

WHITE BAY BERTH 6

PROPOSED MARINE SUPPLY FACILITY

Draft Operational Noise Management Plan

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Acknowledgments

Limitations Statement

The sole purpose of this report and the associated services performed by Kellogg Brown & Root Pty Ltd (KBR) is to provide a draft Operational Noise Management Plan (ONMP) in accordance with the scope of services set out in the contract between KBR and Baileys Marine Fuels Pty Ltd ('the Client'). That scope of services was defined by the requests of the Client, by the time and budgetary constraints imposed by the Client.

The draft ONMP outlined in this report was produced for the proposed Marine Refuelling Facility at White Bay. At the time of production of this report, neither conditions of consent or general terms of approval had been issued with regards to the proposal. As such, all commitments, strategies and mitigation measures described in this ONMP are subject to change pending project approval and associated requirements.


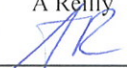

KBR derived the data in this report primarily from the client, NSW Government agencies, sub-consultants and examination of records in the public domain. The passage of time, manifestation of latent conditions or impacts of future events may require further exploration at the site and subsequent data analysis, and re-evaluation of the findings, observations and conclusions expressed in this report.

In preparing this report, KBR has relied upon and presumed accurate certain information (or absence thereof) relative to the project provided by government agencies, sub-consultants the Client and others identified herein. Except as otherwise stated in the report, KBR has not attempted to verify the accuracy or completeness of any such information.

No warranty or guarantee, whether express or implied, is made with respect to the data reported or to the findings, observations and conclusions expressed in this report. Further, such data, findings, observations and conclusions are based solely upon information, in existence at the time of the investigation.

This report has been prepared on behalf of and for the exclusive use of the Client, and is subject to and issued in connection with the provisions of the agreement between KBR and the Client. KBR accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

Revision History

Revision	Date	Comment	Signatures		
			Originated by	Checked by	Approved by
A	09.04.2008	Draft	N David 	A Reilly 	A Reilly 

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1 Introduction

1.1 BACKGROUND

The Sydney Harbour Foreshore Authority (SHFA) letter (28 February 2008) requested a draft Operational Noise Management Plan be prepared to assist the Panel of Experts finalise their recommendations to the Minister for Planning. This plan has been prepared in accordance with SHFA's request and details strategies to be included in the draft Operational Noise Management Plan (ONMP) for the Baileys Marine Refuelling and Supply Facility (Facility) at White Bay 6, Balmain.

1.2 PREVIOUS NOISE ASSESSMENTS

Several Noise Assessments have been completed as part of the Major Project Application for the Facility. These include:

- Bridges Report No: JO114-04-R3 (May 2006)
- Bridges Report No: JO114-04-R8 (June 2007)
- Bridges Report No JO114-04-R9 (April 2008)

1.3 PURPOSE / SCOPE

The purpose of this draft ONMP is to outline the strategies to minimise and manage the operational noise impacts on the nearby receivers as a result of the operation of the Facility.

1.4 ENVIRONMENTAL MANAGEMENT SYSTEM

Baileys Marine Fuels Australia (BMFA) achieved AS/NZS ISO14001:1996 Environmental Management System accreditation in 2003. Under the standard, BMFA has been required to implement and maintain its environmental management system and demonstrate how the system will continually improve in order to maintain accreditation status.

BMFA will ensure that its accredited environmental management system is modified for the Facility and employed at White Bay 6, Balmain. The draft ONMP would be incorporated into the environmental management system for the Facility. The EMS has been provided to SHFA for review.

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2 Legislative and other requirements

2.1 PROTECTION OF THE ENVIRONMENT OPERATIONS ACT 1991

The NSW Protection of the Environment Operations Act 1997 (POEO Act) aims to protect, restore and enhance environmental quality, decrease risks to human health and prevent degradation to the environment. The POEO Act provides for the regulation of waste management, noise, air and water pollution. The POEO Act is the foremost legislation relevant to operational noise management.

2.2 ENVIRONMENTAL PROTECTION LICENCE

The POEO Act administered by the NSW Department of Environment and Climate Change (DECC) provides for the regulation and authorisation of discharges to the environment through the issuing of environmental protection licences (EPLs) for scheduled developments and activities. An EPL is required for the Facility as the project constitutes development under the POEO Act, falling under the definition of 'Marina and Boat Repair Facility'.

2.3 NSW INDUSTRIAL NOISE POLICY

The draft ONMP is consistent with the NSW Industrial Noise Policy (EPA, 2000) in terms of determining the correct industrial noise criteria and by considering feasible and reasonable noise mitigation strategies.

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3 Sensitive noise receivers

3.1 LOCATION OF SENSITIVE NOISE RECEIVERS

The closest sensitive noise receivers within each relevant residential location have been identified below and are shown in Figure 3.1 .

- Grafton Street, Balmain: 1 Grafton St
- East Balmain: 24 Datchett St
- Balmain: 33 Adolphus St
- Pyrmont: 2 Point St

Figure 3.1 Closest sensitive noise receivers to the proposal site.



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4 Noise objectives

4.1 NOISE CRITERIA

Noise criteria for the operation of the facility have been determined from the NSW Industrial Noise Policy and in consultation with the DECC. The DECC has specified the following noise limits which are presented in Table 4.1.

Table 4.1 DECC proposed noise limits (taken from DECC letter dated 6 August 2007)

Residential Location	Day	Evening	Night		
	L Aeq (15 minute)	L Aeq (15 minute)	L Aeq (15 minute)	L Aeq (9 hrs)	L A1 (1 minute)
Grafton Street, Balmain	54	48	48	45	59 ¹
East Balmain	49	44	44	41	54 ¹
Balmain	36	35	35	35	60
Pymont	40	35	35	35	61

1 The sleep disturbance limits do not apply to trucks whilst engaged in movements on the access road to enter or leave the site.

