

# Chullora Materials Recycling Facility

Environmental Impact Statement (SSD-10401)

Appendix I Community and Stakeholder Participation Strategy



# Communications and stakeholder participation strategy

## Chullora Resource Recovery Park Stage 1 development - Materials Recycling Facility (MRF)

### 1. Background and purpose

The purpose of this document is to provide a Communications and Stakeholder Participation Strategy (**Strategy**) for the Chullora Resource Recovery Park Development Stage 1 – Materials Recycling Facility development (the Proposal), and outline processes relating to the next phases of the Proposal.

This plan is a working document and should be reviewed and updated regularly, as issues emerge and the Proposal moves into different phases.

### 2. Secretary’s Environmental Assessment Requirements

This Strategy has been prepared to address the Secretary’s Environmental Assessment Requirements (SEARs) (SSD 10401) for the Proposal, issued by NSW Department of Planning, Industry and Environment (DPIE) on 20 May 2020.

Table 1 provides a summary of the relevant SEARs which relate to this Strategy, and where these have been addressed in this report.

**Table 1 SEARs**

SEARs requirements	Where addressed
<b>2. Community and Stakeholder Engagement</b>	
A detailed community and stakeholder participation strategy which identifies who in the community has been consulted and a justification for their selection, other stakeholders consulted and the form(s) of the consultation, including a justification for this approach.	Section 6
A report on the results of the implementation of the strategy including issues raised by the community and surrounding landowners and occupiers that may be impacted by the proposal.	Section 8
Details of how issues raised during community and stakeholder consultation have been addressed and whether they have resulted in changes to the proposal.	Section 9
Details of the proposed approach to future community and stakeholder engagement based on the results of the consultation.	Section 10

### 3. Proposal summary

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SUEZ is seeking to establish a state-of-the-art Resource Recovery Park (RRP) located at 21 Muir Road, Chullora. SUEZ is proposing to develop and operate the first phase of the Chullora RRP as a Materials Recycling Facility (MRF) to process co-mingled and source separated “yellow bin” recyclables from households and dry commercial and industrial (C&I) waste; with a material recovery capacity of up to 172,000 tonnes per annum.

- The Chullora Resource Recovery Park will be progressively developed, with stage two earmarked for a Resource Processing Facility (RPF)
- This strategic investment is in line with government’s circular economy initiatives, and to increase recycling capacity within Australia
- Mixed yellow bin recyclables would be recovered using state-of-the-art technology to ensure a high level recovery, so the recyclables could be remanufactured into products
- SUEZ recognises the importance of engaging with the community and key stakeholders throughout the planning process.
- Our project team are committed to listening to and engaging with the community and key stakeholders to address any key concerns

### 4. Communications objectives

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SUEZ recognises the importance of engaging with the community and key stakeholders throughout the planning process. SUEZ’s communications objectives are to:

- Raise awareness of the Proposal and its merit
- Inform key stakeholders of the EIS lodgement and public exhibition
- Increase awareness of SUEZ’ best practice waste and recycling operations
- Discuss and seek feedback from community members.

### 5. Key messages

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#### **We’re investing in essential recycling infrastructure**

- We plan to develop and operate the first phase of the Chullora RRP as a Materials Recycling Facility (MRF) to process co-mingled and source separated “yellow bin” recyclable from households and dry commercial and industrial (C&I) waste. The \$40 million state-of-the-art investment will have a material recovery capacity of up to 172,000 tonnes per annum.

- The Resource Recovery Park will be progressively developed, with stage two earmarked for a Resource Processing Facility (RPF). This facility would be subject to a separate assessment process and SUEZ will re-engage with the community when plans for the RPF is further developed.
- This proposal will reactivate the Chullora site through establishing a state of the art MRF in Sydney, increasing the capacity and resilience of the recycling network in Sydney.
- SUEZ is committed to delivering on the principles of a circular economy through implementation of a pull-through model that conceives of the sorting, reprocessing and specified end uses of processed materials as an integrated, closed loop solution.
- SUEZ is committed to manage potential impacts associated with the construction and operation of the proposal in an environmentally and socially responsible manner. Our detailed review and assessment of environmental and social impacts are detailed in the Environmental Impact Statement available on the Department of Planning, Industry and Environment’s website <https://www.planningportal.nsw.gov.au/major-projects/project/26052>
- SUEZ values community feedback on this proposal. We welcome you to stay up to date with the Proposal’s development and provide us your thoughts through the Proposal website <https://www.suez.com.au/en-au/news/projects/chullora-development>

