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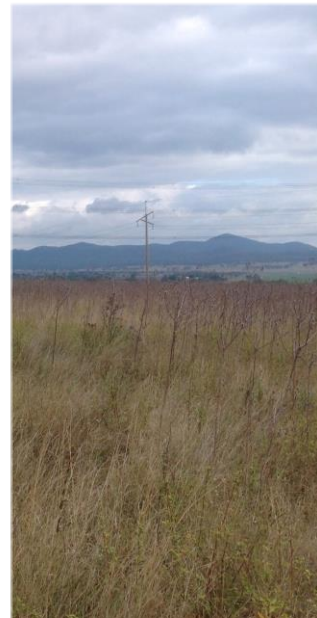


Community and Stakeholder Engagement Report

Americold Coolstore Expansion

July 2022

Project Number: 22-076



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Acronyms and abbreviations

ACHAR	Aboriginal Cultural Heritage Assessment Report
DPIE	Department of Planning, Industry and Environment (NSW)
EIS	Environmental Impact Statement
EPA	Environment Protection Authority
ha	Hectare
km	Kilometres
LGA	Local Government Area
NSW	New South Wales
SEARS	Secretary's Environmental Assessment Requirements
SSD	State Significant Development
SoHI	Statement of Heritage Impact

1. Executive Summary

1.1 Purpose

This report summarises a proactive analysis of community and stakeholder engagement completed by NGH Pty Ltd (NGH), to inform an Environmental Impact Statement (EIS) for the Americold Coolstore Expansion, on behalf of Americold Logistics Ltd. (Americold).

As stated in the EIS, Americold proposes to extend its existing temperature-controlled warehouse facility at 554-562 Reservoir Road, Prospect NSW. The purpose of the development is to provide additional cold storage capacity to meet existing and future predicted demand.

A Secretary's Environmental Assessment Requirements (SEARS) was issued to address Community and Stakeholder Engagement requirements during the EIS phase which included:

- A detailed community and stakeholder engagement strategy identifying who and how stakeholders will be engaged in the process;
- A report detailing the issues raised and how they have been addressed, including any changes to the development; and
- Details of proposed engagement activities through the construction and operation of the development.

It also indicated that relevant local, state or commonwealth government authorities, service providers, community groups and affected landowners must be consulted. In particular, the SEARS referenced:

- Cumberland City Council
- Transport for NSW
- Environment, Energy and Science of DPIE
- Water Group of DPIE
- Heritage NSW
- NSW Fire and Rescue
- Relevant public utility providers
- Surrounding landowners and the local community
- Any public transport or community service providers.

The core requirements of the SEARS have been referenced throughout the Communications and Stakeholder Engagement Plan (Appendix A) and this report. This assessment has applied a targeted approach, while also including recommendations on how to continue developing positive relationships for the proposal as it progresses through to approval, construction, and operational phases.

1.2 Communications and Stakeholder Engagement Plan Objectives

As outlined in the Communications and Stakeholder Engagement Plan (see Appendix A), community and stakeholder engagement associated with this proposal was aimed to achieve the following objectives:

1. Engage to capture views and support with both wider community and targeted groups as set out in the SEARS.
2. Engage proactively with targeted stakeholders by providing a range of opportunities to the local community and stakeholders to discuss key topics and offer their feedback.
3. Produce clear information on the project including any potential impacts and planned mitigation measures via delivery of high-quality communications across targeted channels.
4. Maintain a positive corporate image for Americold through the delivery of clear, transparent communications by managing social and reputational risks.

1.3 Process

The information gathered via phone, email and written responses has provided an informed understanding of the community thoughts about the proposal and general attitudes towards large scale projects within the region.

A register of stakeholders from previous engagement activities that occurred during the Scoping Phase was provided to NGH by Americold. This enabled NGH to call, email, or send a letter to everyone on that list, in addition to making enquiries regarding new and interested parties, including sensitive receivers.

In summary, this report has been informed by the outcomes of the following actions:

- Four phone calls were made to specific stakeholders including the Berry Patch Pre School, St Mark's Church, Cumberland City Council and Fire and Rescue.
- Two online newsletters that were sent to 11 stakeholders who had supplied email addresses in previous engagements.
- Two posted newsletters were sent inviting stakeholders to attend a community information session and to complete the survey.
- No surveys were completed via the project website
- Four stakeholder groups formally declined attending an information session

1.4 Summary of feedback

- In general, the attitude to the Americold Coolstore expansion in the Prospect area is either positive or neutral. Due to the facility already being established, the community are aware and have not expressed any concerns.
- No concerns were raised in response to both online and posted letters to stakeholders, including stakeholders from the SEARS list.
- Transport for NSW (TfNSW) declined attending the information session but advised that TfNSW SEARs requirements remain applicable.
- The NSW Environment Protection Authority (EPA) declined the invitation to attend the community information session, however appreciated the invite and highlighted they support the proposal.

- EPA noted that should significant changes to the proposal occur which would otherwise warrant the need for an Environment Protection Licence, then EPA will reconsider its position when the EIS is referred to the agency during the exhibition phase. EPA expects the proponent to consider its legislative obligations and indicate in the EIS whether it needs to apply for an Environmental Protection Licence.
- Endeavour Energy indicated they would not attend the community information session but would provide further advice and feedback when the EIS is placed on exhibition.
- Americold has separately engaged with Endeavour Energy's property services team and has received a 'no objection' letter subject to certain conditions which Americold has agreed to.
- NSW Department of Planning and Environment (Water) declined the invitation to attend the community information session but will assess and provide advice on the EIS once it is on exhibition.
- A total of two online newsletters were sent to stakeholders with 11 successful deliveries.
- No survey responses were completed which indicated there were no objections or concerns in relation to the proposal.
- Four phone conversations were made with various stakeholders who provided further contact details for appropriate contacts for communications including the Berry Patch Pre School, St Mark's Church, Cumberland City Council and Fire and Rescue. No stakeholders raised concerns but indicated they would like to be kept informed.

1.5 Conclusions

This analysis has demonstrated that the community sentiment towards the proposal is positive or neutral in general, however noting that several stakeholders did not respond to any communications or indicated that they would wait until the EIS is on exhibition before submitting any advice.

The level of community concern around for the proposal can be summarised as low. However, it should be noted that very little response came from all stakeholders who were engaged. Stakeholders that did provide written responses to communications, were grateful to receive updates and wanted to be kept informed throughout the entire process.

1.6 Key Recommendations

NGH recommend that Americold:

- Continue to foster strong relationships with the Fire & Rescue NSW, DPE, Cumberland City Council, EPA, Heritage NSW, Endeavour Energy, TfNSW and sensitive receivers to ensure that the entire community are well informed during the EIS and the exhibition period.
- Discuss the opportunity for risk mitigation through continuing to answer questions from community members and organisations regarding potential impacts as they arise.
- If the proposal is approved, work proactively to impact mitigations through to construction and operation phases.
- Offer key stakeholder groups the opportunity to have a one-on-one meeting to discuss concerns, impacts and/or opportunities.