- Day = 7am to 6pm Monday to Saturday and 8am to 6pm Sundays and Public Holidays
- Evening = 6pm to 10pm Monday to Sunday
- Night = 10pm to 7am Monday to Saturday and 10pm to 8am Sundays and Public Holidays

It is noted that, as the footnote to Table 4.1 states, the LA1, 1min (sleep disturbance) limits do not apply to times when there are truck movements in and out of the access road outside the gate, as well as within the site adjacent to residences.

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5 Proposed activities

5.1 OPERATIONAL ACTIVITIES AND OPERATIONAL HOURS

Areas which could be easily broken down into specific machinery / tools / plant and their hours of operation are shown in Table 5.1. The activities associated specifically with vessels are shown as activity classes and their hours of operation are shown in Table 5.2.

Table 5.1 List of machinery / tools / plant and breakdown of operational hours

Machinery / Tools / Plant	Activity Type involving machinery / tools / plant	Operations involved in Activity	Operational hours Summary	Breakdown of operational hours to periods			
				Day period (7am - 6pm Mon - Sat 8am - 6pm Sunday and Public Holidays)	Evening Period (6pm - 10pm)	Night Period (10pm - 5am)	Night Shoulder Period (5am - 7am Mon - Sat 5am - 8am Sunday and Public Holidays)
Trucks	Truck movements to & from site for fuel & goods delivery & collection	Trucks arriving and leaving site	7 days a week: 24 hours a day	Yes	Yes	Yes	Yes
Forklift	<ul style="list-style-type: none"> Commercial supply deliveries Provision of bulk storage Provision of retail supplies Use of hardstand/laydown area Boat pre-commissioning and launching activities 	Transfer of materials around the site including from trucks to storage sheds and hardstand areas	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	Yes	No	No
Pallet Jacks	<ul style="list-style-type: none"> Commercial supply deliveries Provision of bulk storage Provision of retail supplies Use of hardstand / laydown area 	Transfer of materials around the site including from trucks to storage shed and hardstand area	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	Yes	No	No
Cranes	<p>Only occasional use associated with transfer of materials for:</p> <ul style="list-style-type: none"> Commercial supply deliveries Provision of bulk storage 	Transfer of materials around the site including from trucks to storage sheds and hardstand area	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	Yes	No	No

Machinery / Tools / Plant	Activity Type involving machinery / tools / plant	Operations involved in Activity	Operational hours Summary	Breakdown of operational hours to periods			
				Day period (7am - 6pm Mon - Sat 8am - 6pm Sunday and Public Holidays)	Evening Period (6pm - 10pm)	Night Period (10pm - 5am)	Night Shoulder Period (5am - 7am Mon - Sat 5am - 8am Sunday and Public Holidays)
Travel Lift	<ul style="list-style-type: none"> Provision of bulk storage Boat pre-commissioning and launching activities Use of hardstand / laydown area 	<ul style="list-style-type: none"> Boat launching Retrieval of boats from river Transfer and lifting of boats into slips on hardstand 	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	No	No	No
Roll-on Roll-off Ramp (Ro-Ro Ramp)	Transfer of materials from the hardstand/laydown area to water based vessels via the Ro-Ro ramp	Operation of the ro-ro ramp	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	No	No	No
High Pressure Water Cleaner	Boat pre-commissioning activities	Pre-delivery, warranty and service work activities on boat	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	No	No	No
Electric Power Tools, i.e. electric power polishing equipment	Boat pre-commissioning activities	Pre-delivery, warranty and service work activities on boat	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	No	No	No
Boat engines and navigation signal testing (in sheds and on hardstand area associated with pre-commissioning activities)	Boat pre-commissioning activities	Pre-delivery, warranty and service work activities on boat	Mon - Sat 7am - 8pm Sun 8am - 6pm	Yes	No	No	No
Air conditioning plant	Associated with offices accommodation for marine businesses	Operation of air conditioning plant for office accommodation temperature regulation	7 days a week: 5am - 10pm	Yes	Yes	No	No
Compressor units for internal chiller room	Provision of supplies retail (Storage of chilled goods)	Operation of compressor units for chilled goods storage	7 days a week: 24 hours a day	Yes	Yes	Yes	Yes

Table 5.2 Activity classes and breakdown of operational hours

Activity Class	Operations involved in Activity	List of Machinery / Tools / Plant involved	Operational hours summary	Day period (7am - 6pm Mon - Sat 8am - 6pm Sunday and Public Holidays)	Evening Period (6pm - 10pm)	Night Period (10pm - 5am)	Night Shoulder Period (5am - 7am Mon - Sat 5am - 8am Sunday and Public Holidays)
Refuelling - COMMERCIAL	<ul style="list-style-type: none"> Refuelling 	<ul style="list-style-type: none"> Fuel Bowser Submersible pumps at tank farm Dual storage Solenoid valve at pump 	7 days a week: 24 hrs a day	Yes	Yes	Yes	Yes
Boat arrivals and departure / boat moorings COMMERCIAL	<ul style="list-style-type: none"> Boats docking - turn engine off Engines restarted - boat departs 	<ul style="list-style-type: none"> Boat engines 	7 days a week: 24 hrs a day	Yes	Yes	Yes	Yes
Great water and sillage facilities COMMERCIAL	<ul style="list-style-type: none"> Attach hose to remove grey water and sillage from vessel 	<ul style="list-style-type: none"> Sanivax pump-out system (single action diaphragm pump) Vacuum pump 	7 days a week: 24 hrs a day	Yes	Yes	Yes	Yes
Refuelling - RECREATIONAL	<ul style="list-style-type: none"> Refuelling 	<ul style="list-style-type: none"> Fuel Bowser Submersible pumps at tank farm Dual storage Solenoid valve at pump 	7 days a week: 24 hrs a day	Yes	Yes	No	Yes
Boat arrivals and departures RECREATIONAL	<ul style="list-style-type: none"> Boats docking - turn engine off Engines restarted - boat departs 	<ul style="list-style-type: none"> Boat engines 	7 days a week: 5am to 10pm	Yes	Yes	No	No
Grey water and sillage facilities RECREATIONAL	<ul style="list-style-type: none"> Attach hose to remove grey water and sillage from vessel 	<ul style="list-style-type: none"> Sanivax pump-out system (single action diaphragm pump) Vacuum pump 	7 days a week: 5am to 10pm	Yes	Yes	No	Yes