#### **A response to local and international recycling crisis**

- Commingled kerbside recycling has been a key feature of municipal waste services in Australia for nearly 40 years.
- Traditionally recyclables have been collected and processed to a quality sufficient for local use and export to international markets, with south-east Asia being a major international off-taker. However, with recent changes to global import policies such as the China National Sword policy, there has seen an increasing restriction on importation of recycling materials.
- According to the NSW EPA, *“Until recently, China was a large importer of recyclable materials, accepting more than 30 million tonnes of waste from all over the world every year. Australia alone sent 1.25 million tonnes of recycled material to China in 2016-17 which is now impacted by National Sword. At the start of January 2018, however, China began to stringently enforce restrictions on the importation of recycled materials under its National Sword policy. This policy has impacted the global market for recyclable material, including the recyclable material that is currently collected in NSW.”*
- Such international policy changes resulted in significant impact on Australia’s local recycling market as traditional recycling efforts and technologies struggle to meet local reuse and international import requirements. Governments and industry are recognising the conventional recycling “push” model is no longer sustainable and that we need to focus on finding local solutions that focus on high quality materials, adding value to recovered resources and utilising those materials locally to create truly circular loops.

- Our proposal is a direct response to the emergence of a circular economy. It is a critical shift in approach, from producing generic low cost, low grade materials to a pull-through model that conceives of the sorting, reprocessing and specified end uses as an integrated, closed loop solution.
- Our proposal aims to help alleviate two critical emerging challenges for recycling:
  - A planned national ban on exporting “waste” paper, plastic, glass and tyres (not a kerbside recycling stream), by incorporating a beneficiation process within the proposed MRF to improve recyclables quality and recovering material to a quality which meets local reuse specifications.
  - Tighter restrictions on global recycled commodity markets, by recovering and processing recyclables to a quality suitable for sale in international markets.

### **Community engagement is an essential part of our operations**

- SUEZ is an active supporter of the local NSW community and this will continue.
- Community and stakeholder engagement is an integral part of our operations.
- We are committed to actively engaging and listening to the community and our stakeholders throughout the planning process.
- We encourage the community to have their say on this proposal during the Environmental Impact Statement public consultation period.

## **6. Communication tools and stakeholder identification**

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### **6.1 Communication tools**

SUEZ’s approach to community relations will continue to be proactive, with activities timed to coincide with key planning and development milestones. All stakeholder interactions are recorded through a dedicated database which ensures consistent, coordinated stakeholder feedback.

In addition to the usual proposal exhibition activity managed by the DPIE, additional engagement activities are planned to provide opportunities for the community and stakeholders to gain further understanding of the Proposal prior and during the EIS public exhibition process. SUEZ will remain available to respond to questions from stakeholders.

#### **Community Information Mail-out**

Design and deliver flyers to stakeholders in the neighbouring suburb to inform the local community about the proposal and that the proposal is on public exhibition.

The community information mail-out also includes a feedback form and contact number for the community to provide feedback.

*< Refer Attachment A for the community mail-out and feedback form >*

## **Digital**

SUEZ has prepared and will continue to maintain the dedicated proposal website:  
<https://www.suez.com.au/en-au/news/projects/chullora-development>

The website includes key features of the Proposal, a project timeline and invites visitors to provide feedback via a feedback form and short survey.

Once the EIS has been submitted, the website will be updated to provide links to the EIS on the Department website.

< *Refer Attachment B for screenshot of website* >

## **Media relations**

SUEZ will continue to communicate openly with media as requests are received.

## **6.2 Stakeholder identification**

This section identifies who in the community has been consulted and a justification for their selection, other stakeholders consulted and the form(s) of the consultation, including a justification for this approach.

### **Government stakeholders**

**Table 2 Government stakeholders**

<b>Organisation</b>	<b>Form of consultation</b>	<b>Justification</b>
Department of Planning, Industry and Environment (DPIE)	<ul style="list-style-type: none"><li>• Face-to-face scoping meeting</li><li>• Follow up as required</li></ul>	Key stakeholder. To assist assessment process, it is important to have an initial meeting in person to introduce the Proposal, rationale, and understand key assessment criteria.
Environment Protection Authority (EPA)	<ul style="list-style-type: none"><li>• Face-to-face scoping meeting</li><li>• Follow up specialist consultation</li></ul>	Key stakeholder. To assist assessment process, it is important to have an initial meeting in person to introduce the Proposal, rationale, and understand key assessment criteria.  Once results are available from technical modelling (noise and air quality), have a follow up consultation session with EPA to discuss results so there are no surprises during assessment phase.
Fire Rescue NSW (FRNSW)	<ul style="list-style-type: none"><li>• Face-to-face scoping meeting</li><li>• Design review</li></ul>	Key stakeholder due to the previous fire event on site, and fire being one of the major risks for waste facilities. To understand FRNSW's requirements, it is important to have a meeting to understand key design requirements.

