. Flow monitoring will continue to be undertaken by visual observation of the flows during water quality sampling (flow, no-flow).	The auditor has only been provided the 2011 revision of the Surface Water Monitoring Program. The previous audit suggests the most recent revision is from 2018 and suggest compliance. The website contains only the 2011 revision of the Surface Water Monitoring Program.	Compliant	The website should be updated to show most recent revision of the Surface Water Monitoring Program if it was indeed approved.	Completed (WMP)	-
SOC31	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Groundwater	N/A (SOC)	Holcim Australia will extend the current groundwater monitoring program, which includes both groundwater level and quality, to include the new monitoring piezometers that were constructed for the Granite Pit during the exploration drilling phase. Details of these locations are provided in Appendix 9 of the EA (MOD 4). These bores will be monitored until they are progressively removed by the progression of the Granite Pit or as otherwise refined via the Water Management Plan.	The previous IEA indicates that the Groundwater Management Plan was updated in compliance with the commitment, however the updated plan has not been published on the Holcim website. The auditor was not provided the 2018 revision of the GWMP. The wider Water Management Plan (2020) has been updated and is pending approval. A groundwater Monitoring Program is appended to this.	Compliant	Update the website to contain the revised Groundwater Management Plan (2018), or 2020 once approved.	Completed - Comprehensive WMP. Uploaded on the webpage.	-

SOC37	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Trust and Reputation	N/A (SOC)	Existing engagement to continue as appropriate, with a focus on respectful, honest and open communications.	CCC feedback: The committee is working well and acting as an important conduit for community issues and communicating the environmental compliance for the construction and operations of the quarry. This sentiment is also held by members, who appreciate the opportunity to provide feedback to Holcim's project team and management. Holcim always provides the CCC with a thorough update on the quarry, including any milestones, planning updates, construction works, environmental performance, site operations and community relations activities.	Compliant	Last update to 'Information Updates' page online appears to be 2015. This page should be updated or merged with other pages that provide the more recent information such as Annual Reviews etc or with the 'Community Link' Lynwood Page which has the most recent update of December 2019.	No, the webpage was upto date. https://www.holcim.com.au/about-us/community-link/lynwood/our-community	-
SOC45	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Visual Amenity	N/A (SOC)	Lighting – quarry operations on the surface including topsoil stripping, overburden extraction and overburden emplacement will be daytime operations only (consistent with current development consent conditions) and therefore do not have any potential to result in lighting impacts.	One complaint has been recorded in InControl regarding fugitive light emissions on 20/02/2019. No details of the complaint are recorded, and it is not stated to be 'closed'. It is unclear if this complaint relates to topsoil stripping.	Complaint	Close out the complaint from 20/02/2019 Recommendation: Ensure that enough detail is recorded for complaints in InControl.	Completed	-
SOC61	APPENDIX 11	APPENDIX 11: STATEMENT OF COMMITMENTS (Final May 2016) - Modification Project Management and Mitigation Measures - Gas Pipeline Hazards	N/A (SOC)	pipelines will be designed in accordance with relevant standards	The auditor has not been provided a copy of any specifications of the pipelines. It is assumed that this would be covered by construction certificates which are up to date. Considered closed by compliance in previous audit.	Compliant	Ensure pipelines are designed in accordance with relevant standards.	Noted.	-

EPL38	N/A EPL	N/A EPL	M5.2	The licensee must notify the public of the complaints line telephone number and the fact that it is a complaints line so that the impacted community knows how to make a complaint.	Environmental or community enquiries phone number is featured on Holcim's website: http://www.holcim.com.au/about-us/community-link/lynwood/contact-details (viewed 23/10/20)	Compliant	State clearly on the webpage that this number should be used if a community member has a complaint	Active complaints line number has been clearly stated on the webpage. Web page updated.	-
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