Activity Class	Operations involved in Activity	List of Machinery / Tools / Plant involved	Operational hours summary	Day period (7am - 6pm Mon - Sat 8am - 6pm Sunday and Public Holidays)	Evening Period (6pm - 10pm)	Night Period (10pm - 5am)	Night Shoulder Period (5am - 7am Mon - Sat 5am - 8am Sunday and Public Holidays)
Landscaping	<ul style="list-style-type: none"> Maintenance, watering and weeding 	<ul style="list-style-type: none"> Hoses attached to pumps connected to rainwater tank Whipper snipper and other standard gardening equipment 	Mon - Sat 7am to 6pm Sun 8am - 6pm	Yes	No	No	No

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6 Background emissions

6.1 SUMMARY OF BACKGROUND EMISSIONS

Background noise levels have previously been measured and assessed according to the NSW Industrial Noise Policy by other acoustic consultants (Renzo Tonin 2003, and ERM 2005) at residential properties near the site. Additional attended and unattended background noise monitoring has been conducted by Bridges Acoustics within the vicinity of Camerons Cove in March 2008. A summary of the measured background and ambient noise levels surveyed between 2002 and 2008 by Renzo Tonin, ERM and Bridges Acoustics is shown in Table 6.1.

Table 6.1 Summary of Measured Background and Ambient Noise Levels, 2002-2008, dBA

Data Source and Location *	Background Level, LA90,15min			Ambient Level, LAeq,15min		
	Day	Evening	Night	Day	Evening	Night
BA1 - Grafton Street	48.6	47.6	43.8	-	-	-
BA2 - Water Police, Datchett Street	44.8	43.1	38.9	-	-	-
RTA1 – 18 Johnston St Balmain	46	42	39	50	47	47
RTA2 – 18 Grafton St Balmain	45	43	44	56	54	49
RTA3 – 33 Donnelly St Balmain	47	46	45	58	54	50
RTA4 – 90 Buchanan St Rozelle	48	46	43	58	57	53
RTA5 – 39 Mansfield St Rozelle	42	41	36	56	53	49
RTA6 – 47 Crescent St Rozelle	52	50	41	58	55	53
RTA7 – 13 Hornsey St Rozelle	49	47	40	54	51	48
RTA8 – 48 Burt St Lilyfield	45	45	38	55	51	48
RTA9 – 15 Bayview Cr Annandale	51	50	43	54	53	50
RTA10 – 14 Oxley St Glebe Point	53	52	45	58	59	53
RTA11 – 202 Refinery Dr Pyrmont	50	48	46	54	52	51
RTA12 – 114 Bowman St Pyrmont	48	46	47	56	52	51
ERM1 – White Bay 1 site	50	49	46	56	56	54
ERM2 – 1 Batty St Rozelle	54	52	47	49	56	54
ERM3 – 6 Bradford St Balmain	47	47	44	67	55	57

* RTAx denotes locations surveyed by Renzo Tonin & Associates in 2002/03, while ERMx denotes locations surveyed by ERM in 2004 and BAx denotes locations surveyed by Bridges Acoustics in 2008.

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7 Noise management strategy

The following table (Table 7.1) provides a range of approaches and measures to reduce noise impacts associated with the operation of the facility. The table has been structured in accordance with Chapter 7 (Mitigating noise from Industrial sources) of the NSW Industrial Noise Policy. It is proposed that all of the following strategies and measures be implemented during the operation of the facility.

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Table 7.1 Management Approaches and Mitigation Measures