Organisation	Form of consultation	Justification
City of Canterbury Bankstown (Council) <ul style="list-style-type: none"> <li>• Planning department</li> <li>• Sustainable future department</li> </ul>	<ul style="list-style-type: none"> <li>• Face-to-face meeting</li> <li>• Review of Traffic Impact Assessment</li> <li>• Follow up specialist consultation</li> </ul>	Key stakeholder as Council represents the local community. It is important to have a meeting in person to introduce the Proposal, rationale, and understand if there's any concerns especially on local issues such as traffic and flood management.
Transport for NSW (TfNSW)	<ul style="list-style-type: none"> <li>• Specialist consultation</li> </ul>	Stakeholder identified in SEARs. Specialist consultation required prior to submission of EIS.
DPIE: Environment, Energy and Science Group	<ul style="list-style-type: none"> <li>• Letter inviting feedback</li> </ul>	Stakeholder identified in SEARs. Invite to provide comment.
DPIE: Water Group	<ul style="list-style-type: none"> <li>• Letter inviting feedback</li> </ul>	Stakeholder identified in SEARs. Invite to provide comment.

### **Industrial neighbours**

Due to the location of the Chullora site and its history as a waste management facility well buffered by its industrial neighbours, it was concluded that consultation residential neighbours would not be appropriate, as the closest residential neighbour is around 300 metres away from site and screened by other industrial developments in the area. This approach was agreed to by City of Canterbury Bankstown when they were consulted.

A list of industrial neighbours was established based on a desktop review of the Chullora area and was ground-truthed by our local staff based at SUEZ's Chullora office (NSW State Head Office).

**Table 3 Industrial neighbours**

Organisation	Form of consultation	Justification
PFD Food Services	<ul style="list-style-type: none"> <li>• Information mail out &amp; feedback form</li> <li>• Follow up phone call</li> <li>• Invitation to Proposal website</li> </ul>	Initially, SUEZ was planning to undertake "door-knocking" activities and have a project representative visit each of our industrial neighbours in person to consult with them about the proposal and deliver the Proposal information mail-out.  However, due to the challenges and restrictions associated with the COVID-19 pandemic, SUEZ had to adapt our consultation approach from our preferred face-to-face approach to remote engagement, issuing the mail-out via post, and following up via phone call.
Tip Top Bakeries		
Western Containers		
McWilliams Wines		
Veolia Recycling Centre		
Bluescope Steel		
My Car		
Nepean Building & Infrastructure		
Pickles Chullora		
Encompass Business Park		

Organisation	Form of consultation	Justification
Alpha Precast		
UD Trucks		
Pacific National		
Volvo Bus australia		
Aramex Sydney		
Chullora Business Park		
News Limited		
Tafe NSW Chullora		
Primo Foods Head Office		
EWE Group		
Australia Post Sydney Parcels Bulk Logistics		
Volkswagen Group Australia Head Office		
RSPCA		
Swiss Deli		

## 7. Communications Risks

**Table 4 Communications risks**

Situation	Associated communication risks	Likelihood	Mitigation measures
<b>Proposal approval</b>			
Traffic	Concern that construction and/or operation of the plant will generate increased traffic volumes	Medium	A traffic management study has been commissioned as part of the EIS and the results are publicly available online. Results show impact to traffic is negligible. Confirm assessment methodology and results with TfNSW and Council.
Air quality / emissions	Concern management of air quality during the construction period will be poor Concern operation of the plant will impact negatively upon air quality for the local and broader community	Low	An air quality study has been commissioned as part of the EIS and the results are publicly available online. Results confirm any disturbance would be short term and there is limited odour impact.

Situation	Associated communication risks	Likelihood	Mitigation measures
Noise	Concern noise during the construction period will not meet approved standards Concern noise generated from the plant	High	A noise impact assessment has been commissioned as part of the EIS and the results are publicly available online. Results confirm any disturbance would be short term and there is limited noise impact.
Fire risk	Concern of waste management facilities catching fire Association with previous fire incident at Chullora Resource Recovery Park	High	SUEZ is working closely with FRNSW to develop the facility. The facility would be built to latest and most stringent fire safety guidelines " <i>Fire safety in waste facilities</i> " developed by FRNSW in 2019.

## 8. Results from engagement

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### 8.1 Government stakeholders

SUEZ and our EIS consultant Arcadis was successful in engaging with the following government stakeholders:

- Department of Planning, Industry and Environment including:
  - Environment, Energy and Science (EES) Group
  - Water Group
- NSW Environmental Protection Authority
- Fire and Rescue NSW
- Transport for NSW
- Sydney Water
- Canterbury-Bankstown Council.

A summary of the consultation activities carried out and the key aspects discussed is provided for each agency in the table below.

