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**CONTACT**

Tim Ward Director tward@ethosurban.com 02 9956 6962

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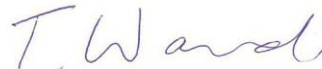
This document has been prepared by:



Christopher Curtis

5 April 2019

This document has been reviewed by:



Tim Ward

5 April 2019

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Ethos Urban Pty Ltd  
ABN 13 615 087 931.  
www.ethosurban.com  
173 Sussex Street, Sydney  
NSW 2000 t 61 2 9956 6952

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# Contents

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1.0	Introduction	3
1.1	Background	3
1.2	OEMP Objectives	3
1.3	OEMP Context	3
1.4	Project Description	4

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2.0	Environmental Management Responsibilities	6
2.1	Organisational Structure	6
2.2	Roles and Responsibilities	6
2.3	Components of the OEMP	7
2.4	Complaints and Enquiries Response Procedure	8

---

3.0	Statutory Requirements	8
4.0	Reporting and Monitoring	9
4.1	Environmental Audit	9
4.2	Document Currency	9
4.3	Induction and Training	9
4.4	OEMP Review	10
4.5	Records Management and Access	11
4.6	Non-Conformance and Corrective Action	11

---

5.0	Emergency Response and Contact Details	11
6.0	Operational Environmental Management Plan	14
6.1	OEMP Environmental Impacts and Control Measures	14

---

Appendix A – Relevant Conditions of Consent		27
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## Figures

Figure 1	The site location	5
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## Tables

Table 1	Legislation applicable to Sydney Zoo operations	8
Table 2	Key agency contact details	12
Table 3	Community consultation, engagement and complaints management	13

# Contents

## Appendices

- A** SSD 7228 Relevant Conditions of Consent to this OEMP
- B** SSD 7228 Full Conditions of Consent  
*Department of Planning and Environment*
- C** SSD 7228 Approved Plan  
*Aspect Studios*
- D** Water Quality Monitoring Program  
*CES*
- E** Waste Management Plan  
*SLR*
- F** Biodiversity Management Plan and Cumberland Plain Management Plan  
*Eco Logical Australia*
- G** Operational Traffic Management Plan  
*TTPP*
- H** Work Place Travel Plan  
*Ethos Urban*
- I** Community Engagement Plan  
*Ethos Urban*
- J** Aboriginal Cultural Experience  
*Muru Mittigar*
- K** Heritage Interpretation Plan  
*Artefact*
- L** Indicative Bins Location  
*Aspect Studios*
- M** Sydney Zoo Conservation Policy  
*Sydney Zoo*
- N** Sydney Zoo Environmental Policy  
*Sydney Zoo*
- O** Sydney Zoo Induction Checklist  
*Sydney Zoo*
- P** Sydney Zoo Incident Report Form  
*Sydney Zoo*
- Q** Consultation Commentary from Blacktown Council

## 1.0 Introduction

### 1.1 Background

The Sydney Zoo is a new purpose-built zoological facility located in the Bungarribee Super Park in the Western Sydney Parklands, adjacent to the Great Western Highway.

On 8 September 2017 Sydney Zoo received approval for State Significant Development 7228 (SSD) under Section 4.38 (previously 89E) of the *Environmental Planning and Assessment Act 1979* (EP&A Act) to construct and operate a zoological facility on site.

The Conditions of Consent (**Appendix B**) require an Operational Environmental Management Plan (OEMP) to be prepared for the approved project. The OEMP is to include relevant sub-plans to address key issues and related activities, such as traffic, community engagement, Aboriginal cultural experience, heritage interpretation and air quality.

### 1.2 OEMP Objectives

The objectives of the OEMP are to:

- identify all appropriate environmental safeguards and demonstrate how they will be implemented on-site;
- manage site activities effectively;
- enable adverse impacts on the environment to be minimised;
- provide for the conservation of the site's environment;
- identify suitable emergency preparedness and response procedures;
- promote environmental awareness amongst employees and contractors to ensure that operation of the Sydney Zoo is conducted with due diligence to the environment;
- meet all requirements of relevant legislation and assist with ensuring compliance of the Project Approval; and
- monitor and manage environmental and social impacts.

The OEMP is required to:

- describe all activities to be undertaken as part of the operation of the Development;
- list statutory and other obligations that the Applicant is required to fulfil during the operation of the development;
- present overall environmental policies, guidelines and principles to be applied to the operation of the development;
- provide details of how environmental performance would be managed and monitored to meet acceptable outcomes, including what actions will be undertaken to address identified potential adverse environmental impacts; and
- include all sub-management plans required Condition D5 of the consent.

### 1.3 OEMP Context

The OEMP has been prepared in accordance with the Guideline for the Preparation of Environmental Management Plans (DIPNR 2004), with input from key technical specialists. This OEMP is intended to be a staged OEMP as follows:

- Stage 1: addresses the first stage of the intended operation of the Zoo, which does not propose composting.

- Stage 2: at the time composting is proposed, the OEMP, Waste Management Plan and Air Quality Management Plan will be updated to reflect the introduction of composting to the Zoo's operational activities.

### 1.3.1 Planning Approval and Conditions of Consent

This OEMP has been prepared close to the end of construction stage and will come into effect at the commencement of operation. There are several environmental studies that precede this document, submitted as part of the Environmental Impact Statement by JBA Urban Planning Consultants Pty Ltd (2015), the Response to Submissions prepared by JBA Urban Planning Consultants Pty Ltd (2016) and subsequent information submitted to the Department of Planning and Environment and the Planning Assessment Commission. These include:

- Transport and Traffic Impact Assessment;
- Stormwater Management Report;
- Contamination Assessment;
- Biodiversity Assessment;
- Bushfire Risk Assessment;
- Air Quality Impact Assessment;
- Noise Impact Assessment; and
- Waste Management Assessment.

The Environmental Impact Statement was prepared under Part 4 of the EP&A Act and resulted in approval of the project being issued by the Planning Assessment Commission on 8 September 2017. The project has been modified multiple times and the OEMP is consistent with the approved modifications. This OEMP has been prepared to fulfil the requirements of Conditions D4, D5 and D6 of the approval (refer to **Appendix B**). The table below identifies where in this document each relevant Condition has been addressed.

### 1.3.2 Ecological Sustainable Development

One of the objectives of the EP&A Act is to encourage ecologically sustainable development (ESD). The operation of the Sydney Zoo shall be undertaken in accordance with the principles of ESD.