Controlling noise at the source <i>Approach: Best Management Practice (BMP)</i>		
Strategy	Implementation	Responsibility
Operational procedures will be implemented to minimise noise at the facility.	The hours of operation for the proposed facility are outlined in Tables 5.1 & 5.2.	BMFA
	Prior to the commencement of operations at the facility, the community and staff will be notified of the operational activities that would take place within the facility and operational hours through notices and postings.	BMFA
	All customers will be required to adhere to a Code of Practice demonstrating BMP on refuelling services. As part of demonstrating BMP, all customers will undertake a mandatory induction, involving training on correct refuelling procedures. The Code of Practice will outline procedures for minimising noise on site (during mooring, refuelling, cast off activities etc). If a customer fails to comply with the Code of Practice their actions will be investigated and appropriate action will be taken to manage the situation. This may involve retraining, a warning system or loss of access to the site. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Customers
	Security cameras will be installed on site to provide 24 hr surveillance.	BMFA
	Environmental training / site inductions will be undertaken on-site for all: employees, tenants, customers and drivers to increase awareness of the environmental features of the facility and the potential impacts of their activities on these features. Records of all environmental training / site inductions will be kept for auditing purposes.	BMFA
	The site induction for truck drivers will detail the requirement for drivers to enter and exit the site at low speed, no unnecessary horn usage and particularly the need for engines to be switched off as soon as possible once the truck has reached its delivery point on site (no idling will be allowed).	BMFA
	All tenants will be inducted and made aware of BMFA's Environmental Management System and the operational noise management strategies and mitigation measures (as contained in the Operational Noise Management Plan). The strategies and mitigation measures will be included in subleases to ensure tenants meet the required noise limits and conditions. Failure to comply with the strategies and mitigation measures (as specified in the conditions of sub lease) will result in the termination of sublease.	BMFA / Tenants
	Commercial refuelling will be scheduled during the daytime and evening period as much as possible and vessels will be encouraged to visit the site to refuel during the day where possible.	BMFA / Customers
	Any heavy vehicle trips to and from the site will be scheduled outside peak hours and within day and evening periods where feasible.	BMFA / Suppliers
	Truck movements and commercial fuel deliveries during the night-time period will need to be scheduled and approved prior to arrival.	BMFA / Suppliers / Customers
	During the night-time period, the amount of time trucks spend on the site will be minimised by ensuring that trucks leave the site as soon as a delivery has been made. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Suppliers
	Trucks, other heavy vehicles and boats should have their engines switched off when not required and no idling will be allowed. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Suppliers
	Staff and customers will be encouraged and reminded to minimise raised voices on the site at any time, but particularly during the evening and night time periods. Signage will be provided to remind staff and customers to minimise raised voices. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Suppliers
	Refuelling bunkers will be located along the wharf wall at White Bay 6 and adjacent to the existing mooring dolphin thereby maximising the distance from the closest noise receivers. In addition, the existing landscaping along the breakwater and northern boundary of the site provides some noise shielding. This will be maintained and improved.	BMFA
	Activities associated with boat precommissioning will be predominately carried out on fibreglass vessels rather than steel, aluminium or concrete vessels. The site will not operate as a traditional boat yard. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Tenants
	Boat precommissioning activities will be undertaken within a purpose built building in order to shield noise emissions from the closest noise receivers and to achieve the maximum attenuation of noise.	BMFA / Tenants
	During the detailed design phase, truck paths will be designed to minimise the need for trucks to reverse (e.g U turn bays), in order to avoid audible reverse alarms.	BMFA
	BMFA would manage activities to ensure that crane usage on site would be a limited activity. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Tenants
	BMFA would restrict the usage of cranes on site so that they would not be in operation during the same period as the water blasting equipment. This condition will be included in subleases to ensure tenants meet the required noise limits and conditions. Regular site inspections would be undertaken to ensure this measure is implemented.	BMFA / Tenants
	All equipment will be kept well maintained and regularly serviced according to the manufacturers specifications. Particular attention should be paid to noise control components such as mufflers, silencers and engine covers.	BMFA / Tenants
Controlling noise at the source <i>Approach: Best Available Technology Economically Achievable (BATEA)</i>		
Strategy	Implementation	Responsibility
Equipment, plant and machinery that incorporate the most advanced and affordable technology to minimise noise output will be selected.	Prior to the purchase of any equipment for the facility, equipment will be assessed for quiet packages (including noise suppression units) and efficient muffler design.	BMFA / Tenants
	The travel lift will have a noise suppression unit fitted.	BMFA
	A fast opening gate at the entrance to the site will be installed to limit the need for trucks to idle for long periods in the area adjacent to the Grafton Street residential building whilst waiting for access to be granted to the site.	BMFA
	Metal trays or bins will be dampened or lined to suppress noise.	BMFA
	Metal on the pontoons and wharf face will be dampened or lined to suppress noise from vessels when mooring.	BMFA
	Shielding for air conditioning and refrigeration equipment will be implemented.	BMFA
Controlling noise in transmission <i>Approach: Use of barriers</i>		
Strategy	Implementation	Responsibility
Noise transmission from operating equipment on site may be minimised through the use of barriers.	A noise compliance assessment will be prepared within 3 months of commencement of operations at the facility. The assessment will be used to determine compliance with specified noise limits within the EPL and will provide recommendations for barriers (permanent or temporary) to control noise in transmission, if required.	BMFA
Controlling noise at the receiver <i>Approach: Use of architectural treatment</i>		
Strategy	Implementation	Responsibility
Noise impacts at the closest receivers may be minimised through the use of architectural treatment.	A noise compliance assessment will be prepared within 3 months of commencement of operations at the facility. The assessment will be used to determine compliance with specified noise limits within the EPL and will provide recommendations for architectural treatment (including insulation, double glazing of windows etc) to control noise at the closest receivers.	BMFA
Community relations <i>Approach: Ensuring continuous and transparent consultation with the community</i>		
Strategy	Implementation	Responsibility
Open communication and maintenance of positive relationships with the community.	A 24-hour contact number for complaints will be established and all complaints will be entered as an incident in accordance with the BMFA Incident Investigation and Corrective Action Procedure (PRO-007).	BMFA
	Introduction of a 'Good Neighbour Policy'. The policy will aim to establish and maintain open, positive and respectful relationships with residents. A site representative will attend the Balmain/White Bay Precinct Committee meetings	BMFA
	An site representative will be appointed who will be a dedicated and familiar point of contact for the community.	BMFA
	An Open Day for local residents will be organised once the facility has commenced operations to provide information and increase awareness of the type of activities associated with the facility.	BMFA

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8 Noise monitoring

Noise monitoring will be undertaken by a suitably qualified acoustic consultant and will be consistent with the guidelines within the NSW Industrial Noise Policy.

8.1 TIMING

A noise compliance assessment will be prepared within 3 months of commencement of operations at the facility. The noise compliance assessment will assess compliance with noise limits specified within Table 4.1.

In addition, noise monitoring will be conducted in accordance with the Conditions of Consent for the Facility and the EPL conditions to ensure ongoing compliance with noise limits.

8.2 LOCATION OF MONITORING

The operational noise monitoring locations will be determined in accordance with Conditions of Consent for the Facility and the EPL Conditions.