**Table 5 Government consultation results**

Consultation activity	Key issues	Response
<b>DPIE</b>		
<ul style="list-style-type: none"> <li>An initial Scoping meeting was held between SUEZ and DPIE on 13th November 2019</li> <li>A face-to-face meeting was held between SUEZ, DPIE, the EPA and FRNSW on 4<sup>th</sup> February 2020</li> <li>Multiple telephone conversations and email correspondences have occurred throughout the development of the EIS.</li> </ul>	<p>The PFD storage facility should be considered within the hazard and risk assessment as it may be a potentially hazardous facility.</p>	<p>A review of the DA prepared for the PFD storage facility (which was lodged with Council) confirmed that the PFD facility is not considered potentially hazardous and does not store hazardous goods onsite.</p>
	<p>Fire prevention and suppression infrastructure should be incorporated into the Proposal design.</p>	<p>A detailed and robust fire infrastructure design has been prepared for the Proposal and is provided in Appendix G and are described in Section 4.3.5 of the EIS.</p>
	<p>The following aspects would need to be assessed in the EIS:</p> <ul style="list-style-type: none"> <li>Waste stream processing</li> <li>Contamination</li> <li>Aboriginal heritage</li> <li>Planning instruments and legislation.</li> </ul>	<p>All aspects have been assessed as part of the EIS.</p>
<b>NSW EPA</b>		
<ul style="list-style-type: none"> <li>A face-to-face meeting was held between SUEZ, DPIE, the EPA and FRNSW on 4th February 2020</li> <li>A virtual meeting was held between SUEZ and the EPA on 19th May 2020</li> <li>Multiple telephone conversations and email correspondences have occurred throughout the development of the EIS.</li> </ul>	<p>Fire systems should be appropriately designed given the history of the previous Chullora RRC.</p>	<p>Fire infrastructure has been designed in accordance with the <i>Fire Safety Guideline: Fire Safety in Waste Facilities</i> (FRNSW, 2020). This is provided in Appendix G of the EIS.</p>
	<p>Previous contamination and remediation activities should be confirmed within the EIS assessment.</p>	<p>Potential contamination has been identified within the Chullora RRP site during previous inspections, however following implementation of a site remediation action plan in 2016 the Proposal site was deemed suitable for commercial / industrial use (Enviroview, 2016) (NSW EPA, 2016a).</p> <p>Any potentially contaminated lands will have been excavated or capped as part of the proposed flood mitigation works (DA 366/2020) prior to the commencement of the Proposal and subsequently would not be disturbed by the Proposal.</p>

Consultation activity	Key issues	Response
	Status of the existing EPL (EPL 5893 was approved during the operation of the Chullora RRC)	The existing EPL could either be updated via a variation application or a new one sought for the Proposal. This would be confirmed following approval of the EIS.
<b>FRNSW</b>		
<ul style="list-style-type: none"> <li>A face-to-face meeting was held between SUEZ, DPIE, the EPA and FRNSW on 4th February 2020</li> <li>The preliminary fire design and strategy was provided to FRNSW for their review and to seek feedback</li> <li>A site visit was held with Fire and Rescue on 12th May 2020 and included discussions of the fire systems proposed as part of the Proposal.</li> </ul>	<p>Fire systems infrastructure should be designed to satisfy the conditions outlined in the <i>Fire Safety Guideline: Fire Safety in Waste Facilities</i> (FRNSW, 2020). The following features are preferable:</p> <ul style="list-style-type: none"> <li>Compartmentalising the various areas of the MRF</li> <li>Separation of waste stockpiles</li> <li>Inclusion of thermal detection devices</li> <li>Sprinkler systems over foam supply</li> <li>Consideration of polystyrene contamination of incoming waste (i.e. increased fire hazard)</li> <li>Consideration of fire truck movement requirements</li> </ul>	<p>Fire infrastructure has been designed in accordance with the <i>Fire Safety Guideline: Fire Safety in Waste Facilities</i> (FRNSW, 2020). This is provided in Appendix G of the EIS.</p> <p>All preferable features outlined by FRNSW have been incorporated into the design of the fire infrastructure.</p>
	Ongoing consultation should be carried out with FRNSW if possible	SUEZ are committed to ongoing consultation with FRNSW in future stages of the development of the Proposal.
<b>TfNSW</b>		
SUEZ provided TfNSW with a draft version of the TIA (Appendix J of the EIS) on 8th April 2020 to provide TfNSW with an overview of the traffic and access impacts associated with the Proposal and to seek feedback regarding the TIA and the Proposal.	TfNSW confirmed, via email response, on 29th April 2020 that they had reviewed the draft TIA and had no comments at this stage. They further noted that an in-depth assessment would be conducted during EIS exhibition.	N/A
<b>Sydney Water</b>		
<ul style="list-style-type: none"> <li>A letter was prepared and issued Sydney Water on 21st May 2020 providing them with background information regarding the Proposal, and outlining aspects considered of interest to Sydney Water</li> </ul>	No response to the consultation letter or phone calls had been received from Sydney Water at the time of EIS exhibition.	N/A