### 1.3.3 OEMP Consultation

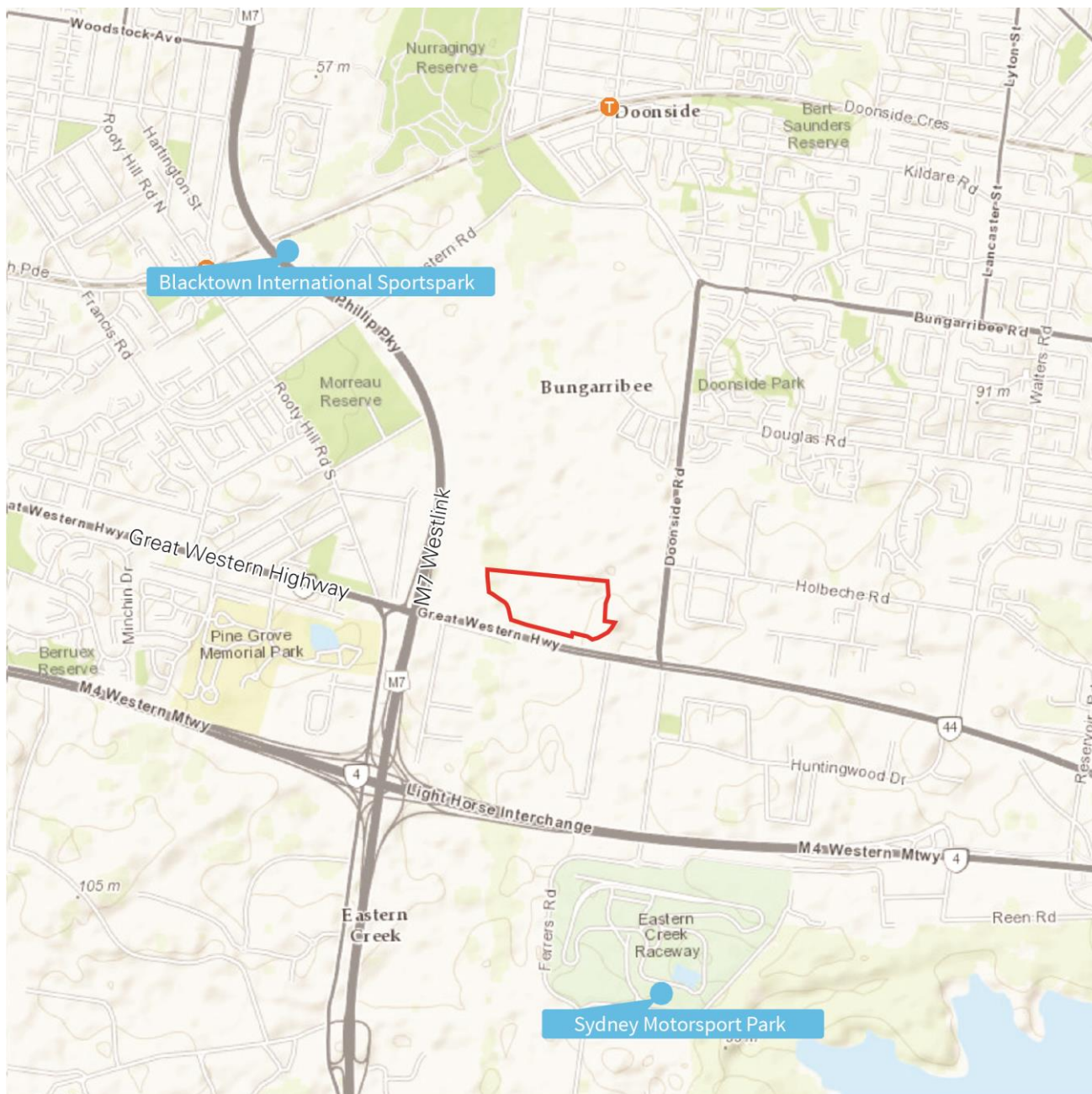
The OEMP has been prepared in consultation with Blacktown Council as required by Condition D4. Refer to **Appendix Q**.

## 1.4 Project Description

### 1.4.1 Site Location

The site is located approximately 33 kilometres west of the Sydney Central Business District (CBD), and approximately 15 kilometres east of Penrith. It falls within the Western Sydney Parklands and is in close proximity to the Great Western Highway, M4 Western Motorway and Westlink M7, providing excellent access to both the state and regional road network and surrounding parkland areas. Traffic studies have concluded there is ample spare capacity in the road network to accommodate a development of this nature.

The site of the proposed Sydney Zoo is 16.5ha in size, and irregular in shape. Access will be from the Great Western Highway approximately 75m from its southern border.



 The Site

**Figure 1** The site location

### 1.4.2 Description of Exhibits

The proposed development will provide a new recreational facility for Western Sydney. The proposal, as exhibited, will comprise a zoological facility containing animal exhibits and associated infrastructure over the site, being a total area of approximately 16.5ha, for the following key components:

- Animal exhibits across several enclosures of varying design for a range of native and exotic animals;
- Back-of-house buildings for exhibits;
- Main entrance building comprising entry/exit, and gift shop;
- Restaurant and café;

- Kiosks and amenities;
- Educational amphitheatre;
- Picnic areas and gardens;
- Wetlands and waterways;
- Service building containing:
  - Administration areas;
  - Curatorial and food preparation areas; and
  - Veterinarian space;
- Wayfinding signage;
- Service yard with maintenance shelter;
- Internal services and utilities to support the zoo, including water, sewer, electricity and telecommunications;
- Car parking for approximately 1,053 vehicles;
- Bus and coach parking; and
- Landscaping of the site associated with all of the above.

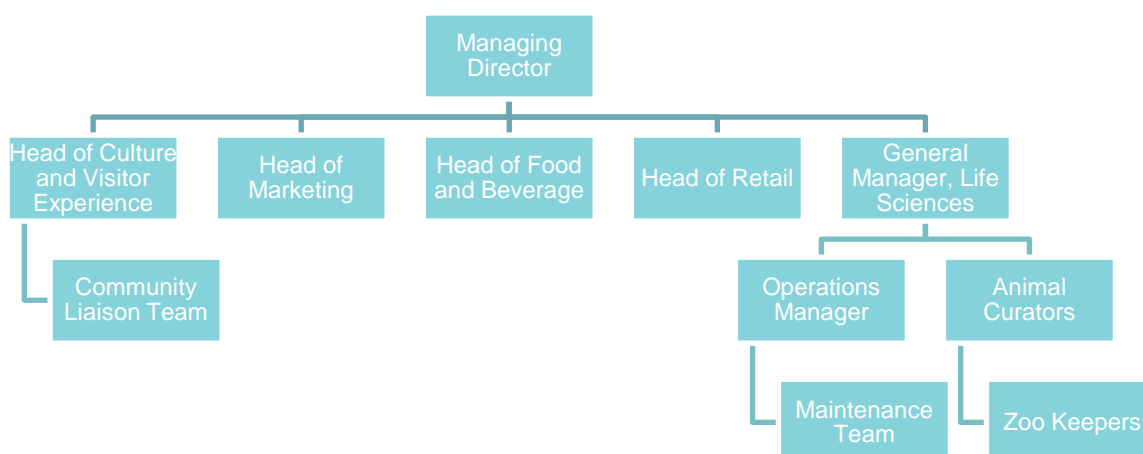
The zoo will be open to the public the following hours:

- December and January: 9am till 10pm, seven days; and
- February to November: 9am till 6pm, seven days.

Sydney Zoo staff (keepers, maintenance and other workers) may be on-site from 5.30am each day.