8.3 NOISE MONITORING REPORTING

The noise compliance assessment and additional noise monitoring will be reported to SHFA.

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9 Complaints

A 24-hour contact number for complaints will be established (in accordance with the proposed complaint and resolution strategy in Appendix A). All complaints will be entered as an incident in accordance with the BMFA Incident Investigation and Corrective Action Procedure (PRO-007) attached in Appendix B and the following details will be recorded:

- complainant's name
- address
- contact phone number
- brief description of complaint

The complaint will be directed to the BMFA General Manager or appropriate person (depending on the time of the complaint). An initial response will be provided which will include:

- estimated timeframe for the complaint review
- method of advising the complainant of the outcome of the complaint (verbal or written)

In relation to noise complaints the nature of the complaint will be investigated and mitigation measures will be implemented if appropriate to rectify the situation

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10 Responsibility and training

10.1 WHO IS RESPONSIBLE?

BMFA's General Manager will be responsible for undertaking environmental training/site inductions of all employees, sub leases and customers. Training will be undertaken by accredited bunker operators.

10.2 ENVIRONMENTAL TRAINING / SITE INDUCTIONS

Environmental training/site inductions would be undertaken on-site for all:

- employees
- sub leases
- customers
- drivers

The purpose of the environmental training / site inductions would be to ensure that all employees, sub leases, customers and drivers are aware of the environmental features of the facility and the potential impacts of their activities on these features.

Environmental training/site inductions would be undertaken in accordance with the information provided in this draft ONMP and the BMFA Environmental Management System as well as any other additional information that the Environmental Management Representative identifies as being relevant. The environmental training / site inductions will be modified for employees, sub leases, customers and drivers.

Records of all environmental training/site inductions would be kept for auditing purposes.

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11 Document control

11.1 MANAGEMENT OF PLAN

The management of the draft ONMP will be conducted by BMFA according to their ISO 14001 Environmental Management System and ISO 9001 Quality System. The General Manager will be responsible for the implementation and management of the draft ONMP.

11.2 NON COMPLIANCE

Audits for compliance against the compliance objectives of the Conditions of Consent and DECC noise criteria as specified in Table 4.1 of the draft ONMP will be conducted as required. The General Manager will be responsible for all audits and reporting. In addition the General Manager will also be responsible for the identification and recording of any non-compliance and subsequent corrective action to be taken. This is to be addressed through the BMFA Incident Investigation and Corrective Action Procedure (PRO-007).

11.3 CONTINUOUS IMPROVEMENT

The draft ONMP will be used to provide continuous environmental improvement as required by ISO14001 certification. The document outlines proposed strategies and actions which will be implemented. These strategies and actions will be monitored and modified accordingly if they do not provide appropriate noise mitigation.

Noise and site audits will be conducted and documented to demonstrate any improvements in noise emissions. The audits and subsequent reporting will be integrated within the environmental management system and will function to provide continuous environmental improvement. In addition BMFA will liaise with Sydney Ports Corporation and NSW Maritime to provide a consistent approach to noise management within the White Bay area.

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12 References

Bridges Acoustics (2008) Bailey's Marine Fuels Pty LTD Environmental Noise Survey Report, Balmain Area. Report J0114-04-R9.

EPA (2000) NSW Industrial Noise Policy.

ERM (2005) Independent Cement & Lime, Environmental Assessment Report, Sydney.

Renzo Tonin and Associates (2003) Glebe Island / White Bay Port Area, Noise Monitoring Study (Revision 2), Sydney.

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Appendix A

PROPOSED COMPLAINT AND RESOLUTION STRATEGY

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THE
RESOLUTION
CENTRE



Because at work relationships must work

Because at work



For every three people that you deal with at work,
it is likely that conflict will arise with at least one person.

For every supplier or contract that works well,
there will be one that can function better.

For every ten customers you deal with,
there is likely to be at least one disgruntled party.

Employee relations, supplier relations and customer relations
is costly business, especially when there is a problem or breakdown.

relationships must work

This booklet describes how you can gain help to deal
with complaints, grievances and resolution **in a cost effective,
legally compliant and mutually beneficial way.**

It explains how **you can make your relationships work in
order to “get on with work”.**

Employee Relations

Whether it be a problem between an employer and employee, grievances between employees or complex political behaviour where the source can no longer be identified, you will want to improve performance and productivity without industrial or legal upset and without undue anxiety for individuals.

The Resolution Centre will promptly, cost effectively and independently :

- Investigate the matter
- Report upon the recommended actions
- Provide grievance resolution
- Provide accredited mediation
- Provide grievance counseling
- Manage performance or implementation of agreed actions
- Provide you with actions to prevent and manage future conflicts

YOU CAN CONTINUE TO MANAGE YOUR BUSINESS WHILE ALLOWING THE RESOLUTION CENTRE TO MANAGE THE CONFLICT, POLITICS OR DISPUTE.

Resolve conflict and disputes in your workplace today!

- Avoid psychological illness and escalation from other injuries by confronting relationship issues
- Manage performance with due process and ensure ongoing employee motivation
- Address workplace grievances early with the assistance of an independent investigator
- Find the source of workplace politics and start changing the culture today
- Ensure employee and employer relations are legally compliant, strong and productive
- Facilitate large working groups to mutual agreement



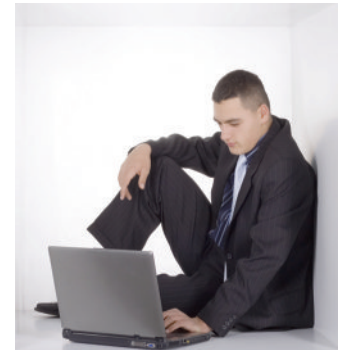
Prevention of Workplace Conflict

| 05

Many Managers recognise patterns of grievance, politics and problems in their workplace. If anxiety, tears and conflict has increased in your organisation you can, and should, help relieve these with minimal effort.