Consultation activity	Key issues	Response
<p>and how these were being considered.</p> <ul style="list-style-type: none"> <li>Multiple attempts at correspondence via telephone were made throughout the preparation of the EIS.</li> <li>Extensive previous consultation has been carried out with Sydney Water by Costin Roe and Frasers Property (the owner of the Chullora RRP site) during the recent upgrade works to formalise the Cooks River stormwater canal. While this consultation did not directly relate to the Proposal, the future development works envisaged for the Chullora RRP site were outlined to Sydney Water during this consultation.</li> </ul>		
<b>Canterbury-Bankstown City Council</b>		
<ul style="list-style-type: none"> <li>A face-to-face meeting was held between SUEZ and Council on 2nd March 2020</li> <li>A draft version of the TIA was provided to Council on 8th April 2020 for review by their traffic team.</li> <li>A face-to-face meeting was held between SUEZ and Council's traffic team on 27<sup>th</sup> May 2020</li> <li>Further email and telephone correspondence occurred periodically during the preparation of the EIS.</li> </ul>	<p>The following aspects should be considered within the design of the Proposal and broader Chullora RRP:</p> <ul style="list-style-type: none"> <li>Flood storage solution</li> <li>Waste contamination of nearby waterways</li> <li>Flooding impacts</li> <li>Parking requirements</li> <li>Biodiversity assessment given presence of EEC in NW corner of Chullora RRP site.</li> </ul>	<p>All aspects have been assessed as part of the EIS.</p>
	<p>The local community is likely to recognise that the site has a history of use as a waste management facility. These factors should be considered within the consultation approach.</p>	<p>The CSPS has been prepared based on the location, history and nature of the Proposal.</p>
	<p>Physical works to the Cooks River should be avoided.</p>	<p>No physical works are proposed to be carried out within the Cooks River stormwater canal easement as part of the Proposal.</p>
	<p>The traffic impact assessment should assess a range of aspects</p>	<p>The Traffic Impact assessment provides an assessment of the</p>

Consultation activity	Key issues	Response
	relating to the surrounding road network and its capacity.	surrounding road network and its capacity.
	The design should consider provision of 'no stopping signs', an extension of the pedestrian footpath along Muir Road and formalisation of the Anzac Street entrance	Consideration will be given to the of installation of no stopping signs and an extended pedestrian footpath in consultation with Council. would The Anzac Street will be formalised as part of the Proposal.

Detailed results from engagement with our government stakeholders are included in the EIS – refer to the Consultation Chapter and the Social Impact Assessment Report prepared by Element Environment.

## 8.2 Industrial neighbours

Results from engagement with our industrial neighbours are provided in table below.

**Table 6 Results from engagement – industrial neighbours**

Business	Phone	Date contacted	Comments
PFD Food Services	(02) 9708 9000	18 March 2020	<ul style="list-style-type: none"> <li>Reached customer service and referred to other officer who was in meeting.</li> <li>Followed up via email and no feedback received.</li> </ul>
Tip Top Bakeries – NSW state office	(02) 9719 7000	18 March 2020	<ul style="list-style-type: none"> <li>Chullora office is shut due to COVID-19.</li> </ul>
Western Containers	(02) 9793 7874	18 March 2020	<ul style="list-style-type: none"> <li>Straight to voicemail. Left message to call back. No feedback.</li> </ul>
McWilliams Wines	(02) 9722 1200	18 March 2020	<ul style="list-style-type: none"> <li>Reached customer service and referred to another officer. No feedback.</li> </ul>
Veolia Recycling Centre	(02) 9707 1709	20 March 2020	<ul style="list-style-type: none"> <li>Called and no voicemail available.</li> </ul>
Bluescope Steel	(02) 9795 6700	18 March 2020	<ul style="list-style-type: none"> <li>Called and no voicemail available.</li> </ul>
My Car	(02) 9681 9120	18 March 2020	<ul style="list-style-type: none"> <li>Moved operations to Auburn</li> </ul>
Nepean Building & Infrastructure	(02) 9707 5000	19 March 2020	<ul style="list-style-type: none"> <li>Called – no answer. Email sent – 19 March 2020 – no feedback.</li> </ul>
Pickles Chullora	(02) 9738 3010	19 March 2020	<ul style="list-style-type: none"> <li>Called – no answer. Email sent – no feedback.</li> </ul>
Encompass Business Park	-		<ul style="list-style-type: none"> <li>No contact available.</li> </ul>
Alpha Precast	(02) 9794 6900	20 March 2020	<ul style="list-style-type: none"> <li>Called – no answer. Email sent – no feedback.</li> </ul>
UD Trucks	(02) 8713 8200	20 March 2020	<ul style="list-style-type: none"> <li>Number disconnected. Appears they have recently moved to Prestons</li> </ul>
Pacific National	(02) 9707 8488	20 March 2020	<ul style="list-style-type: none"> <li>Straight to voicemail. Left message explaining SUEZ is looking to discuss the Proposal. Requested a call back. No feedback.</li> </ul>