2. Situational context

2.1 Proposal location

The proposed project site is located within an industrial area in Prospect, within the Cumberland City Council Local Government Area.

The site lays eight kilometres west of Parramatta and nearly 30 kilometres from the Sydney CBD.

Primary access to the Site is via Reservoir Road from Prospect Highway. The Prospect Highway, M4 Motorway and Great Western Highway are State roads and Prospect Highway is within the control of Cumberland City Council.

The proposed development comprises the construction of a new cold store building and ancillary operation staging areas, as well as new plants rooms, new entry gate, and other minor amendments to plants and buildings associated with the ongoing use and operation of the site.

The proposed development also includes the construction and upgrade of hardstand and car parking areas, landscaping, and internal access roads to formalise the one-way internal road networks for heavy vehicles ingress and egress.

The total project is costed at approximately \$32.6million and therefore meets the criteria of State Significant Development (SSD) in accordance with State Environmental Planning Policy (Planning Systems) 2021.

2.2 Background

Americold Logistics Ltd (Americold) operates an existing cold storage warehousing facility at 554- 562 Reservoir Road, Prospect (Lot 101 in DP851785). Americold is currently proposing to expand operations at this site.

In September 2020, Americold applied to the NSW Department of Planning Industry and Environment (DPIE) to construct two new cold store buildings and ancillary staging areas at the site.

The proposal was subsequently modified with updated Secretary's Environmental Assessment Requirements (SEARs) issued in December 2021 to include the following proposed elements:

- Construction of a new cold store building (southern expansion) and ancillary staging areas
- Upgrades and amendments to vehicle accessways and carparking areas
- New plant rooms
- New entry gate
- Minor amendments associated with the ongoing use and operation of the site.

The proposed development will enable the expansion of the operations on the site for the use of cold storage warehousing and will not result in a change to the existing land use.

2.3 Technical Assessments

NGH has developed other technical assessments on behalf of Americold in relation to the Americold Coolstore Expansion EIS.

The technical assessment includes:

- Aboriginal Cultural Heritage Assessment Report (ACHAR)

- Statement of Heritage Impact (SoHI)

Americold also engaged NGH to develop and deliver this Community and Stakeholder Engagement Report aimed at addressing the SEARS requirements, assessing, and then reporting on community and stakeholder sentiment towards the proposal in the pre-lodgement period, to therefore accompany the EIS.

This assessment aimed to use targeted engagement activities as per the SEARS to gauge the scale of attitudes, concerns, and the risks they may present for future work stages on this site.

3. Methodology

3.1 Stakeholder analysis

Stakeholder analysis was completed to inform the Engagement Action Plan developed in May 2021 (see Appendix A). Given the targeted nature of this engagement, the focus is on understanding, documenting, and assessing the scale and potential impact of community concerns for this development and preparing engagement tactics for the development application, construction, and operational phases.

The engagement approach recommended for each stakeholder group refers to the IAP2 Engagement Spectrum.

Table 3-1 Stakeholders and their interests

Stakeholder Group	Objectives and opportunities	Influence (H/M/L)	Impact (H/M/L)	Engagement approach
Neighbouring Properties	<ul style="list-style-type: none"> Develop a strong partnership with the community. Keep neighbours informed about the Proposal from early in the planning phase. Identify impacts and mitigations – such as visual screening) through a collaborative process. 	H	M	Consult Involve Collaborate
Local community	<ul style="list-style-type: none"> Develop an understanding of and opportunity to participate in the Proposal Provide opportunities to raise issues and provide feedback Discuss Community Benefit Sharing options. 	M	M	Consult Involve
Cumberland City Council	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions Identify opportunities to support the local economy Identify and Leverage council communication channels 	H	H	Involve Collaborate
Transport for NSW	<ul style="list-style-type: none"> Develop and maintain a positive relationship 	H	H	Involve Collaborate

Stakeholder Group	Objectives and opportunities	Influence (H/M/L)	Impact (H/M/L)	Engagement approach
	<ul style="list-style-type: none"> Build on previous discussions 			
Environment, Energy and Science (DPIE)	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions 	H	H	Involve Collaborate
Water group of DPIE	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions 	H	H	Involve Collaborate
Heritage NSW	<ul style="list-style-type: none"> Look for opportunities to contribute to the local story of country and contribute to the local Aboriginal Community. 	H	H	Involve Collaborate
NSW Fire and Rescue	<ul style="list-style-type: none"> Liaise to ensure fire truck access is considered in the design, share information on how to manage fires in the solar farm and ensure the Proposal activities abide by safety and regulatory requirements. 	H	H	Involve Collaborate
Utility Providers	<ul style="list-style-type: none"> Introduce the proposal and its details. 	H	M	Involve Collaborate
Public Transport/Community Service providers	<ul style="list-style-type: none"> Identify interests and opportunities to partner and contribute 	H	M	Involve Collaborate

3.1.1 Sensitive Receivers

The below sensitive receivers were provided to NGH by BECA which also informed the engagement approach. The lists of sensitive receivers within 500m were contacted via two posted letters as no other contact details could be retrieved.

Table 3-2: List of sensitive receivers

Address	Receiver Name / Type	Proximity to Site
N/A (Lot 1/DP325874)	St Bartholomew's Cemetery	~400m (to boundary)
566 Reservoir Road, Prospect (Lot 10/DP374325)	Dwelling	~25m (to dwelling)
568 Reservoir Road, Prospect (Lot C/DP374323)	Dwelling	~25m (to dwelling)
517 Reservoir Road, Prospect (Lot 1/DP617846)	Dwelling	~310m (to dwelling)
525 Reservoir Road, Prospect (Lot A/DP361322)	Dwelling	~250m (to dwelling)
544 Reservoir Road, Prospect (Lot 304 DP1122291)	Dwelling	~240m (to dwelling)
38/2-4 Picrite Close, Pemulwuy (Lot SP92766)	The Berry Patch Preschool and Long Day Care Centre	~120m (to boundary)
533 Reservoir Road, Prospect (Lot 200/DP858088)	St Mark's Coptic Catholic Church	~170m (to boundary)

4. Community and stakeholder feedback

4.1 Written Responses

Feedback from the stakeholders that responded to the engagement communications are summarised below.