## 2.0 Environmental Management Responsibilities

### 2.1 Organisational Structure



### 2.2 Roles and Responsibilities

All relevant staff employed and contractors appointed by the Sydney Zoo shall be formally advised of their obligations under the OEMP and informed of the significance of the OEMP. This process will be achieved via



implementation of a site-specific induction. The OEMP shall be made available to all relevant staff and contractors by Sydney Zoo as a reference document. In addition, responsibilities shall be outlined in position descriptions, Standard Operating Procedures and generally integrated with various quality management systems.

Each staff member is also responsible for environmental compliance. There is a duty of care to the environment by all personnel. All members within the chain of command should be identified, along with their roles and responsibilities, including environmental responsibilities

### **2.2.1 Managing Director**

The Managing Director will be responsible for all environmental outcomes for the Sydney Zoo and the operation of the site, as well as directing staff and contractors. The Managing Director shall delegate accountability and responsibilities to the relevant Head for managing activities at the Zoo.

### **2.2.2 Head of Culture and Visitor Experience**

The Head of Culture and Visitor Experience is responsible for ensuring all customer complaints received are addressed in relation to environmental management in a timely manner. The Head will delegate to the Community Liaison Team for management of the complaints and enquiries register. The Head is also responsible for the audit of the OEMP and compilation of reports received from other management team members.

### **2.2.3 Head of Marketing**

The Head of Marketing will be responsible for the placement of reports on the Sydney Zoo website. The Head will delegate the preparation of community information (such as newsletters) to others and will work closely with the Head of Culture and Visitor Experience, and the Community Liaison Team for provision of outcomes to the public. They can delegate tasks and activities to the Operations Manager and Maintenance Team in terms of waste management and general operations management.

### **2.2.4 Head of Food and Beverage**

The Head of Food and Beverage, in conjunction with the Operations Manager, is responsible for waste management and deliveries to the site, providing environmental outcomes consistent with the objectives of this OEMP. The Head will monitor and prepare waste and recycling results, and timeframes and will assist in conducting an internal audit of the OEMP through the provision of reports as required. The Head may delegate responsibilities for the day to day management of waste and deliveries.

### **2.2.5 General Manager, Life Sciences**

The General Manager, Life Sciences is responsible for ensuring environmental outcomes relating to animal management are achieved. The General Manager, Life Sciences can delegate tasks to the Animal Curators and Zookeepers. The Operations Manager reports to the General Manager, Life Sciences, and is responsible for monitoring delivery vehicles and timeframes.

## **2.3 Components of the OEMP**

Environmental issues identified in this OEMP are specific to the operational phase of the development. The OEMP has been prepared in an issues-based format that nominates for each development or environmental issue or impacting activity, the tasks that are required to be addressed during the operational phases of the development, covering:

- Environmental issues;
- Environmental objectives;
- Environmental intent;
- Control measures;
- Responsibility;
- Monitoring;

- Reporting; and
- Performance Indicators.

The OEMP is structured to reflect all stages of operation.

## 2.4 Complaints and Enquiries Response Procedure

Sydney Zoo maintains a three-step response procedure for complaints and enquiries.

- Step 1: Complaints and enquiry register
  - The enquiry/complaint is documented. A contact database will be maintained by Sydney Zoo including details of the person, time, nature of contact (request for information, complaint, enquiry), action taken and close out details
- Step 2: Complaints and enquiry resolution
  - The Community Liaison Team will contact the relevant team member to attempt to resolve the issue and/or understand how the issue can be addressed, and how long it will take to resolve. The Community Liaison Team reports to the Head of Culture and Visitor Experience.
- Step 3: Responding to complaints
  - Complaints and enquiries will be acknowledged within a 24-hour period. Sydney Zoo will liaise internally on a response and provide an initial update to the enquirer within two working days, with an aim to achieve resolution or close out as soon as reasonably possible.

## 3.0 Statutory Requirements

**Table 1** defines the legislation applicable to the operation of Sydney Zoo. In the event of any inconsistency arising between the implementation of the OEMP and state or local government regulations for the operation of the facility, the regulatory requirements take precedence.

**Table 1** Legislation applicable to Sydney Zoo operations

Legislation	Intent	Regulatory Authority
<i>Environmental Planning and Assessment Act 1979</i>	To assess the impact of the development proposal on the environment	Department of Planning and Environment
<i>Exhibited Animals Protection Act 1986</i>	To ensure the safety and welfare of animals through the design and approval of animal enclosures	Department of Primary Industries
<i>Biosecurity Act 2015</i>	To manage biosecurity measures and standards including quarantine management	Federal Department of Agriculture and Water Resources
<i>Protection of the Environment Operations Act 1997</i>	To regulate activities so as to prevent pollution of the environment	Blacktown City Council
<i>Protection of the Environment (Clean Air) Regulations 2010</i>	Details the requirements a business is required to adhere to with the aim of ensuring the long-term quality of natural air	NSW Environment Protection Authority
<i>Protection of the Environment Operations (Noise Control) Regulations 2008</i>	Details the requirements a business is required to adhere to with the aim of minimising and controlling noise pollution	NSW Environment Protection Authority
<i>Protection of the Environment Operations (Waste) Regulations 2005</i>	Provides specific details as to how businesses should manage any waste or by-products generated during business activities.	NSW Environment Protection Authority

## 4.0 Reporting and Monitoring

Sydney Zoo will conduct an annual review of the environmental performance of the facility in accordance with Condition D7. The review will:

- conduct a comprehensive review of the monitoring results over the previous calendar year;
- conduct a comprehensive review of the complaint registers over the previous calendar year;
- comparison of the results against the relevant limits, performance measures or criteria of any plan or program required under the SSD7228 consent and the OEMP;
- identify non-compliances and describe the rectification actions that were or are being undertaken;
- identify trends in monitoring data;
- identify discrepancies between the predicted and actual impacts of the facility and analyse the potential cause; and
- describe measures to be implemented over the next 12 months to improve the environmental performance of the Sydney Zoo.

### 4.1 Environmental Audit

In accordance with Condition D11 and D12 of the SSD7228 consent, Sydney Zoo will commission and obtain an Environmental Audit within two years of the consent issue date and every three years thereafter. Within three months of commissioning the audit, a copy of the audit report is to be submitted to the Secretary of DPE, together with responses to any recommendations within the audit report. A copy of the Environmental Audit is to be provided to Blacktown Council for their records.

The audit will be carried out by an independent auditor in accordance with ISO 19011:2003 – Guidelines for Quality and/or Environmental Management System Auditing. The audit team will be suitably qualified, experienced and independent, and their appointment is to be endorsed by the Secretary.

The audit is to:

- include consultation with the relevant agencies;
- assess the environmental performance of the Sydney Zoo and assess whether it is complying with the requirements of the consent and any other relevant approvals (including any assessment, plan or program required under these approvals);
- review the adequacy of any approved strategy, plan or program required under the abovementioned consents; and
- recommend measures of actions to improve the environmental performance of the Sydney Zoo, and/or strategy, plan or program required under these consents.

### 4.2 Document Currency

The currency of all copies of the OEMP shall be reviewed annually to ensure that current versions of the OEMP are available to staff and contractors and obsolete versions are removed to avoid errors and confusion. OEMP currency will also be maintained via controlled distribution of new revisions, as they become available, to relevant staff and contractors (with obsolete versions removed concurrently).