Business	Phone	Date contacted	Comments
Volvo Bus Australia	(0) 2 8713 8200	20 March 2020	<ul style="list-style-type: none"> <li>Number disconnected. Appears to be co-located with UD trucks and have recently moved to Prestons</li> </ul>
Aramex / Fastway Sydney	(02) 8349 5994	20 March 2020	<ul style="list-style-type: none"> <li>Reached customer service. Couldn't get through due to high wait times.</li> </ul>
Chullora Business Park	---		<ul style="list-style-type: none"> <li>No contact available.</li> </ul>
News Limited	(02) 9288 3000	20 March 2020	<ul style="list-style-type: none"> <li>Called and left message with Chullora Print Centre and requested a call back. No feedback.</li> </ul>
TAFE NSW Chullora	(02) 9643 4500	20 March 2020	<ul style="list-style-type: none"> <li>Called and emailed for follow up. Couldn't talk to right person so they asked to email through and they will redirect. No feedback.</li> </ul>
Primo Foods Head Office	(02) 9742 0000	20 March 2020	<ul style="list-style-type: none"> <li>Reception asked to receive email so she could redirect. No feedback.</li> </ul>
EWE Group	(02) 9644 2648	20 March 2020	<ul style="list-style-type: none"> <li>Called – no answer. Email sent – no feedback.</li> </ul>
Australia Post Sydney Parcels Bulk Logistics	13 13 18	20 March 2020	<ul style="list-style-type: none"> <li>Called customer service but experiencing significant wait times due to COVID-19 related matters.</li> </ul>
Volkswagen Group Australia Head Office	(02) 9695 6000	20 March 2020	<ul style="list-style-type: none"> <li>Called and spoke to reception. Facility manager was expected to call back but no feedback.</li> </ul>
RSPCA	(02) 9770 7555	20 March 2020 + 24 March 2020	<ul style="list-style-type: none"> <li>Called and followed up with email which was directed to the right person.</li> <li>Received feedback from RSPCA staff.</li> <li>RSPCA staff questioned what the development was about, and SUEZ member explained it's a materials recycling facility.</li> <li>RSPCA staff confirmed no real concerns about the development but asked about potential use of currently vacant land for car-parking.</li> <li>Follow-up by SUEZ commercial team.</li> </ul>
Swiss Deli	(02) 9642 1700		<ul style="list-style-type: none"> <li>Called – no answer. Email sent – no feedback.</li> </ul>

In addition, SUEZ also received one contact via the SUEZ Chullora office staff from an equipment supply company seeking opportunities during construction.

### 8.3 Digital analytics

Analytics data of SUEZ' Proposal webpage between 29 February 2020 to 30 April 2020 reveals total of 55 page views, with 51 of them being unique page views. This shows the letterbox mail-out has directed interested parties to the website as the website was not advertised elsewhere. While the visitors were encouraged to provide feedback by completing the survey, no feedback was received. This may suggest lack of interest or negative concerns for the Proposal.

The average time on the site is 3 minutes 27 seconds.

## 9. How issues raised during community and stakeholder consultation have been addressed

In addition to refinement of technical assessments with the government agencies' input, SUEZ made the following key changes to the proposal due to community and stakeholder consultation:

- Initially, SUEZ included flood mitigation works as part of the SSDA scope. Upon consultation with Council and DPIE, it was identified that Council was best placed to assess local flooding issues. SUEZ has since then removed flood mitigation scope from the SSDA and included it as a standalone Development Application to Council as the works can be done independently to the rest of the SSDA scope (construction of a MRF).
- Feedback from industrial businesses revealed there's opportunities with redevelopment of the Chullora site, such as economic opportunities through creating demand for equipment and manufacturing. This reinforces the social and economic benefits associated with this proposal.
- A number of design amendments were made in relation to fire infrastructure and the site access points in response to agency consultation.
- Other aspects of the proposal were not modified, as there was generally low interest in this proposal. For a waste management development, this could be interpreted as the community accepting the Chullora site has always served a waste management function and this development is consistent with its historical land-use.