The Resolution Centre can help you plan your return to a performance culture and assist your organisation to prevent conflict.

BECAUSE AT WORK, RELATIONSHIPS MUST WORK ...



Choose one or a program of tools that help your workplace prevent conflict.
These are examples of what The Resolution Centre can implement for your organisation :

- **Grievance** investigation, counseling and **resolution**
- **Workplace culture** that can be analysed, diagnosed and benchmarked
- **Structured programs of change** that can be developed and implemented with all Managers and Employees
- **Coaching** that can be provided to Executives and Managers on leadership, culture enhancement, grievance management and conflict resolution
- **Employee assistance programmes**
- **Performance planning and review** processes that can be designed, implemented and conducted in a manner that optimises performance
- **Strong workplace policies and procedures** that assist employees to understand the organisations requirements and assists employers to manage performance
- **Work analysis and job refinement** that can assist employees motivation and reduce potential for conflict
- **Technology and systems that assist work flow**, provide communications to personnel and manage performance, grievances and development activities

Business Partnership Relations

Remember when getting together to start the business was a good idea ?

If your important business relationships have broken down, you should act now before the business suffers, employees' lose motivation and conflict escalates to legal positions.

The Resolution Centre provides easy, cost effective facilitation and accredited mediation for all matters that require a structured negotiation and written agreement that is mutually developed by both or all parties.

The process is fair, fast and inexpensive and our personnel assist each party throughout the entire process to resolution.

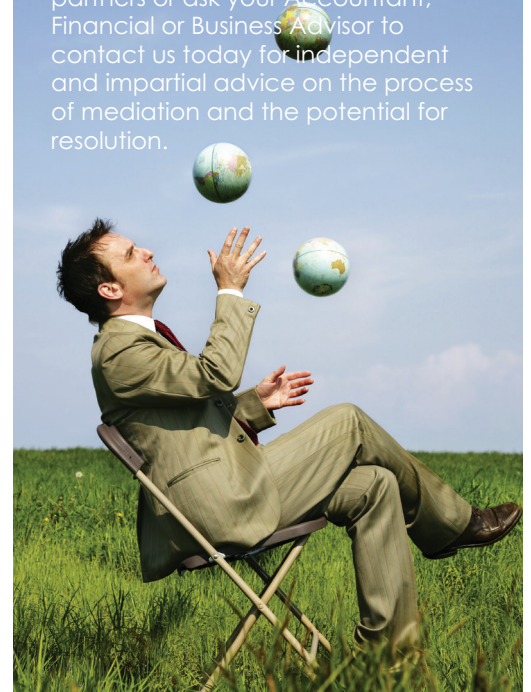
CONFLICT AND DISPUTE PREVENTION IN BUSINESS PARTNERSHIP RELATIONS

Wondering how to prevent conflict arising in your partnership? The Resolution Centre can provide advice and consultancy to assist your partnership to :

- Negotiate mutually acceptable partnership agreements
- Document and keep good records of all transactions and financial matters
- Together, seek advice and suppliers for business services, consultancy, and valuations
- Resolve matters quickly and easily with the help of an independent facilitator



The Resolution Centre is a preferred supplier of conflict and dispute resolution services to some of Australia's top accounting membership bodies. Enquire together as partners or ask your Accountant, Financial or Business Advisor to contact us today for independent and impartial advice on the process of mediation and the potential for resolution.



"When dividing property and assets and dissolving our partnership, The Resolution Centre helped us achieve in one day what we were unable to negotiate together in 8 months of discussions"

Facial Surgeon & Business Founder
New South Wales

"We are finally able to focus on developing our own businesses again. Our employees are so happy now that the conflict is over and we have The Resolution Centre to thank for helping us jump what we thought were insurmountable hurdles"

Restaurant Owner and Manager
Queensland

Business to Business Relationships

| 07

Business partnerships that work well improve the productivity and returns of both organisations. If conflict or grievances have arisen in your arrangements or if interpretations of service and value have drifted over time, sensible business and contract leaders will resolve matters quickly before they escalate to damage to the relationship or to legal action.

The Resolution Centre can assist business executives to return to a productive and mutually beneficial arrangement by mediating conflicts and assisting parties to achieve a signed agreement.

Resolution is easy, time effective and cost efficient with the help of a qualified and accredited mediator. It can save you thousands in avoiding legal costs and managing risk.

CONFLICT AND DISPUTE PREVENTION IN BUSINESS TO BUSINESS RELATIONSHIPS

The Resolution Centre can help you avoid problems arising in your B2B relationships. Our consultants can help you in a select few or a whole package of the following services :

- Negotiation training and service level agreement development
- KPI development and KPI technology implementation
- Negotiation consultancy
- Policy development
- Ongoing management and measurement

"After multiple ownerships of their organisation over an 11 year period, our health services supplier and our hospital network had major problems in interpreting our original agreement. We had resigned ourselves to lose millions in bringing the services in house. The Resolution Centre's mediator not only helped our agreement interpretation again become aligned, they helped us work out the deep emotional and relationship problems that had evolved over time. We have never been happier with a supplier!"

Hospital Network CEO, State Government, Australia

Do your business to business relationships need some work ?

- Service level promises and deliverables
- Costing and charging
- Termination agreements
- Leasing arrangements
- Accounts payable and receivable
- Soured relationships

If your relationship is starting, continuing or ending ... achieve a mutually acceptable outcome quickly and easily with the help of a mediator or facilitator from The Resolution Centre.



Avoid the risk of relationship decline and legal costs by resolving your disputes and conflicts in mutual agreement.



Business to Consumer Relationships

Customer complaints should be a welcome part of any business and managed well can provide exceptional information to improve market position for any organisation, large or small.