### 4.3 Induction and Training

Sydney Zoo provide induction and training to new employees. Contractors are also provided with an induction. Sydney Zoo have developed checklists for each of these which address the following matters:

- Contract of employment;
- Introductions to colleagues and management;
- Workplace tour including identification of key environmental management measures and equipment;
- Emergency procedures;
- Standards and policies;
  - Equal opportunity employment
  - Code of conduct
  - Sydney Zoo employment handbook
  - Personal/annual leave;
  - Drug and alcohol policies;
  - Disciplinary and grievance procedures;
  - Personal visits/telephone calls;
  - White Card and personal protective equipment;
  - Workplace health and safety rehabilitation policy; and
  - Travel to work.
- Insurances;
- Safety data sheets;
- Sign in/sign out register; and
- Organisational chart and chain of command.

The induction process will foster an awareness of environmental issues, minimise environmental impacts and inform staff and contractors of their responsibilities and duties.

As required, there shall also be targeted environmental training for specific personnel, dependent on their role in the operation of the Zoo. The need for additional or revised training will be identified and implemented from the outputs of monitoring and reviewing the OEMP.

Records of all site inductions and targeted environmental training shall be maintained and include who was trained, when the person was trained, the name of the trainer and a general description of the training content.

#### **4.4 OEMP Review**

The OEMP and sub-plans will be reviewed after the first 12 months of operations to ensure it adequately addresses the identified issues. Follow up reviews shall take place every two years after, or when update of the OEMP is required. The review will be conducted by Sydney Zoo management and will consider, at a minimum:

- guest comments;
- agency input or response from DPE;
- maintenance/operational activity details;
- environmental monitoring outcomes;
- incidences and non-conformances;
- changes in organisational structure and responsibilities;
- changes in standards and legislation; and
- all relevant sub-plans.

Any revisions of the OEMP will be forwarded to the DPE.

#### **4.5 Records Management and Access**

All records required to be kept by this OEMP shall be kept for a minimum of five (5) years and shall be available for examination by a suitably qualified person authorised to inspect the OEMP. An authorised person includes any representative of a relevant regulatory agency or any other person authorised by Sydney Zoo.

#### **4.6 Non-Conformance and Corrective Action**

As soon as it is recognised that any required environmental control is not in place, environmental management practices are not being adhered to, or environmental impacts exceed nominated criteria, the Managing Director will inspect the Zoo site and / or activities to review the extent of the possible non-conformance. Activities in the affected area will cease or be modified until the non-conformance has been corrected. The Managing Director is responsible for ensuring appropriate rectification measures, including work procedures, have been effectively implemented. Approval from the Managing Director is required before work can re-commence.

Non-conformances reported are to be recorded in the reporting database and will include details of the non-conformance, any immediate actions undertaken and the corrective actions implemented to prevent a recurrence. The incident report would be reviewed by the relevant Head. A register of non-conformances must be maintained for all active and resolved non-conformances.

### **5.0 Emergency Response and Contact Details**

Table 3 lists the phone numbers of the relevant government agencies and emergency services that may be required to be contacted during and in response to an emergency. In accordance with the POEO Act any person carrying on the activity which causes a pollution incident that causes material harm to the environment or threatens such harm is to notify each relevant authority as identified in Table 2 below.

Firstly, call 000 if the incident presents an immediate threat to human health or property. Fire and Rescue NSW, the NSW Police and the NSW Ambulance Service are the first responders, as they are responsible for controlling and containing incidents. If the incident does not require an initial combat agency, or once the 000 call has been made, notify in the following order:

- the EPA;
- the Ministry of Health via the Eastern Zone (Camperdown Office) Public Health Unit;
- the WorkCover Authority;
- Blacktown City Council; and
- Fire and Rescue NSW.

**Table 2 Key agency contact details**

Agency	Phone Number
Sydney Water	13 20 90 (24 hours)
Endeavour Energy	131 003 (24 hours)
State Emergency Service	132 500
Department of Planning and Environment	1300 305 695
Department of Primary Industries: Animal Welfare Unit	<ul style="list-style-type: none"> <li>• Aquatic Pest Reporting: 02 4916 3877</li> <li>• Emergency Animal Disease: 1800 675 888</li> <li>• Emergency Plant Pest Hotline: 1800 084 881</li> <li>• Invasive Plants and Animals: 1900 680 244</li> <li>• General: 02 6391 3474</li> </ul>
Environment Protection Authority (EPA)	131 555 (24 hours)
Blacktown City Council	<ul style="list-style-type: none"> <li>• Emergency: 1300 133 491 (after hours)</li> <li>• General: 02 9839 6000</li> </ul>
NSW Health Public Health Unit: Parramatta	<ul style="list-style-type: none"> <li>• Phone: (02) 9840 3603</li> </ul> <p><b>After hours</b></p> <ul style="list-style-type: none"> <li>• Phone: (02) 9845 5555 (Westmead Hospital) - ask for Public Health Officer on call</li> </ul>
Police – Blacktown <ul style="list-style-type: none"> <li>• Non-emergency</li> <li>• Emergency</li> </ul>	<ul style="list-style-type: none"> <li>• 02 9671 9199</li> <li>• 000 (112 from mobiles)</li> </ul>
Ambulance – Metropolitan Division <ul style="list-style-type: none"> <li>• Non-emergency</li> <li>• Emergency</li> </ul>	<ul style="list-style-type: none"> <li>• 02 8752 0444</li> <li>• 000 (112 from mobiles)</li> </ul>
NSW Fire and Rescue – Huntingwood <ul style="list-style-type: none"> <li>• Non-emergency</li> <li>• Emergency</li> </ul>	<ul style="list-style-type: none"> <li>• 02 9672 8250</li> <li>• 000 (112 from mobiles)</li> </ul>
WorkCover	13 10 50

### 5.1.1 Community Consultation and Engagement

The following reflects key operational communications provisions of the Community Engagement Plan (Condition C8). The Plan is provided at **Appendix I**.