## 10. Proposed approach to future community and stakeholder engagement

**Table 6 Proposed approach to future community and stakeholder engagement**

<b>Proposal Milestone</b>	<b>Request for SEARs lodged / Proposal announced publicly</b>	<b>EIS Exhibition period</b>	<b>Works begin</b>
<b>Unpaid Media</b>	Respond to media requests	Respond to media requests	Respond to media requests
<b>Owned Media</b>	Dedicated Proposal page on SUEZ website	<ul style="list-style-type: none"> <li>Dedicated Proposal page on SUEZ website</li> <li>Continue to monitor website analytics and encourage feedback</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated Proposal page on SUEZ website</li> <li>Continue to monitor website analytics and encourage feedback</li> </ul>
<b>Stakeholder</b>	<ul style="list-style-type: none"> <li>Briefing of key stakeholders</li> <li>Community mail-out</li> </ul>	<ul style="list-style-type: none"> <li>Update of website announcing EIS public exhibition</li> <li>Email of mailing list for those who registered interest</li> </ul>	<ul style="list-style-type: none"> <li>Update of website announcing works</li> <li>Email of mailing list for those who registered interest</li> </ul>

# Attachment A – Community mail-out and feedback form



10 March 2020

Recycling & Recovery

Dear Sir/Madam

### **Proposal for a Materials Recycling Facility (MRF) at Chullora Resource Recovery Park**

SUEZ are excited to share our plans to develop a state-of-the-art Materials Recycling Facility (MRF) at Chullora Resource Recovery Park located at 21 Muir Road, Chullora NSW.

Our proposal aims to help alleviate two critical emerging challenges for recycling in our region:

- A planned national ban on exporting “waste” paper, plastic and glass; and
- Tighter restrictions on global recycled commodity markets

The MRF proposes to process 172,000 tonnes per annum of co-mingled and source separated “yellow bin” recyclables from households and dry commercial and industrial (C&I) waste. By recovering materials to a quality which will meet local and international reuse specifications and through incorporating a beneficiation process to improve the quality of recycled materials, this new facility will ensure that the Greater Sydney region has the essential infrastructure required to implement principles of a Circular Economy and respond to the global recycling crisis.

We encourage you to take time to review the information provided about the proposal within our information flyer. Your feedback is integral, and we are committed to actively engaging with and listening to the community and our stakeholders throughout the planning process. If you would like to provide your feedback, please follow the instructions on the feedback form provided and make your submission by **27 March 2020**.

For all enquiries please contact Phil Carbins at [phil.carbins@suez.com](mailto:phil.carbins@suez.com) or 02 9708 7874.

Phil Carbins  
State Strategy & Program Manager - NSW/ACT



## Feedback form

SUEZ welcomes your feedback on our development at Chullora Resource Recovery Park.

Please email your feedback to **Development Engineer** [matthew.narracott@suez.com](mailto:matthew.narracott@suez.com) OR return this form directly to SUEZ NSW Chullora Head Office, located at **70 Anzac Street, Chullora NSW 2190** by **27 March 2020**.

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# reinvigorating Chullora Resource Recovery Park

We're investing in essential recycling infrastructure for our region at Chullora Resource Recovery Park



As part of Stage 1 development to reinvigorate the Chullora Resource Recovery Park, SUEZ plans to develop a Materials Recycling Facility (MRF) to ensure we have the infrastructure required to respond to the global recycling crisis.

## Key features of the proposal:

- Investment in a \$40 million state-of-the-art Materials Recycling Facility to recover and process recyclables to a quality suitable for reuse in new products
- Increasing the capacity and resilience of the recycling network in Sydney by adding 172,000 tonnes per annum of material recovery capability
- Implementing principles of a Circular Economy
- No identified significant negative impacts to the environment or the community

## What is a MRF?

From your yellow bin to a resource.

## What goes in

- Co-mingled or source separated recyclable materials, ready to be made into recycled products