Table 4-1: Stakeholder response summary

Stakeholder	Concerns/comments	Mitigations/Outcomes
TfNSW	<ul style="list-style-type: none"> Declined attending the information session Advised that TfNSW SEARs requirements remain applicable. 	<ul style="list-style-type: none"> Transport for NSW will wait and respond during the EIS exhibition period.
EPA	<ul style="list-style-type: none"> Declined the invitation to attend the community information session. Appreciated the invite and highlighted they support the proposal. EPA noted that should significant changes to the proposal occur which would otherwise warrant the need for an Environment Protection Licence, then EPA will reconsider its position with the EIS is referred to the agency during the exhibition phase. EPA expects the proponent to consider its legislative obligations and indicate in the EIS whether it needs to apply for an Environmental Protection Licence. 	<ul style="list-style-type: none"> The EIS confirms that no license is required as no exceedances of any Schedule 1 activity thresholds under the <i>Protection of the Environment Operations Act 1997</i> are anticipated.
Endeavour Energy	<ul style="list-style-type: none"> Endeavour Energy indicated they will not attend the community information session but would provide further advice and feedback with the EIS is placed on exhibition. 	<ul style="list-style-type: none"> Endeavor Energy will wait and respond during the EIS exhibition period. Americold has separately engaged with Endeavour Energy's property services team and has received a 'no objection' letter subject to certain conditions which

Stakeholder	Concerns/comments	Mitigations/Outcomes
		Americold has agreed to.
DPE (Water)	<ul style="list-style-type: none"> NSW DPE (Water) declined the invitation to attend the community information session. Will assess and provide advice on the EIS once it is on exhibition. 	<ul style="list-style-type: none"> DPE (Water) will engage Americold should they have any concerns pre EIS otherwise will respond once on Exhibition.

4.2 Stakeholder phone calls

Phone calls were made to nearby residents and other key community stakeholders to inform them of the upcoming community information sessions. While some calls were made and message left, most phone calls were specific groups passing on appropriate contact details of key stakeholders that needed to be included in engagement communications. Some stakeholders who were contacted did not respond to the calls or messages. In this case, follow ups were provided through an email where contact details were available.

Four phone conversations were made with various stakeholders who provided further contact details for appropriate contacts for communications including the Berry Patch Pre School, St Mark's Church, Cumberland City Council and Fire and Rescue. No stakeholders raised concerns but indicated they would like to be kept informed.

In a general sense, there was little engagement via phone calls and no concerns or impacts were raised.

4.3 Online newsletter and letters

The online newsletter was sent to the targeted group of stakeholders outlined in the SEARS and was successfully delivered to all key groups. A copy of both online newsletter and posted letter examples are attached in Appendix B and C.

4.4 Survey responses

An online survey developed through the Survey Monkey tool was promoted via the online newsletter sent in June. Due to no surveys being completed, no further data on stakeholders, their concerns and proposed stakeholder impacts could be retrieved to further calculate community sentiment towards the proposal. Given that the survey was successfully received, and no responses were recorded, the overall risk of the proposal is low.

Survey questions are captured in Appendix D.

5. Conclusions and recommendations

5.1 Key points

In summary, this analysis has demonstrated that the sentiment towards the proposal is generally positive or neutral across the broader community, particularly with industry stakeholder groups.

As a result of the implementation of the Communications and Stakeholder Engagement Plan, the level of community risk for the proposal can be summarised as low. This is due to minimal response from stakeholder groups listed in the SEARS, as well as sensitive receivers. There was zero stakeholder interest shown in attending a community information session or completing the online survey that formed part of the consultation process.

The stakeholder groups who did respond, did not feel it was necessary to be part of the community information session, but expressed they wanted to be kept informed throughout the process and would engage once the EIS was on exhibition.

5.2 Key Recommendations and Future Engagement

With close reference to the SEARS requirements and more specifically in relation to the future engagement requirement, it is recommended that Americold continue to engage throughout the exhibition, post approval, construction, and operation phases of the proposal by:

- Continue to foster strong relationships with key stakeholder groups including Fire & Rescue NSW, DPE, Cumberland City Council, EPA, Heritage NSW, Endeavour Energy, TfNSW and sensitive receivers to ensure that they are well informed during the EIS, exhibition period, construction, and operation phases.
- Engage with sensitive receivers in relation to planned traffic arrangements, construction activities and work through impacts should they arise.
- Proactive updates via email, posted letters and public notices if necessary to key stakeholder groups regarding construction activities and any expected impacts through construction phase.
- Delivery of updates, key milestones, and project benefits to key stakeholder groups during construction and operation phases.
- Should the proposal be approved, actively engage via phone, email and posted letters should any maintenance work be carried out during operation that may impact sensitive receivers and wider key stakeholder groups.
- Discuss the opportunity for risk mitigation through continuing to answer questions from community members and organisations regarding potential impacts as they arise.
- Offer key stakeholder groups the opportunity to have a one-on-one meeting to discuss concerns, impacts and/or opportunities throughout EIS, post approval, construction, and operation phases.

To maintain consistency with *“Undertaking Engagement Guidelines for State Significant Projects”* (DPIE, 2021), it is recommended that Americold provide proactive, transparent, and collaborative engagement, spanning from informing on construction and operation activities, to involving and collaborating with the community.

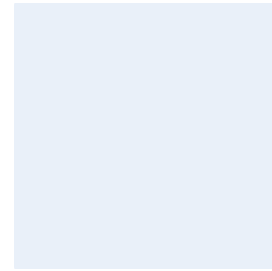
References

NSW Government (2021). Undertaking Engagement Guidelines for State Significant Projects.
Sourced from <https://www.planning.nsw.gov.au/> sourced July 2022.

Appendix A Communications and Engagement Strategy



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ENGAGEMENT PLAN

22-076 Americold Coolstore Expansion Project

May 2022



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ACRONYMS AND ABBREVIATIONS

DPIE	Department of Planning, Industry and Environment (NSW)
EIS	Environmental Impact Statement
ha	Hectare
km	Kilometres
LGA	Local Government Area
NSW	New South Wales
SSD	State Significant Development

1. ENGAGEMENT OVERVIEW

1.1. Background

Americold Logistics Ltd (Americold) operates an existing cold storage warehousing facility at 554- 562 Reservoir Road, Prospect (Lot 101 in DP851785). Americold is currently proposing to expand operations at this site.