Good business leaders want to address customer complaints fairly and reasonably and in a manner that is sustainable. They will also want to preserve their valuable reputation and show due process in dealing with all complaints and grievances.

So how does an organisation resolve customer complaints quickly, independently and fairly ? And how does an organisation capture the information in order to continually improve ?

The Resolution Centre will provide complaint resolution and dispute resolution services via "shuttle mediation" (a telephone or online negotiation facilitated by a highly skilled mediator) or face to face with your customer.

The Resolution Centre will provide reports and data on complaints that better help you manage your organisation from an operational perspective.

CONFLICT AND DISPUTE PREVENTION IN BUSINESS TO CONSUMER RELATIONSHIPS

Systems to capture complaints, manage complaints and report upon complaint profiles can help even the largest organisations to control costs of resolution and the organisations reputation. The Resolution Centre can provide your organisation with :

- Complaint management consultancy
- Complaint management technology
- Alternative dispute resolution consultancy and practitioners
- Completely outsourced complaint handling and management
- Training and coaching in complaint and dispute management

Organisations can provide exceptional customer service, fulfill their obligations for offering a complaint service and eliminate the morale lowering complaint management functions of their organisation. Our complaint resolution practitioners will assist your organisation and customers with :

- Management of claims
- Negotiation of charging
- Service complaints
- Facilitated negotiations
- Mediation
- Agreement development
- Execution of agreements



Keep your customers happy with the latest in complaint management techniques and technology. Ask The Resolution Centre about our easy solutions.

Board and Committee Relationships

| 09

Whether a public, private or not for profit organisation, your board and committees must act democratically and ethically. Board members must show due process and fairness in all dealings.

Sometimes, where decisions are not forthcoming or where conflict exists, a neutral facilitator can assist the board to explore all points of view and negotiate a suitable way forward for all. Such assistance can save time and money and will assist all individuals and stakeholders involved to remain motivated and productive.

CONFLICT AND DISPUTE PREVENTION IN BOARD RELATIONSHIPS

If your board is looking to proactively avert conflict and disputes, The Resolution Centre consultants can assist you to do so. You can select from one or a suite of these easy to implement tools :

- Training in board cohesive behaviours and board responsibilities
- Ethics and standards training for boards
- Individual coaching and development
- Facilitation of decision making

Conflict and grievance is not uncommon in board relationships. Resolve it fairly, quickly and easily with the assistance of a qualified mediator from The Resolution Centre.



BECAUSE AT WORK,
RELATIONSHIPS MUST WORK.

"The Resolution Centre Facilitators enabled us all to have a fair hearing and helped us create objective criteria to base our decisions on. They also taught us techniques which have continued to help us in our decision making and agreements. We can't thank them enough for changing the way we work together."

Chairman – International NGO



If you have identified a grievance, conflict, complaint or dispute in your relationships at work or if you are responsible for managing one of these, you can receive quick and easy assistance to resolve it!

We can confidentially discuss the best options and alternatives for your particular situation.

We operate Australia wide and have specialists in your industry or sector that can assist you today.





THE
RESOLUTION
CENTRE

GRIEVANCE MANAGEMENT AND RESOLUTION
ALTERNATIVE DISPUTE RESOLUTION – MEDIATORS & CONSULTANTS
ORGANISATIONAL DEVELOPMENT
STRATEGIC & OPERATIONAL HUMAN RESOURCES
CHANGE MANAGEMENT CONSULTANTS

The Resolution Centre www.resolutioncentre.com.au Phone 1300 554 381

Because at work relationships must work



THE
RESOLUTION
CENTRE

SYDNEY | MELBOURNE | BRISBANE | ADELAIDE | PERTH | DARWIN | HOBART | CANBERRA
National toll free number 1300 554 381 www.resolutioncentre.com.au

Proposal for

BAILEY'S MARINE FUELS AUSTRALIA

White Bay Berth No.6
Marine Supply Facility

Complaint Management Services

Background

Bailey's Marine Fuel Australia (Baileys) is a specialist marine infrastructure developer and fuel service provider. The company operates nationally from headquarters located in Fremantle, Western Australia. Baileys was established in 1986 and is recognised as one of Australia's leading developers of environmentally friendly marine refuelling, infrastructure and related services. The company currently owns 17 marine supply facilities and distributes fuel and oil through a further 36 ports around Australia. Baileys has a proven track record of safely constructing and operating maritime infrastructure.

Baileys are currently awaiting final approval for their White Bay, Balmain marine supply facility from Sydney Harbour Foreshore Authority (SHFA). It is anticipated that this project will provide Sydney Harbour with international best practice solutions to alleviate the challenges the marine industry faces now and into the future.

Introduction

The Resolution Centre is a privately owned Australian organisation, with offices and mediation facilities in each capital city and many major regional centres. The Resolution Centre offers conflict prevention consultancy and dispute resolution services to businesses and individuals through mediation, conciliation, complaint management and dispute system design consultancy. We are Australia's leading organisation in commercial and workplace grievance management, conflict prevention and resolution.

We understand our deliverables to be:

1. Enhance customer/community satisfaction by creating a customer-focussed environment that is open to feedback (including complaints), resolving any complaints received, and therefore enhancing Bailey's ability to improve its products and services;
2. Recognising and addressing the needs and expectations of the complainants;
3. Provide complainants with an open, effective and easy to use complaints process;
4. Resolve complaints in a consistent, systematic and responsive manner to the satisfaction of the complainant and Baileys; and
5. Identify trends and report sources of complaints and assist Baileys to improve operations.