## What comes out

- Paper
- Cardboard
- Plastics
- Glass
- Aluminium cans
- Steel cans

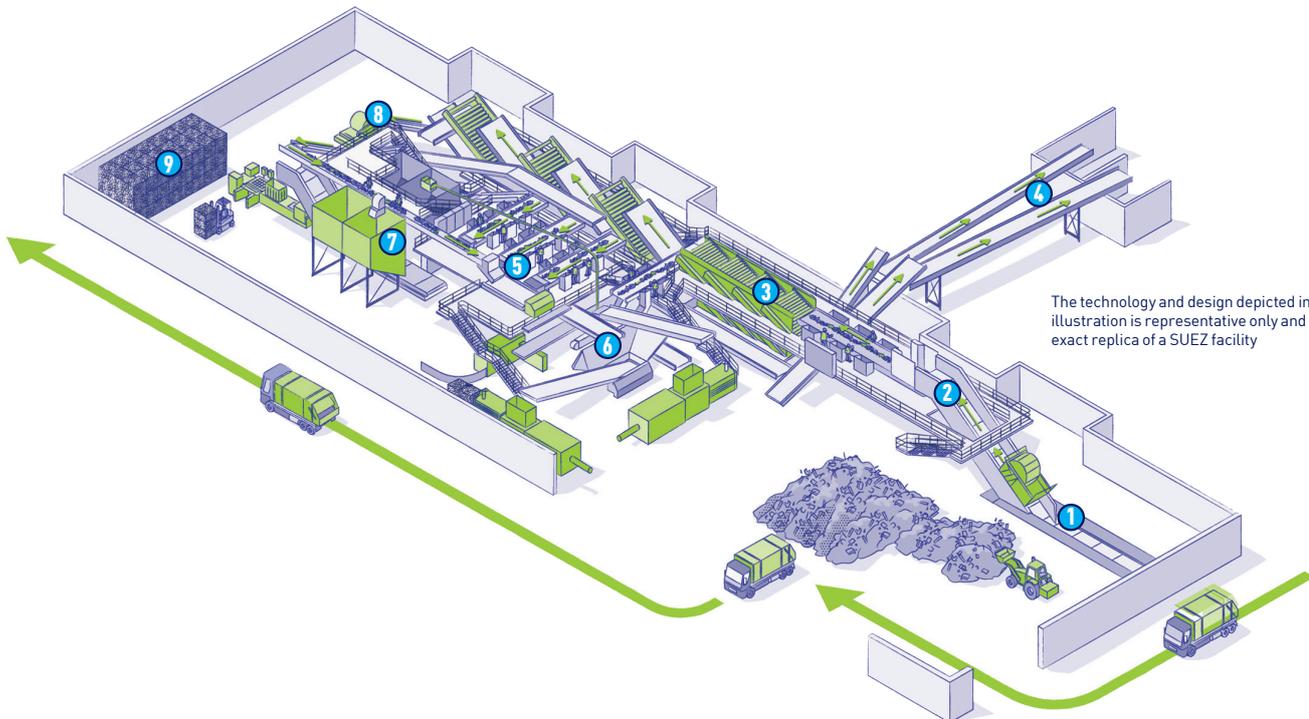
# MRF Process

SUEZ's **Materials Recycling Facilities (MRF's)** use the latest in technology to maximise the recovery of recyclables from waste.

MRF's are like giant factories where the **recyclable materials** collected from homes and business are taken to be sorted into different types, or 'streams'. The separated waste products are then transported to manufacturers for **reprocessing into new products**: everything from packaging and paper products through to road base, outdoor furniture, bike parts and appliances.

## From waste to resource

- 1 **Loading:** The waste is fed into the process through a conveyor
- 2 **Pre-sort:** Bulky and non-recyclable wastes is pre-sorted and extracted from the waste flow
- 3 **Screening:** Using shape selection screening, glass, 3D objects (containers) and 2D objects (paper and cardboard) are separated for further process
- 4 **Glass processing:** Glass is separated by size and sent to glass recyclers or road builders.
- 5 **Paper and cardboard processing:** Paper and cardboard are sorted into high quality valuable streams
- 6 **Aluminium processing:** An Eddy Current selectively extracts all aluminium cans
- 7 **Plastic processing:** High quality plastic streams (HDPE, PET, PPE) are sorted from the waste stream to be returned into the market
- 8 **Steel processing:** Electromagnets capture all steel materials from the process
- 9 **Baling and transport:** The processed and sorted material streams are baled to improve transport efficiency



The technology and design depicted in this illustration is representative only and is not an exact replica of a SUEZ facility

# Indicative Timeline

We are currently undertaking a comprehensive environmental impact assessment. SUEZ is committed to engaging and consulting extensively with the community throughout this process.

The indicative timeline below outlines key phases that will guide the process.



For further information and to give us feedback please visit:  
[www.suez.com.au/chullora](http://www.suez.com.au/chullora)

A link to the DPIE's Scoping Report, SEARs and planning timeline is also available at this page.



# Attachment B – Website screenshot

## Coronavirus (COVID-19) update

We have strong business continuity plans in place to ensure we have the capacity to maintain service delivery during these times. However, due to a high number of calls, it may take a little longer to answer. You can skip the phone queues by using [SUEZ Connect](#), where you'll be able to manage your waste services and pay your invoices 24/7. [Login or register now.](#)

[→ View COVID-19 FAQs](#)



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# Chullora Development

As part of Stage 1 development to reinvigorate the Chullora Resource Recovery Park, SUEZ plans to develop a Materials Recycling Facility (MRF) to ensure we have the infrastructure required to respond to the global recycling crisis.

### Key features of the proposal:

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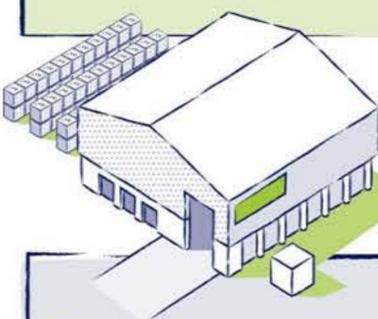
Aerial View of Chullora Resource Recovery Park

### MRF Process

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### Feedback and more information

We would appreciate your feedback, please visit this [page](#) to complete a short survey.

For more information on DPIE's Scoping Report, SEARs and planning timeline is also available at this [page](#).



### Keywords

#Circular economy #Sustainability #Recycling

← SAYING THANKS

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