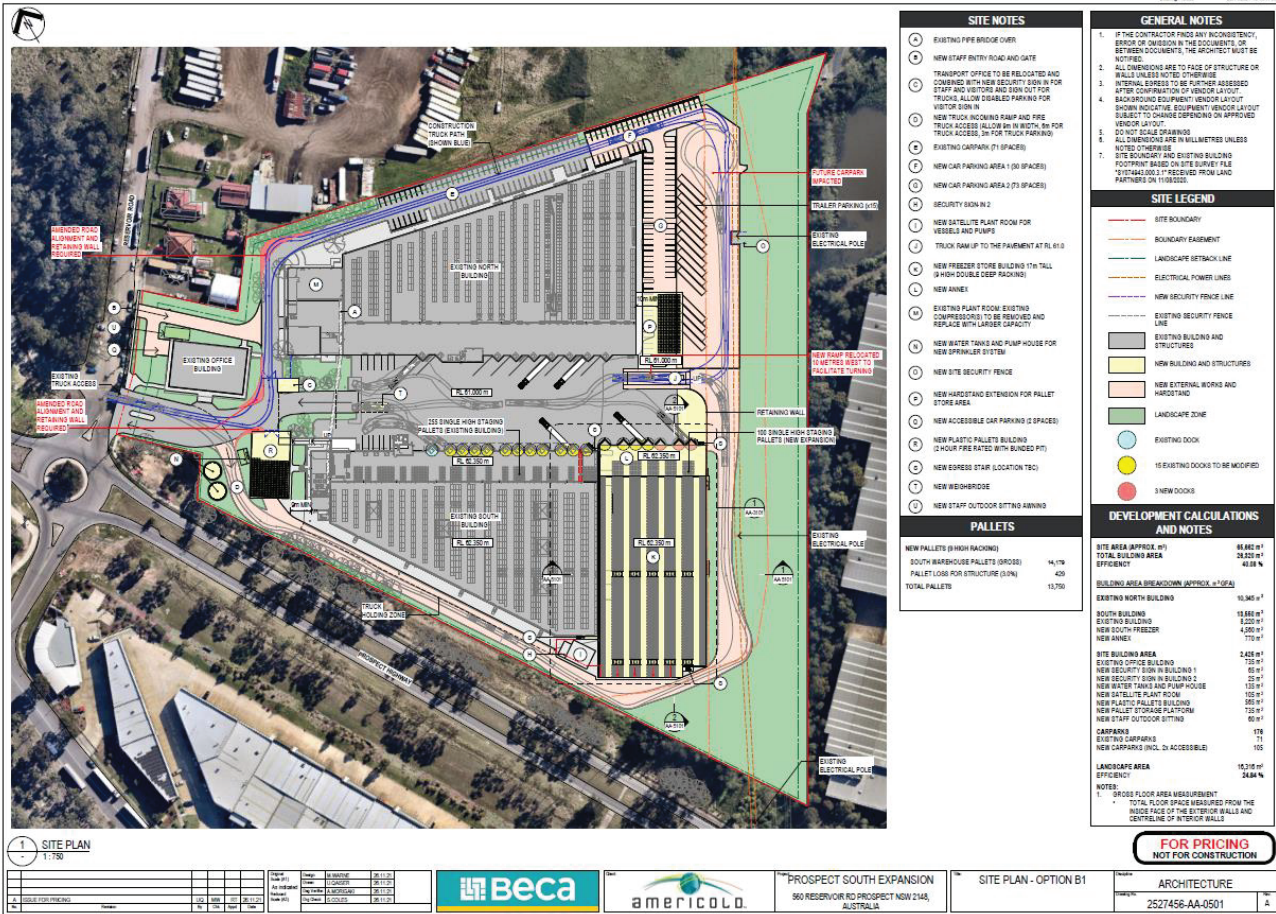
In September 2020, Americold applied to the NSW Department of Planning Industry and Environment (DPIE) to construct two new cold store buildings and ancillary staging areas at the site.

The proposal was subsequently modified with updated Secretary's Environmental Assessment Requirements (SEARs) issued in December 2021 to include the following proposed elements:

- Construction of a new cold store building (southern expansion) and ancillary staging areas
- Upgrades and amendments to vehicle accessways and carparking areas
- New plant rooms
- New entry gate
- Minor amendments associated with the ongoing use and operation of the site.

The proposed development will enable the expansion of the operations on the site for the use of cold storage warehousing and will not result in a change to the existing land use.

The preliminary site plan is shown in Figure 1.1



1.2. Context

The proposed project site is located within an industrial area in Prospect, within the Cumberland City Council Local Government Area.

The site lays eight kilometres west of Parramatta and nearly 30 kilometres from the Sydney CBD.

Primary access to the Site is via Reservoir Road from Prospect Highway. The Prospect Highway, M4 Motorway and Great Western Highway are State roads and Prospect Road is within the control of Cumberland City Council.

The proposed development comprises the construction of a new cold store building and ancillary operation staging areas, as well as new plants rooms, new entry gate, and other minor amendments to plants and buildings associated with the ongoing use and operation of the site.

The proposed development also includes the construction and upgrade of hardstand and car parking areas, landscaping and internal access roads to formalise the one-way internal road networks for heavy vehicles ingress and egress.

The Site is zoned IN2 Light Industrial (IN2 zone) under the Cumberland LEP 2013.

Warehouses and distribution centres are permitted with consent within the IN2 zone.

The objectives of the IN2 zone are to:

- Provide a wide range of light industrial, warehouse and related land uses
- Encourage employment opportunities and to support the viability of centres
- Minimise any adverse effect of industry on other land uses
- Enable other land uses that provide facilities or services to meet the day to day needs of workers in the area
- Support and protect industrial land for industrial uses

It is considered that the proposed development is permissible under the applicable zoning and is consistent with the objectives of the IN2 zone.

The total project is costed at approximately \$32.5million.

The proposed development meets the criteria of State Significant Development (SSD) in accordance with State Environmental Planning Policy (Planning Systems) 2021.

1.3. Engagement objectives

The Engagement Action Plan aims to achieve the following objectives to support the Proposal and the communities surrounding it:

Objectives	Measures
Engage to capture views and support	Reach of engagement – both wider community and targeted groups
Engage proactively with targeted stakeholders	Number of opportunities provided to the local community and stakeholders to discuss key topics. Delivery of tools and information to outline consideration of and proactive response to identified issues.
Produce clear information on the project including any potential impacts and planned mitigation	Delivery of high-quality communications across all targeted channels.
Maintain a positive corporate image for Americold through the delivery of clear, transparent communications	Management of social and reputational risks.

1.4. Requirements

As part of the SEARS, Americold needs to address the following Community and Stakeholder Engagement requirements:

“Community & Stakeholder Engagement – including:

- *A detailed community and stakeholder engagement strategy identifying who and how stakeholders will be engaged in the process;*
- *A report detailing the issues raised and how they have been addressed, including any changes to the development; and*
- *details of proposed engagement activities through the construction and operation of the development.”*

In addition, the SEARS requires that:

“During the preparation of the EIS, you must consult with the relevant local, State or Commonwealth Government authorities, service providers, community groups and affected landowners.

You must detail the engagement undertaken and demonstrate how it is consistent with the Undertaking Engagement Guidelines for State Significant Projects [Guidelines].

You must also detail how issues raised and feedback provided have been considered and responded to in the development.

Where amendments have not been made to address an issue, a short explanation should be provided.

In particular you must consult with:

- *Cumberland City Council*
- *Transport for New South Wales*
- *Environment, Energy and Science of DPIE*
- *Water Group of DPIE*
- *Heritage NSW*
- *NSW Fire and Rescue*
- *Relevant public utility providers*
- *Surrounding landowners and the local community*
- *Any public transport or community service providers.”*

1.5. Potential issues

Through our understanding of the local setting and concerns, we recommend that the Americold expansion project include:

- Strong visuals and narrative to provide balance to the discussions around change of land use and any noise or visual impact management
- Clear and transparent engagement as the EIS develops and adaptation of the design where this would clearly reduce impacts (such as increasing setbacks or reducing size of the farm where feasible).
- Online information sessions to allow increased engagement with targeted stakeholders
- Proactive media briefing and liaison.