**Table 3 Community consultation, engagement and complaints management**

<b>Community Consultation, Engagement and Complaints Management</b>	
<b>Environmental Objectives</b>	
The purpose of this Operational Complaints Management System is to: <ul style="list-style-type: none"> <li>define the process of recording complaints and enquiries;</li> <li>outline the communication process for addressing and resolving complaints and enquiries;</li> <li>outline the process for the management and action for resolution of the complaint;</li> <li>outline of the required process in case of escalation of a complaint into a dispute.</li> </ul>	
Raise public awareness of potential impacts during operation	
Provide opportunities for feedback from the public and stakeholders	
<b>Mitigation Measures</b>	<b>Responsibility</b>
Phone calls during standard office hours: After initial contact, respond verbally within 24 hours or within 2 hours maximum for emergencies.	Community Liaison Team
Phone calls outside of standard office hours: Verbal response first thing early in the morning, or within 2 hours maximum for emergencies.	Community Liaison Team
Written communication; email or letter: Respond in writing within 5 working days. Any complaints requiring a formal investigation will be attempted to be resolved within 5 working days.	Community Liaison Team
Utilise a variety of tools to inform the public and nearby stakeholders including: <ul style="list-style-type: none"> <li>letters;</li> <li>website updates and social media;</li> <li>quarterly newsletter;</li> <li>permanent information display at the Bungarribee Community Hub (subject to Council agreement);</li> <li>media releases; and</li> <li>translation services on request.</li> </ul>	Head of Marketing Community Liaison Team
Utilise a variety of channels to receive essential feedback: <ul style="list-style-type: none"> <li>project email;</li> <li>community hotline;</li> <li>feedback box; and</li> <li>community emails.</li> </ul>	Community Liaison Team
<b>Monitoring</b>	<b>Responsibility</b>
Monitor relationships with key stakeholders through the avenues described above (community liaison group, phone line).	Community Liaison Team
Receive feedback from guests through surveys (both online and hard copy) and feedback received online and in person	Community Liaison Team
<b>Reporting</b>	<b>Responsibility</b>
For audit and compliance purposes, details of all complaints are to be logged and updated in the Sydney Zoo complaints register.	Community Liaison Team
The complaints register shall be used to track the progress of complaints handling, ensure all involved personnel understand and maintain engagement with the process.	Community Liaison Team
All public information documentation (letters, newsletters etc) are to be archived.	Community Liaison Team
<b>Performance Indicators</b>	
1. All emergency complaints received acknowledged within 2 hours via telephone.	Community Liaison Team
2. Non-emergency complaints received acknowledged within 24 hours via telephone or email.	Community Liaison Team
3. All complaints resolved and a response provided within 5 working days.	Community Liaison Team
4. Respond to all enquiries and feedback within 5 working days.	Community Liaison Team

## 6.0 Operational Environmental Management Plan

### 6.1 OEMP Environmental Impacts and Control Measures

The following sections set out the environmental management activities and management measures, which shall be undertaken or complied with during operation and maintenance of the Sydney Zoo. Sydney Zoo shall ensure that the personnel responsible for implementing the OEMP, such as the nominated Head and nominated workers are aware of their roles and responsibilities.

Environmental management issues have been presented separately, with each aspect addressed in respect of environmental objectives, key environmental issues, and environmental management measures to achieve the objectives.

Composting of material is intended to be staged based on the operational requirements of the Zoo, and will form part of the Stage 2 OEMP. At the appropriate stage when composting will commence on-site, the Waste Management Plan is to be amended to include composting, an Air Quality Management Plan will be prepared, and both plans will be provided to the Department.



## 6.1.1 Stormwater and Water Quality Management

Environmental Objectives	
<ul style="list-style-type: none"> <li>To avoid detrimental impact on the water quality and environment of Eastern Creek.</li> <li>To comply with Section 120 of the <i>Protection of the Environment Operations Act 1997</i>, which prohibits the pollution of waters.</li> <li>To prevent release of potential contaminants to receiving environments.</li> </ul>	
Mitigation Measures	Responsibility
Pollution control equipment / spill kits suitable for containing spills that may arise shall be kept in clearly marked accessible locations adjacent to relevant activities (see map). Instructions for spill clean-up procedures to be made available with equipment / kits. Maintain emergency spill kits on-site at all times.	Operations Manager
Make all staff aware of the location of the spill kits as part of the employment induction	Head of Culture and Visitor Experience
Staff members are to be trained in the use of the spill kits as part of induction with regular refresher courses (every 12 months) to ensure that spills are contained and cleaned up in a manner that minimises the opportunity for environmental harm.	Operations Manager
Handle, store and use dangerous goods and hazardous materials in accordance with: the NSW Occupational Health and Safety Act 2000; the Storage and Handling of Dangerous Goods Code of Practice (WorkCover NSW, 2005); NSW Road and Rail Transport (Dangerous Goods) (Road) Regulation 1998; and Australian Government's Code for the Transport of Dangerous Goods by Road and Rail (National Transport Commission, 2008).	Operations Manager
Hazardous materials and dangerous goods will be stored within a bunded and secure storage facility on-site.	Operations Manager
Prevention of runoff and wastewater from the zoo entering the adjacent watercourse through the implementation of a constructed wetlands and harvesting pond in the west of the site.	Operations Manager
Prepare and implement maintenance schedule for implementation of procedures for ensuring maintenance is frequent, and also after any large storm events	Operations Manager
Prepare and implement a schedule for aquarium discharge and processes for managing outflows to ensure compliance with the water monitoring program targets	General Manager, Life Sciences Operations Manager
Monitoring	Responsibility
Conduct water sampling at the five sample locations twice per month in accordance with the Water Quality Monitoring Plan	General Manager, Life Sciences Operations Manager
Monthly inspection of stormwater quality devices, swales, wetlands and pond systems and maintenance as required.	Operations Manager
Reporting	Responsibility
Spill incident report sheets are to be completed for chemical (including oils/oily waters) spills on-site, including recording details of the actions taken during the event.	Operations Manager
Any spills that enter the site stormwater system to recorded in the Annual Report.	Operations Manager
Prepare a monthly summary report of water monitoring results to inform the Annual Report.	General Manager, Life Sciences Operations Manager
Performance Indicators	
1. Compliance with the water quality screening targets contained within the Water Quality Monitoring Plan ( <b>Appendix D</b> ).	General Manager, Life Sciences Operations Manager
2. Preparation of monthly water quality results summary report	Operations Manager
3. Preparation of Annual Report and submission to Department of Planning and Environment for approval	Head of Culture and Visitor Experience

## 6.1.2 Waste Management

Environmental Objectives	
To minimise waste generated at the site and reduce to volume of waste requiring disposal to landfill.	
To prevent disposal of waste from site to receiving environments.	
To maintain the site in a neat and tidy state without build-up of litter.	
To ensure compliance with the Protection of the Environment Operations (Waste) Regulation 2014	
Mitigation Measures	Responsibility
Follow the recommendations of the Operational Waste Management Plan ( <b>Appendix E</b> ) dated October 2015 or as updated.	Operations Manager
Assess and classify all liquid and non-liquid wastes to be taken off site in accordance with the EPA's Waste Classification Guidelines Part 1: Classifying Waste, November 2014, or its latest version and dispose of all wastes to a facility that may lawfully accept the waste.	Operations Manager Maintenance Team
Waste generated outside the site shall not be received at the site for storage, treatment, processing, reprocessing, or disposal.	Operations Manager Maintenance Team
The collection of waste generated during operation will not occur after 6:00pm on any day unless the opening hours of the site are till late (during summer).	Operations Manager Maintenance Team
Waste shall be secured and maintained within designated waste storage areas at all times	Operations Manager Maintenance Team
Retain all sampling and waste classification data for the life of the Zoo in accordance with the requirements of the EPA.	Operations Manager Maintenance Team
Reduce, reuse and recycle wherever possible	Sydney Zoo staff
Classify all liquid and non-liquid wastes to be taken off site in accordance with the EPA's Waste Classification Guidelines Part 1: Classifying Waste, November 2014, or its latest version	Operations Manager Maintenance Team
Collect recyclable and putrescible wastes in a way that enables maximum recovery of recyclables.	Operations Manager Maintenance Team
Suitably space waste collection points including bins throughout the public and back of house areas per <b>Appendix L</b> .	Operations Manager Maintenance Team
Source materials for retail packaging that use recycled content, use bulk purchasing to avoid packaging, and avoid the use and distribution of single use plastic bags.	Head of Retail Head of Food and Beverage
Monitoring	Responsibility
Monitor quantities (volume and/or weight) of waste recovery in to determine whether storage areas and collection frequencies are adequate.	Operations Manager Maintenance Team
A review shall be incorporated into routine management meetings to assess the efficiency of the waste management regime and identify strategies to improve waste management at the facility.	Operations Manager
Reporting	Responsibility
Waste recovery data to be provided in a monthly summary report for public display on the website	Head of Food and Beverage
Performance Indicators	
Visual inspection of on-site storage and permanent drains shall be used to assess compliance with waste management plan. The following shall indicate a failure and the need for corrective action:	
<ul style="list-style-type: none"> <li>• presence of litter on the property or in adjacent environments; and</li> <li>• presence of pests or nuisance species</li> </ul>	
Compliance with the regulations for waste management.	
Achieve a waste recovery target of 60%	