Principles underpinning our complaint-handling process

- Visibility
- Accessibility
- Responsiveness
- Objectivity
- Confidentiality
- Accountability
- Continuous Improvement

Operation of complaints handling process

The Resolution Centre complies with ISO 10002:2004 (Quality Management – Customer Satisfaction – Guidelines for complaints handling in organisations) and ISO/DIS 10003 (Quality Management – Customer Satisfaction – Guidelines for Dispute Resolution external to organisations) in the design and implementation of an effective and efficient complaints-handling process.

Communication

Information regarding the complaint handling process such as pamphlets or electronic-based information should be made readily available to interested parties. Information should be provided in clear, concise language and formats accessible to all in so far as reasonable, so that no complainants are disadvantaged. We recommend the following information be made available as a minimum;

- How complaints can be made
(A dedicated 1800 number can be provided upon negotiation)
- The process for handling complaints
- Time period associated with various stages in the process
- How the status of a complaint can be checked

Receipt of Complaint

Upon initial receipt of a complaint we will assign a unique file identifier and record all information necessary for effective complaint handling, which includes;

- A description of the complaint and relevant supporting data
- The complainant preferred option(s) for resolution
- The subject of the complaint (eg. Noise and vibration, traffic generation, visual impact, hazard and risk, light spill, etc)
- Due date for a response
- Immediate action taken, if any

Tracking of complaint

The complaint file will be traceable at all stages from initial receipt through the entire process until the complainant is satisfied or a final decision has been made. An up-to-date status of the complaint will be made available to the complainant or Baileys upon request.

Acknowledgement of Complaint

We will acknowledge each complaint with the complainant immediately either via post, email or phone.

Initial assessment of complaint

After receipt, each complaint will be initially assessed in terms of criteria such as severity, safety implications, complexity, impact and the need and possibility of immediate action.

Response to complaints

We will seek a response from Baileys to issues raised.

Communicating the decision

We will communicate the decision or any action taken (eg apology, provide information, indication of changes arising from complaints, etc) regarding the complaint, to the complainant as soon as practicable to that decision being made or action taken.

Closing the complaint

If the complainant accepts the proposed decision or action, then we will oversee the decision or action will be carried out and recorded. We will continue to monitor the progress of complaints until all reasonable options of recourse are exhausted or the complainant is satisfied.

Data reporting

This will provide direct indicators of complaints-handling performance. Monitoring data may include;

- Complaints received
- Complaints resolved
- Timeframe to acknowledge complaints
- Average timeframe to file closure

Pricing

Our pricing includes all deliverables being conducted by a qualified professional as described herein. It is quoted in Australian dollars and is quoted excluding GST. No additional charges apply for disbursements such as travel, stationary, communications or other costs unless noted herein.

Complaint Handling Process

- Receipt of complaint
- Advise complainant of complaint handling processes
- Record complaint and supporting information
- Acknowledge complaint and preferred resolution options
- Conduct initial assessment of complaint
- Advise Baileys of any urgent actions that may be required according to the nature and scope of the complaint
- Advise Baileys of nature of issues raised
- Communicate decision or action to the complainant and follow-up as required
- Quarterly reporting upon complaint data including recommending actions

Retainer **per month**

Retainer **per month**

Mediation Services

- Preliminary telephone meetings;
- An accredited and qualified workplace mediator;
- All mediator preparation, the mediation and the agreement development and execution;
- Room hire;
- Catering of meals / beverages throughout the mediation session; and
- All stationery, communications and administration costs
- Post mediation report and recommendations

To be negotiated upon appointment.

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Appendix B

BMFA INCIDENT INVESTIGATION AND CORRECTIVE ACTION PROCEDURE

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1. DESCRIPTION

This procedure describes the Corrective and Preventive Action processes that have been established at Bailey's Marine Fuels to ensure that identified issues are adequately documented, managed and closed out. Corrective and preventive actions may be initiated due to:

- Incidents and accidents
- Internal and external audit findings
- Customer complaints
- Community concerns
- Maintenance orders
- BMFA Management Review

All corrective actions with the exception of maintenance orders are addressed through the incident reporting process.

2. SCOPE

All corrective actions with the exception of maintenance orders are addressed through the incident reporting process.

3. RESPONSIBILITIES

All personnel are responsible for initiating corrective and preventive actions through the incident/Event reporting process.

Corrective and preventive actions are presented at the Monthly EMS Meeting where the committee will assign resources and time frame to close out actions.

Management are responsible for ensuring appropriate actions are initiated and resources allocated to adequately address identified problems and for reviewing and signing off corrective actions once complete.

4. INCIDENT REPORTING AND INVESTIGATION

If an incident occurs, in order to ensure that remedial actions can be implemented to reduce or eliminate risks, it is a requirement that the incident is managed, reported and investigated.

With the exception of Work Orders, which may rectify a problem

without investigation, the above shall be raised on an incident report form (FM-0071) and employ the following corrective and preventive action principals:

- Investigate the problem
- Identify the root cause of the problem
- Identify, develop, and implement the necessary corrective action
- Implement and modify controls necessary to avoid repetition of the nonconformity Track and record the progress of corrective actions when necessary
- Record any changes made, actions taken, and changes in written procedures resulting from the corrective action
- Evaluate the effectiveness of the modifications and corrective actions

The corrective and preventive action shall be appropriate to the magnitude of the problem identified and shall be in line with the environmental policy and environmental impact of the non-conformance. When necessary, the Management System Representative shall assign individual responsibilities and outline the expected timing to help ensure a satisfactory outcome. This is to be communicated by Email or Fax.

Incident details and all corrective actions shall be recorded on the BMFA Incident/Event Database. Incident and corrective action reports shall be prepared by the Operations Manager and reviewed each month at the monthly EMS meeting to ensure that corrective actions are being addressed in accordance with defined timeframes.

5. REFERENCE DOCUMENTS

FM0071 Incident Report Form

FM0073 Incident / Event Database