2. APPROACH

2.1. Proposal key messages

- Americold is one of the world's leading temperature control storage and distribution companies playing a key role in the supply chain industry
- Americold is proposing to expand their existing cold store facility on located on Reservoir Road, Prospect within a pre-existing industrial area
- The proposed development will include:
 - construction of a new cold store buildings (southern expansion) and ancillary staging areas
 - upgrades and amendments to vehicles accessways and car parking areas
 - new plants rooms
 - new entry gate
 - other minor amendments associated with the ongoing use and operation of the Site.
- The proposed development will provide for an increase in cold storage capacity and will not result in a change to the existing land use
- The proposed development will not have a negative effect on the land and will result in increased employment opportunities for the wider western Sydney area
- The proposal also ensures the development of identified industrial land for an ongoing industrial use in an area where industrial land is of low supply.
- Americold is currently engaging with the wider community and other targeted stakeholders to seek feedback on the current proposal and help identify any issues for mitigation.

2.1.1. Messaging around issues

Question	Response
Will the proposed development change the current land use?	<p>The proposal will see an increase in the facilities current cold storage area and will not result in a change to the current land use.</p> <p>The proposal will ensure the development of identified industrial land for an ongoing industrial use in an area where industrial land is of low supply.</p>
The Proposal	The original application sought 2 new warehouses. The revised proposal is limited to expansion of the existing southern warehouse and other site amendments outlined above.

Question	Response
Hours of operation	Proposed hours of operation – 24 hours a day / 7 days a week (same as current operation).
Construction	<p>is proposed to include all changes to the site access, parking and loading requirements, together with construction of the battery storage room. During Stage 1 of construction, heavy vehicles will continue to access the site through the centre of the two existing temperature-controlled.</p> <p>Stage 3 is proposed to be limited to the internal fit out of the new buildings.</p>
Job Creation	up to 10-15 additional jobs in first 10 years of operation.
Who are Americold?	<p>Americold Logistics Limited (Americold) is a global provider of temperature-controlled infrastructure and supply chain solutions, connecting food from farm-to-fork. As the world's largest integrated network of temperature-controlled warehouses, Americold has extensive experience in the ownership, operation, acquisition and development of cold storage facilities, and is a market leader in the temperature-controlled warehouse environment.</p> <p>Today, Americold operates a multi-national network of 238 temperature-controlled warehouses, encompassing over 1.4 billion cubic feet of space. Countries of operation include Argentina, Australia, Austria, Brazil, Canada, Chile, Ireland, the Netherlands, New Zealand, Poland, Portugal, Spain, the United Kingdom, and the United States.</p>

2.2. Applying a mix of engagement tools

2.2.1. Engagement activities

3. ENGAGEMENT ACTION PLAN

A draft action plan is outlined below. Note that the timing for delivery is contingent on the overall Proposal schedule.

Table 3-1 Community and Stakeholder Engagement Action Plan

Engagement phase	Activity	Timing	Delivered by	Status
Content and Campaign Development	Goals for this phase: <ul style="list-style-type: none"> • prepare all communications materials for the engagements • activate interactive tools • where possible – lock in dates for meetings and virtual info sessions • identify key advocates and coordinate briefing times 	May	NGH	In progress
	Draft core materials for the Proposal, including: <ul style="list-style-type: none"> • Website content • Proposal Overview Fact Sheet • Key maps • Letters/online newsletter to residents within 3km and key stakeholders 	May-June	NGH	

Engagement Plan
22-076 Americold Coolstore Expansion Project

Engagement phase	Activity	Timing	Delivered by	Status
	Build and activate online survey tool aimed at capturing queries, concerns and opportunities related to the Proposal that can be used to inform content development.	May-June	NGH	
EIS	Goals for this stage: <ul style="list-style-type: none"> • Build positive local relationships • focus on addressing issues and opportunities identified in the scoping engagements • leverage EIS assessments to address issues and inform opportunities • engage broadly to ensure the broader community understand project details and how issues and impacts will be managed • inform local industry participation opportunities and capture all activities and agreements in an efficient manner to inform the EIS report and future stages. 	May-June	NGH	
	Engage with nearby neighbouring businesses and residences to resolve issues, build a positive relationship, and confirm mitigations where required	May-June	NGH	
	Keep strategic stakeholders updated through meetings and email updates (Council, Industry, advocates, Traditional Owners, Community and industry leaders)	May- June	NGH	
	Provide a project update via an EDM to the stakeholder database	May	NGH	

Engagement Plan
22-076 Americold Coolstore Expansion Project

Engagement phase	Activity	Timing	Delivered by	Status
	Present at Virtual Community Information Sessions	June	NGH	
	Promote and hold follow up information sessions through a mix of online and in person (to provide flexibility as well as comfort for those that are concerned about public discussions)	June	NGH	
	Establish a list of key issues/risks and opportunities and identify how they will be managed and mitigated through the delivery phases post approval.	June	NGH	
	Take calls, answer questions, and arrange any required follow up meetings that can help proactively address issues during the EIS phase.	June	NGH	
	Review feedback from all tools and provide a summary of interactions and feedback to date for inclusion into the EIS.	June	NGH	
	Make any required changes to the Engagement Strategy for construction and operations.	June	NGH	

3.1. Sensitive Receivers

Address	Receiver Name / Type	Proximity to Site
N/A (Lot 1/DP325874)	St Bartholomew's Cemetery	~400m (to boundary)
566 Reservoir Road, Prospect (Lot 10/DP374325)	Dwelling	~25m (to dwelling)
568 Reservoir Road, Prospect (Lot C/DP374323)	Dwelling	~25m (to dwelling)
517 Reservoir Road, Prospect (Lot 1/DP617846)	Dwelling	~310m (to dwelling)
525 Reservoir Road, Prospect (Lot A/DP361322)	Dwelling	~250m (to dwelling)
544 Reservoir Road, Prospect (Lot 304 DP1122291)	Dwelling	~240m (to dwelling)
<u>38/2-4 Picrite Close, Pemulwuy</u> (Lot SP92766)	The Berry Patch Preschool and Long Day Care Centre	~120m (to boundary)
<u>533 Reservoir</u> Road, Prospect (Lot 200/DP858088)	St Mark's Coptic Catholic Church	~170m (to boundary)

3.2. Stakeholder analysis

Table 2-1: Analysis of nearest neighbours in 2021

The engagement approach recommended for each stakeholder group refers to the IAP2 Engagement Spectrum.