### 6.1.3 Noise Management

Environmental Objectives	
To comply with the conditions of Project Approval, including the project specific noise criteria.	
To minimise operational noise impact on nearby sensitive receptors.	
<ul style="list-style-type: none"> <li>To ensure compliance with the following legislation:</li> <li>NSW Industrial Noise Policy;</li> <li>Noise Guide for Local Government;</li> <li>NSW Road Noise Policy;</li> <li>Protection of the Environment Operations Act 1997; and</li> <li>The Protection of the Environment Operations (Noise Control) Regulation 2008.</li> </ul>	
Mitigation Measures	Responsibility
Minimise unnecessary public announcements	Head of Culture and Visitor Experience
Restrict the use of horns on delivery vehicles and buses	Operations Manager Animal Curators Zoo Keepers
Monitoring	Responsibility
Monitor relationships with key stakeholders through the avenues described above (community liaison group, phone line).	Community Liaison Team
Reporting	Responsibility
All complaints to be reported within the complaints register	Head of Culture and Visitor Experience
Performance Indicators	
No complaints relating to noise from key stakeholders or nearby residents	

#### 6.1.4 Air Quality and Odour Management

Environmental Objectives	
Ensure air emissions (including dust and odour) are prevented	
Ensure compliance with <i>Protection of the Environment Operations Act 1997</i> and Clean Air Regulation	
Mitigation Measures	Responsibility
Employees to report the presence of odours, particularly in unexpected places, to site environmental manager.	Sydney Zoo staff
Maintaining an Odour Register which captures all complaints from employees, patrons and off-site receptors	Head of Operations Operations Manager
Use electric vehicles for everyday operations movement within the site	Head of Operations Head of Food and Beverage
Restrict unnecessary idling of delivery vehicles when loading/unloading	Operations Manager Maintenance Team
Minimise use of diesel generators unless required by emergency protocols	Managing Director
Monitoring	Responsibility
All reported odours to be investigated within 24 hours.	Head of Operations General Manager Life Sciences
Measure distance travelled by electric vehicles annually	Operations Manager
Reporting	Responsibility
All investigated odours to be documented within 1 week of the investigation, identifying whether the odour was likely to have been caused by an on-site operational activity. The outcome of all investigations to be recorded in the Odour Register.	Operations Manager
Report all monitored results in the Annual Report.	Head of Culture and Visitor Experience Operations Manager
Odour Register to be summarised in the Annual Report.	Head of Culture and Visitor Experience Operations Manager
Performance Indicators	
Zero odour complaints from off-site receptors.	

### 6.1.5 Traffic and Transport Management

Environmental Objectives	
Maximise visitor's use of public transport when accessing the site	
Maximise employee's use of public transport when accessing the site	
Minimise traffic conflict between vehicles and pedestrians, and between visitors and site provisioning vehicles.	
Management and Mitigation Measures	Responsibility
<ul style="list-style-type: none"> <li>Prepare and implement Operational Traffic Management Plan.</li> </ul>	Head of Culture and Visitor Experience
<ul style="list-style-type: none"> <li>online booking systems, with allocated visiting periods and staggered timing</li> </ul>	Head of Culture and Visitor Experience Head of Marketing
<ul style="list-style-type: none"> <li>peak period availability of additional accessible parking spaces</li> <li>priority time allocated ticket purchases</li> <li>promotion of access via the M7 Motorway</li> <li>promotion of arrivals via public transport</li> <li>promotion of car pooling</li> <li>combined tour packages with other tourist destinations</li> <li>potential for additional regular route bus services and direct shuttle bus services between Blacktown Railway Station and the site (subject to further consultation with TfNSW)</li> <li>promotion of school tours during off-peak periods</li> <li>preparation of a Transport Access Guide for visitors</li> <li>extended opening hours, particularly during peak periods to flatten out the peak</li> </ul>	Head of Culture and Visitor Experience Head of Marketing
<p>Condition C2 Traffic associated with the Zoo must not utilise public and residential streets or public parking facilities. Reasonable and feasible measures to be implemented in the event of an overflow to minimise queuing on the surrounding road network. (to be documented in the OTMP), such as the use of the Sydney Motorsport Park, with shuttle buses to be provided between the overflow parking area and the Zoo entrance.</p>	Operations Manager
<p>Condition C4 Operating Conditions</p> <ul style="list-style-type: none"> <li>all trucks entering or leaving the site with loads have their loads covered and do not track dirt onto the public road network.</li> <li>heavy vehicles and bins associated with the Development are not parked on local roads or footpaths in the vicinity of the site;</li> <li>all loading and unloading of materials is carried out on-site;</li> <li>turning areas in the car park are kept clear of any obstacles, including parked cars, at all times.</li> </ul>	Operations Manager
<p>An initial opening period transport management plan will be prepared with considering for the peak opening period and specific opening events which would be expected to have different traffic generating impacts compared to normal operation.</p>	Operations Manager
<p>Preparation and implementation of a Work Place Travel Plan, including a Transport Access Guide for peak periods when part-time and casual staff significantly increase (i.e. summer)</p>	Operations Manager
Monitoring	Responsibility
<p>Conduct a visitor survey to identify the mode used by guests to arrive and depart the site.</p>	Head of Culture and Visitor Experience
<p>Biannual traffic counts and carpooling counts (average people per vehicle), analysed against turnstile to establish average 'car movements per visitor'.</p>	Community Liaison Team
<p>Annual review of the Work Place Travel Plan, in consultation with staff.</p>	Head of Culture and Visitor Experience
Reporting	Responsibility
<p>Document results of monitoring in annual report</p>	Head of Culture and Visitor Experience

**Performance Indicators**

Increasing use of public transport by visitors over first 5 years of operations.

Increasing use of public transport by employees over first 5 years of operations.

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## 6.1.6 Animal Welfare and Biosecurity

<b>Environmental Objectives</b>	
Achieve best practice for animal welfare (Condition C18)	
Comply with National Zoo Biosecurity Manual 2011 (Condition C18), Exhibited Animals Protection Act 1986, Exhibited Animals Protection Regulation 2010 and the NSW Biosecurity Act 2015 (Condition C19)	
Obtain all relevant approvals from the Department of Primary Industries – Animal Welfare Unit. (Condition C20)	
<b>Mitigation Measures</b>	<b>Responsibility</b>
Interpretive information installed on opening to be maintained.	Operations Manager
Support both in-situ and ex-situ conservation programs	Sydney Zoo Management Team
Wherever possible educate the public on the plight of wildlife and their habitats through the use of interpretive signage and keeper talks	Sydney Zoo Management Team
Promote the sale of retail products that support in-situ conservation programs which result in real and measurable benefits to species in the wild	Sydney Zoo Management Team
Remain committed to supporting the Zoo and Aquarium Association endorsed species management and breeding programs	Sydney Zoo Management Team
<b>Monitoring</b>	<b>Responsibility</b>
Annual inspection of interpretive information.	General Manager Life Sciences
<b>Reporting</b>	<b>Responsibility</b>
Any maintenance of interpretive information recorded in Annual Report.	Head of Culture and Visitor Experience General Manager Life Sciences Operations Manager
<b>Performance Indicators</b>	
Interpretive information retained and maintained for the life of the development.	

### 6.1.7 Vegetation and Landscape Management

Environmental Objectives	
Ensure no retained native vegetation is removed or damaged by ongoing operational activities (Condition C14)	
Protect and enhance biodiversity values around the site	
Improve ecological health and integrity by revegetating with native species	
Mitigation Measures	Responsibility
Biodiversity Management Plan (Condition C15). This is to be updated every 5 years.	General Manager Life Sciences
Cumberland Plain Woodland Plan of Management (Condition C16) (forming part of the Biodiversity Management Plan). This is to be updated every 5 years.	General Manager Life Sciences
Retained Cumberland Plain Woodland to be fenced and signposted (Condition C17)	General Manager Life Sciences Operations Manager
Maintenance of landscaped areas and Cumberland Plain Woodland in accordance with the Biodiversity Management Plan ( <b>Appendix F</b> ).	Operations Manager
Monitoring	Responsibility
Regeneration monitoring at the beginning and end of the establishment period	Operations Manager
Monitoring is also to be undertaken annually every year during the maintenance period until the completion of management works	Operations Manager
Keep a record of native animal visitations (e.g. birds and mammals)	General Manager Life Sciences
Reporting	Responsibility
Regeneration and animal visitations recorded in Annual Report.	General Manager Life Sciences Operations manager
Report siting of Threatened Species to OEH Atlas of NSW Wildlife.	General Manager Life Sciences
Progress reports to be prepared and included in the monitoring reports. Copies to be sent to Blacktown Council.	General Manager Life Sciences
Performance Indicators	
Biodiversity value of retained native vegetation maintained and/or improved.	
Commencement or completion of all tasks outlined in the Biodiversity Management Plan	
An increase in native cover and diversity and a decrease in exotic cover and diversity by the end of the maintenance period	
At the end of each year, a minimum of 85% survival rate of all vegetation strata planted in each zone (e.g. tree, shrub and groundcover)	
Any localised plant failure within planting areas are addressed with no area larger than 2 m x 2 metres without surviving plants at the end of each year;	
Maintenance replanting is to replace plants by the same species, or where that species is not available, with the same growth form (i.e. tree for tree etc.) and must not decrease species diversity. Any new species to be planted must be from the community being emulated and of local provenance;	
Performance criteria outlined in Biodiversity Management Plan achieved ( <b>Appendix F</b> ) for each year of the management plan.	



### 6.1.8 Heritage Interpretation

Environmental Objectives	
Implement Heritage Interpretation Plan.	
Mitigation Measures	Responsibility
Interpretive information installed on opening to be maintained.	Head of Culture and Visitor Experience
Monitoring	Responsibility
Annual inspection of interpretive information.	Head of Culture and Visitor Experience
Reporting	Responsibility
Any maintenance of interpretive information recorded in Annual Report.	Head of Culture and Visitor Experience
Performance Indicators	
Interpretive information retained and maintained for the life of the development.	

### 6.1.9 Aboriginal Cultural Experience Management

Environmental Objectives	
Implement Aboriginal Heritage Experience Strategy	
Provide employment and training opportunities for Aboriginal rangers, cultural educators and contractors	
Mitigation Measures	Responsibility
Interpretive information installed on opening to be maintained.	Head of Culture and Visitor Experience
Monitoring	Responsibility
Annual inspection of interpretive information.	Head of Culture and Visitor Experience
Annual review of Aboriginal Heritage Experience Strategy with provider and relevant Aboriginal stakeholders (including Aboriginal employees)	Head of Culture and Visitor Experience
Reporting	Responsibility
Any maintenance of interpretive information recorded in Annual Report.	Head of Culture and Visitor Experience
Performance Indicators	
Interpretive information retained and maintained for the life of the development.	
Between 20 and 30 full time Aboriginal positions at Sydney Zoo in various roles	

### 6.1.10 Energy and Water Consumption

Environmental Objectives	
To reduce the use of non-renewable water and energy resources.	
To reduce the greenhouse gas emissions from the site	
Mitigation Measures	Responsibility
Investigate opportunities for alternate energy provision after an initial review period of operation, including on-site renewable energy, such as solar power	General Manager Life Sciences
Investigate the feasibility of using electric powered mobile plant on site rather than diesel generators.	General Manager Life Sciences Operations Manager
Utilise energy efficient plant, appliances and lighting	General Manager Life Sciences
Monitoring	Responsibility
Monitor water main and sub-meters to detect leaks, monthly	Operations Manager
Monitor electrical main and sub-meters, monthly	Operations Manager
Monitor distance travelled by electric vehicles on site annually	Operations Manager
Reporting	Responsibility
Document results of monitoring in annual report.	General Manager Life Sciences Operations Manager
Publish details of distance travelled by electric vehicles on website.	Head of Marketing Operations Manager
Performance Indicators	
Decreasing water and electricity demand on an annual basis over the first 5 years of operation.	

### 6.1.11 Hazardous Materials and Dangerous Goods

Environmental Objectives	
Ensure hazards associated with storing and handling hazardous materials and dangerous goods are appropriately managed to minimise risks to visitors and employees	
Mitigation Measures	Responsibility
Comply with Workplace Health and Safety legislation and Australian Dangerous Goods Code.	Managing Director
A register shall be maintained of all dangerous and hazardous substances to be kept in the administration building including the Material Safety Data Sheets (MSDS) for each substance. A plan shall be provided with the register of MSDSs which shows the location of dangerous and hazardous goods stored at the site, as well as the location of spill kits or other pollution control equipment and other relevant information.	Operations Manager
A copy of the MSDS for each hazardous material / dangerous good stored at the site will be available at the point of storage (in addition to the copy in the administration building).	Operations Manager
All dangerous goods to be stored in quantities below the Department of Planning's Applying SEPP 33 Guideline.	General Manager Life Sciences Operations Manager
No material regulated under the Radiation Control Act 1990 to be accepted at the site without prior authorisation from the EPA.	Operations Manager
Restrict smoking within the Zoo grounds.	Head of Culture and Visitor Experience
Monitoring	Responsibility
Annual review of hazardous materials and dangerous goods to ensure Materials Safety Data Sheets are available.	Operations Manager
Reporting	Responsibility
Non-compliances with Workplace Health and Safety requirements recorded in Annual Report.	General Manager Life Sciences Operations Manager
Annual stocktake of Dangerous Goods to be recorded in Annual Report and storage volumes assessed against quantities set out in the Department of Planning's Applying SEPP 33 Guideline.	Operations Manager
Performance Indicators	
Zero Workplace Health and Safety incidents targeted.	
All dangerous goods to be stored in quantities below the Department of Planning's Applying SEPP 33 Guideline.	