Table 2-3: Broader stakeholder analysis

Stakeholder Group	Objectives and opportunities	Influence (H/M/L)	Impact (H/M/L)	Engagement approach
Neighbouring Properties	<ul style="list-style-type: none"> Develop a strong partnership with the community. Keep neighbours informed about the Proposal from early in the planning phase. Identify impacts and mitigations – such as visual screening) through a collaborative process. 	H	M	Consult Involve Collaborate
Local community	<ul style="list-style-type: none"> Develop an understanding of and opportunity to participate in the Proposal Provide opportunities to raise issues and provide feedback Discuss Community Benefit Sharing options. 	M	M	Consult Involve
Cumberland City Council	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions Identify opportunities to support the local economy Identify and Leverage council communication channels 	H	H	Involve Collaborate
Transport for NSW	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions 	H	H	Involve Collaborate

Engagement Plan
22-076 Americold Coolstore Expansion Project

Stakeholder Group	Objectives and opportunities	Influence (H/M/L)	Impact (H/M/L)	Engagement approach
Environment, Energy and Science (DPIE)	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions 	H	H	Involve Collaborate
Water group of DPIE	<ul style="list-style-type: none"> Develop and maintain a positive relationship Build on previous discussions 	H	H	Involve Collaborate
Heritage NSW	<ul style="list-style-type: none"> Look for opportunities to contribute to the local story of country and contribute to the local Aboriginal Community. 	H	H	Involve Collaborate
NSW Fire and Rescue	<ul style="list-style-type: none"> Liaise to ensure fire truck access is considered in the design, share information on how to manage fires in the solar farm and ensure the Proposal activities abide by safety and regulatory requirements. 	H	H	Involve Collaborate
Utility Providers	<ul style="list-style-type: none"> Introduce the proposal and its details. 	H	M	Involve Collaborate
Public Transport/Community Service providers	<ul style="list-style-type: none"> Identify interests and opportunities to partner and contribute 	H	M	Involve Collaborate

4. EVALUATION AND NEXT STEPS

The Plan will be evaluated once the summary is completed in the context of the engagement objectives.

4.1. Next steps

- Implementation commences w/o 30th May

Appendix B Posted letter

Americold Logistics
560 Reservoir Road,
Prospect, NSW 2148

Insert address here

RE: Americold Coolstore Expansion

Dear **INSERT NAME/TITLE**

Americold Logistics Ltd (Americold) operates an existing cold storage warehousing facility at 554- 562 Reservoir Road, Prospect NSW. Americold is one of the world's leading temperature control storage and distribution companies playing a key role in the supply chain industry and is currently proposing to expand operations at this site.

In September 2020, Americold applied to the NSW Department of Planning Industry and Environment (DPIE) to construct two new cold store buildings and ancillary staging areas at the site.

The proposal was subsequently modified with updated Secretary's Environmental Assessment Requirements (SEARs) issued in December 2021 to include the following proposed elements:

- Construction of a new cold store building (southern expansion) and ancillary staging areas
- Upgrades and amendments to vehicle accessways and carparking areas
- New plant rooms
- New entry gate
- Minor amendments associated with the ongoing use and operation of the site.

The proposed development will enable the expansion of the operations on the site for the use of cold storage warehousing and will not result in a change to the existing land use. *See site map attached.*

The proposed project site is located within an industrial area in Prospect, within the Cumberland City Council Local Government Area. The site lays eight kilometres west of Parramatta and nearly 30 kilometres from the Sydney CBD.

Primary access to the Site is via Reservoir Road from Prospect Highway. The Prospect Highway, M4 Motorway and Great Western Highway are State roads and Prospect Road is within the control of Cumberland City Council.

The Site is zoned IN2 Light Industrial (IN2 zone) under the Cumberland LEP 2013.

Warehouses and distribution centres are permitted with consent within the IN2 zone.

The objectives of the IN2 zone are to:

- Provide a wide range of light industrial, warehouse and related land uses
- Encourage employment opportunities and to support the viability of centres
- Minimise any adverse effect of industry on other land uses

- Enable other land uses that provide facilities or services to meet the day to day needs of workers in the area
- Support and protect industrial land for industrial uses

It is considered that the proposed development is permissible under the applicable zoning and is consistent with the objectives of the IN2 zone.

The total project is costed at approximately \$32.5million.

The proposed development meets the criteria of State Significant Development (SSD) in accordance with State Environmental Planning Policy (Planning Systems) 2021.

Environmental Impact Statement (EIS)

BECA is currently developing the EIS to assess the potential environmental, economic and social impacts of the proposal. The EIS is made up of various assessments such as Biodiversity and Cultural Heritage.

The EIS will be submitted to the NSW Department of Planning and Environment later in June, 2022.

Have your say at the virtual Community Information Session

There will be a virtual community information session ahead of the EIS submission on **Monday 20th June**. Should you have any questions or concerns, this will be an opportunity for you to discuss the proposal with members from the BECA and Americold team at either of the below times:

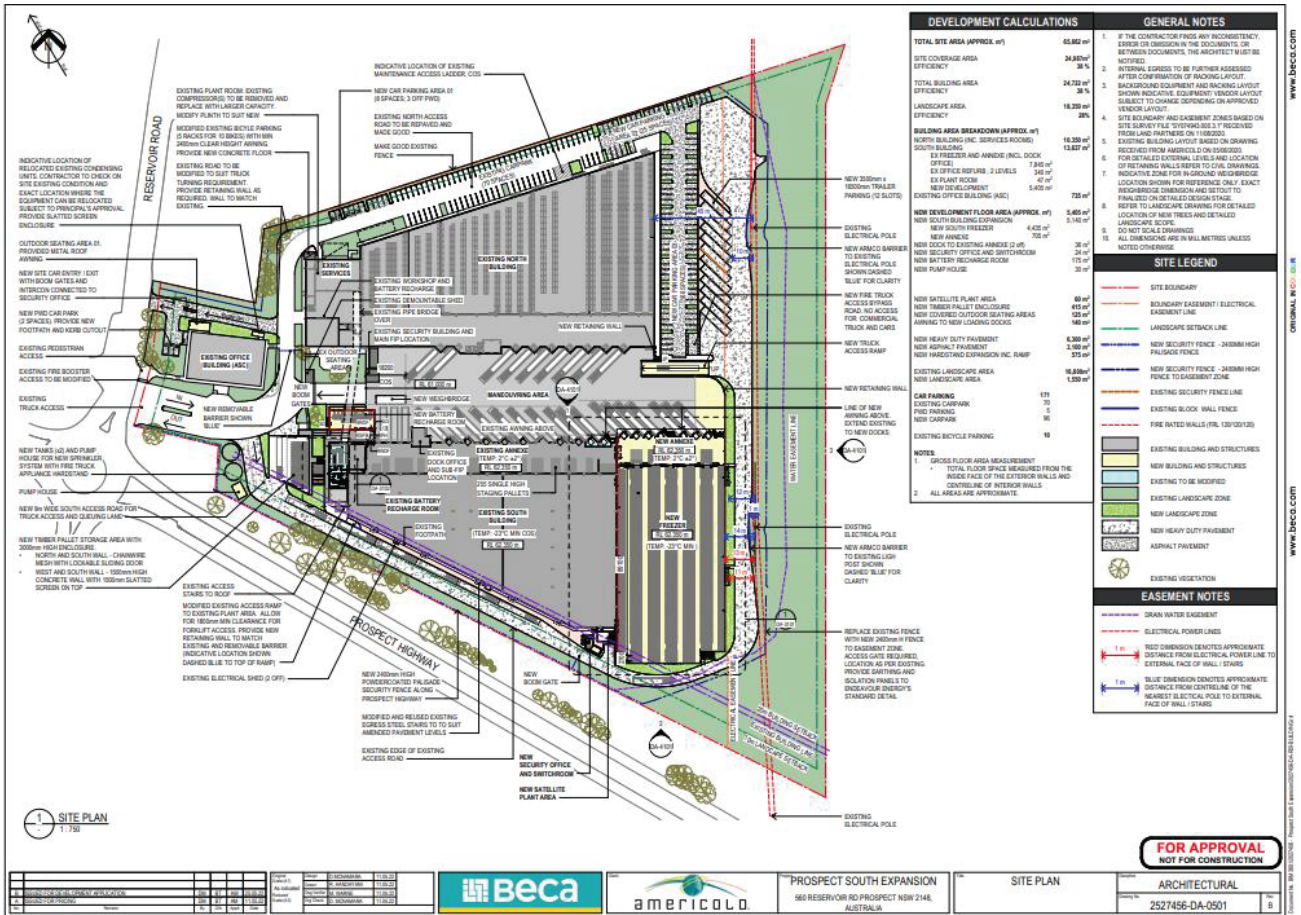
- 12:00pm – 1:00pm
- 5:30pm – 6:30pm

As a valued member of the community, you're input is important to us and should you wish to attend, please email engage@nghengage.com.au or call Bree Jeffries on 0409 356 452 to register your interest.

For more information on Americold, please visit <https://www.americold.com/>

Kind regards,

Anthony Lenehan
Americold Project Manager



Appendix C Online newsletter

[View this email in your browser](#)



Figure 1.1 Americold Coolstore facility example

Source: Americold

Good Morning,

We are committed to keeping you informed as much as possible throughout the EIS process. In this update, we have included project information, frequently asked questions and a community feedback survey to ensure you're given every opportunity to have your say in relation to the Americold Coolstore expansion proposal.

As you know, Americold Logistics Ltd (Americold) operates an existing cold storage warehousing facility at 554- 562 Reservoir Road, Prospect NSW. Americold is one of the world's leading temperature control storage and distribution companies playing a key role in the supply chain industry and is currently proposing to expand operations at this site.

In September 2020, Americold applied to the NSW Department of Planning Industry and Environment (DPIE) to construct two new cold store buildings and ancillary staging areas at the site.

The proposal was subsequently modified with updated Secretary's Environmental Assessment Requirements (SEARs) issued in December 2021 to include the following proposed elements:

- Upgrades and amendments to vehicle accessways and carparking areas
- New plant rooms
- New entry gate
- Minor amendments associated with the ongoing use and operation of the site.

The proposed development will enable the expansion of the operations on the site for the use of cold storage warehousing and will not result in a change to the existing land use.

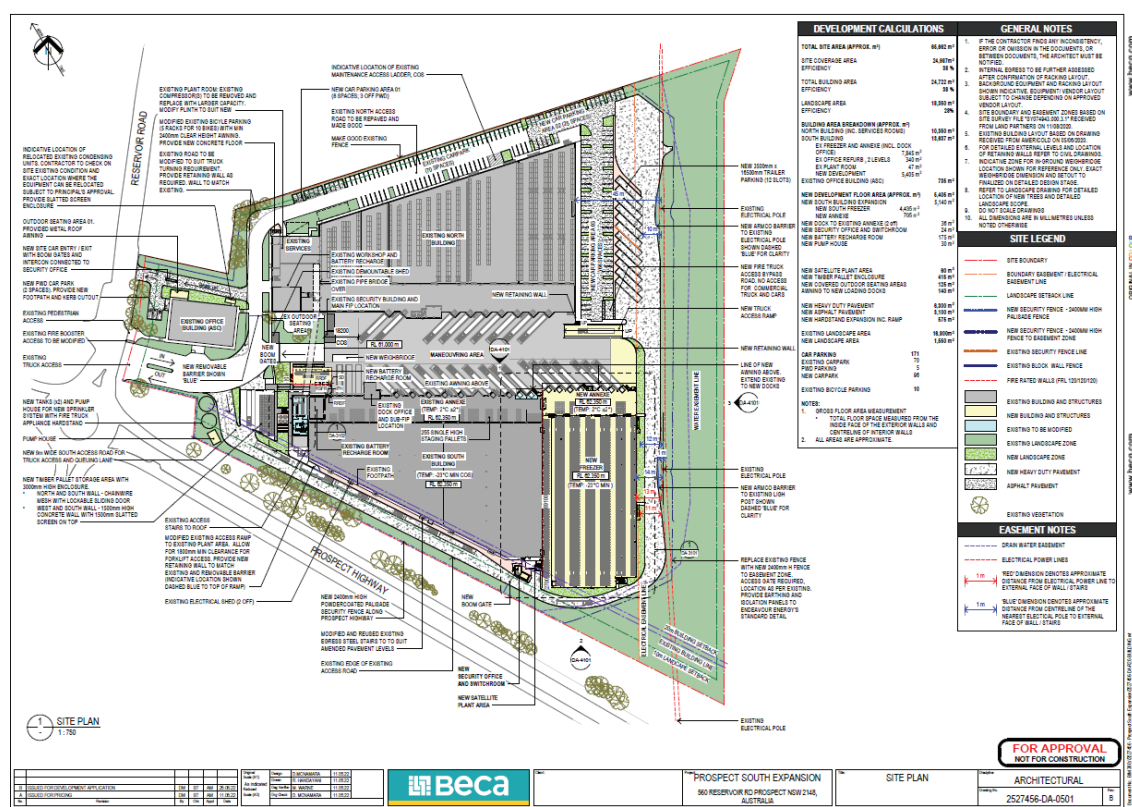


Figure 1.2 Americold proposed site expansion plan

Have your say- Community Feedback Survey

BECA is currently developing the EIS to assess the potential environmental, economic and social impacts of the proposal. The EIS is made up of various assessments such as Biodiversity and Cultural Heritage.

The EIS will be submitted to the NSW Department of Planning and Environment in July, 2022.

Your ongoing input is important to us and we encourage you to complete the community feedback survey [here](#).

concerns, please email engage@nghengage.com.au or call Bree Jeffries on 0409 356 452 and a time will be scheduled as soon as possible.

Who are Americold?

Americold Logistics Limited (Americold) is a global provider of temperature-controlled infrastructure and supply chain solutions, connecting food from farm-to-fork. As the world's largest integrated network of temperature-controlled warehouses, Americold has extensive experience in the ownership, operation, acquisition and development of cold storage facilities, and is a market leader in the temperature-controlled warehouse environment.

Today, Americold operates a multi-national network of 238 temperature-controlled warehouses, encompassing over 1.4 billion cubic feet of space. Countries of operation include Argentina, Australia, Austria, Brazil, Canada, Chile, Ireland, the Netherlands, New Zealand, Poland, Portugal, Spain, the United Kingdom, and the United States.

The Americold Ecosystem

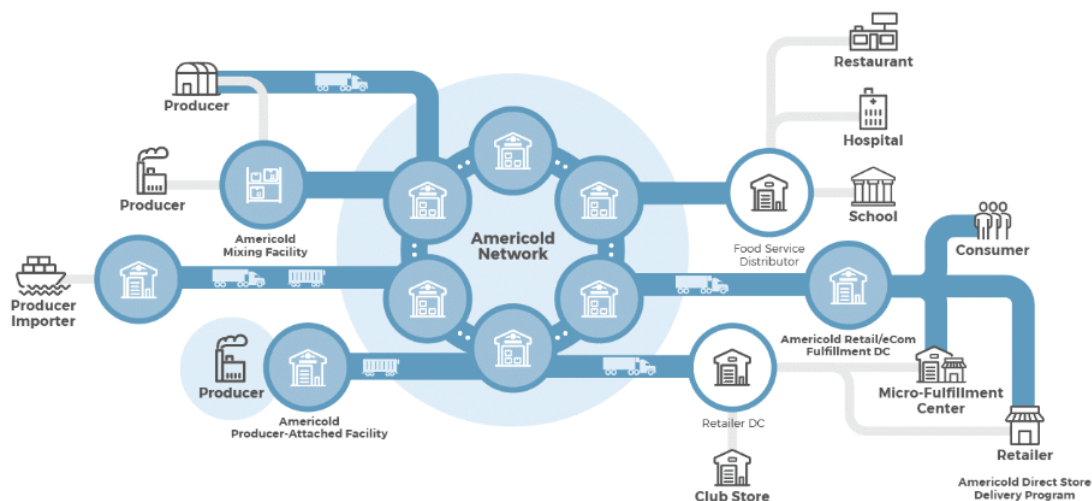


Figure 1.3 The Americold Ecosystem

Source: Americold

Where is the proposed site located?

the Cumberland City Council Local Government Area.

The site lays eight kilometres west of Parramatta and nearly 30 kilometres from the Sydney CBD.

Primary access to the Site is via Reservoir Road from Prospect Highway. The Prospect Highway, M4 Motorway and Great Western Highway are State roads and Prospect Road is within the control of Cumberland City Council.

The proposed development comprises the construction of a new cold store building and ancillary operation staging areas, as well as new plants rooms, new entry gate, and other minor amendments to plants and buildings associated with the ongoing use and operation of the site.

The proposed development also includes the construction and upgrade of hardstand and car parking areas, landscaping and internal access roads to formalise the one-way internal road networks for heavy vehicles ingress and egress.

Will the proposed development change current land use?

The proposal will see an increase in the facilities current cold storage area and will not result in a change to the current land use.

It will ensure the development of identified industrial land for an ongoing industrial use in an area where industrial land is of low supply.



Figure 1.4 Americold Coolstore Facility

What will be the hours of operation during construction period?

The proposed hours of operation will be 24 hours a day / 7 days a week which is the same as current operation.

Will there be job creation?

Yes. There will be up to 10-15 additional FTE jobs in the first 10 years of operation.

Find out more

For more information on the Americold or the Coolstore Expansion proposal in Prospect NSW, please visit the Americold [website](#) or email engage@nghengage.com.au



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Online newsletter

Our email address is:


engage@nghengage.com.au


Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).


Appendix D Survey Questions

Americold Coolstore Expansion Survey

1. What is your first and last name? 

2. What is your email address? 

3. What is your best contact number? 

4. In what way are you involved in the Prospect/Cumberland community? 

- ☐ I live here
- ☐ I attend school or work locally
- ☐ I am a member of a local club or community organisation
- ☐ I am involved in tourism
- ☐ I am a near neighbour to the proposal
- ☐ I work for an agency that is a key stakeholder for the proposal
- ☐ I own a business
- ☐ Other (please specify)

5. How would you rate your attitude to the Americold Coolstore expansion proposal? 


- ☐ Oppose
- ☐ Neutral
- ☐ Support

6. What are the main reasons you're interested in the Americold Coolstore expansion? 


- ☐ I have a business and would like to seek potential work with the project
- ☐ The proximity to my residence and what impacts this may cause
- ☐ This project has fellow community members interested so I would like to know more
- ☐ I want to build my understanding of the project
- ☐ I (or a family member) would be keen to get some form of employment with the project
- ☐ The organisation I work for has a firm interest in the project and would like to stay up to date with progress
- ☐ Other (please specify)


Community and Stakeholder Engagement Report

Americold Coolstore Expansion


7. In terms of project development, what are the most important factors to you? 

- ☐ Securing employment or business from the project
- ☐ Size and scale
- ☐ Cultural Heritage
- ☐ Potential for visual impacts for near neighbours
- ☐ Native vegetation impacts
- ☐ Potential impact to rivers and waterways
- ☐ Transportation planning and use of local roads
- ☐ Fire management practices
- ☐ Waste management practices
- ☐ Temporary construction impacts
- ☐ Engagement with the community
- ☐ Other (please specify)

8. Is there any further information you would like us to provide you with in regards to the Americold Coolstore expansion? 

9. How would you like the project team to engage with you moving forward? 

- ☐ Follow up phone call
- ☐ Continue to send me project updates
- ☐ I would like a private meeting to discuss my questions and concerns
- ☐ No further contact necessary
- ☐ Other (please specify)

10. Are you satisfied with the project information you have received to date? 

- ☐ Yes
- ☐ No
- ☐ Unsure

Appendix E Newsletter and letter mail out list

Address	Receiver Name/Organisation
566 Reservoir Road, Prospect (Lot 10/DP374325)	Dwelling
568 Reservoir Road, Prospect (Lot C/DP374323)	Dwelling
525 Reservoir Road, Prospect (Lot A/DP361322)	Dwelling
544 Reservoir Road, Prospect (Lot 304 DP1122291)	Dwelling
38/2-4 Picrite Close, Pemulwuy (Lot SP92766)	The Berry Patch Preschool and Long Day Care Centre
533 Reservoir Road, Prospect (Lot 200/DP858088)	St Mark's Coptic Catholic Church
rajesh.motthey@epa.nsw.gov.au	Environmental Protection Authority
cornelis.duba@endeavourenergy.com.au	Endeavour Energy
nighat.aamir@cumberland.nsw.gov.au	Cumberland City Council
council@cumberland.nsw.gov.au	Cumberland City Council
16 Memorial Avenue, Merrylands NSW 2160	Cumberland City Council
brendan.m.hurley@fire.nsw.gov.au	Fire & Rescue NSW
landuse.enquiries@dpie.nsw.gov.au	DPE- Natural Resources Access Regulator and Water
Bronwyn.smith@environment.nsw.gov.au	DPE- Environment, Energy & Science Group
heritagemailbox@environment.nsw.gov.au	Heritage NSW
Georgia.wright@environment.nsw.gov.au	Heritage NSW
development.sydney@rms.nsw.gov.au	Transport for NSW