## 6.1.12 Bushfire Hazard Management

Environmental Objectives	
<ul style="list-style-type: none"> <li>Ensure bushfire hazards are appropriately managed to minimise risks to visitors and employees from bushfires</li> </ul>	
Mitigation Measures	Responsibility
Implement appropriate hazard reduction program in consultation with Western Sydney Parklands and Cumberland Zone Rural Fire Service where woodland vegetation is within or above threshold.	Managing Director
Maintain access roads and tracks within the site and consider the following ongoing management of any buildings and landscaped areas: <ul style="list-style-type: none"> <li>Removal of combustible material, particularly litter in gutters, near buildings.</li> <li>Removing excess amounts of fuel from garden areas (including organic mulch).</li> <li>Ensuring garden plantings do not overhang any buildings, tree canopies are discontinuous, and shrubs are not positioned within two metres of buildings.</li> </ul>	Operations Manager
Prepare a Bushfire Emergency Management Plan outlining evacuation routes, firefighting protocols and hydrant locations.	Operations Manager
Monitoring	Responsibility
Inspect buildings and vegetation for bushfire risks by 1 September every year to prepare for the bushfire season	General Manager Life Sciences Operations Manager
Reporting	Responsibility
Review Bushfire Emergency Management Plan by 1 November every year to confirm or update management measures.	General Manager Life Sciences Operations Manager
Performance Indicators	
Undertake bushfire hazard reduction maintenance works by 1 November each year.	

## Appendix A – Relevant Conditions of Consent

Consent Condition	Section in this OEMP
<p>D4 The Applicant shall prepare and implement an Operational Environmental Management Plan (OEMP) to the satisfaction of the Secretary. The OEMP shall:</p> <ul style="list-style-type: none"> <li>(a) be prepared by a suitably qualified and experienced person in consultation with Council;</li> <li>(b) be approved by the Secretary prior to the commencement of the operation;</li> <li>(c) describe all activities to be undertaken as part of the operation of the Development;</li> <li>(d) list statutory and other obligations that the Applicant is required to fulfil during the operation of the Development;</li> <li>(e) present overall environmental policies, guidelines and principles to be applied to the operation of the Development;</li> <li>(f) provide details of how environmental performance would be managed and monitored to meet acceptable outcomes, including what actions will be undertaken to address identified potential adverse environmental impacts;</li> <li>(g) include all sub-management plans required under Condition D5 of this consent.</li> </ul>	This OEMP
<p>D5 As part of the OEMP required under Condition D4 of this consent, the Applicant shall include the following:</p> <ul style="list-style-type: none"> <li>(a) Operational Traffic Management Plan (see Condition C5);</li> <li>(b) Community Engagement Plan (see Condition C8);</li> <li>(c) Aboriginal Cultural Experience (see Condition C21);</li> <li>(d) Heritage Interpretation Plan (see Condition C24); and</li> <li>(e) Operational Air Quality Management Plan.</li> </ul>	See Appendices. An Operational Air Quality Management Plan is considered unnecessary as no odour generating sources are proposed on-site.
<p>D6 The approved Operational Environmental Management Plan (as revised and approved by the Secretary) shall be implemented by the Applicant for duration of operation of the Development.</p>	This OEMP
<p>C5 The Applicant shall prepare an Operational Traffic Management Plan for the Development which will form part of the OEMP in Condition D4. The plan shall:</p> <ul style="list-style-type: none"> <li>(a) be prepared by a suitably qualified and experienced person, in consultation with TfNSW, RMS and Council;</li> <li>(b) include detail of specific management measures to be implemented during the initial year of operations to address potentially higher than anticipated visitation;</li> <li>(c) include detail of management measures for parking, traffic and transport during high visitation periods (particularly under any operating times considered under the 'peak' scenario in the EIS) including allocated arrival times, off-peak ticketing and the promotion of public transport);</li> <li>(d) include details and analysis of how the largest vehicle can enter and exit the site access, site carpark and loading areas; and</li> <li>(e) include detail of management measures to be implemented to minimise impacts offsite, including impacts upon the local road network, public transport services and pedestrian access.</li> </ul>	Appendix G
<p>C6 Prior to the commencement of operation of any part of the Development, the Applicant shall prepare and implement a Work Place Travel Plan as part of the Operational Traffic Management Plan detailed in Condition C5, in consultation with TfNSW. The Work Place Travel Plan shall:</p> <ul style="list-style-type: none"> <li>(a) outline facilities and measures to promote public transport usage, such as car share schemes and employee incentives that would achieve a public transport mode share of 25%;</li> <li>(b) describe pedestrian and bicycle linkages and end of trip facilities available on-site; and</li> <li>(c) be implemented for the life of the Development.</li> </ul>	Appendix H
<p>C21 The Applicant is to collaborate with Muru Mittigar and Registered Aboriginal Parties consulted within the EIS to the satisfaction of the Secretary to establish a detailed Aboriginal Heritage Experience Strategy in conjunction with the display of Australian native animals, to the satisfaction of the Secretary. This strategy will form part of the OEMP in Condition D4 and shall:</p> <ul style="list-style-type: none"> <li>(a) be prepared by a suitably qualified and experienced heritage consultant;</li> <li>(b) include detail of infrastructure, signage and various other materials to ensure the Australian native animal exhibits of the Development are fully integrated with the presentation of Aboriginal heritage;</li> <li>(c) outline how the experience will increase awareness and education in relation to Aboriginal heritage;</li> <li>(d) demonstrate how direct contact with Australian native animals will enhance the education of Aboriginal culture; and</li> <li>(e) demonstrate how Aboriginal people will have an ongoing participatory role in the experience.</li> </ul>	Appendix J
<p>C24 The Applicant shall prepare a Heritage Interpretation Plan to acknowledge the non-indigenous heritage of the site. The plan will form part of the OEMP in Condition D4 and shall:</p> <ul style="list-style-type: none"> <li>(a) be prepared by a suitably qualified and experienced expert in consultation with the OEHS NSW Heritage Division and Council;</li> </ul>	Appendix K

Consent Condition	Section in this OEMP
<p>(b) include provision for naming elements within the Development that acknowledges the site's heritage, such as the name of the roadways within the estate; and                      (c) incorporate interpretive information on any identified sites.</p>	
<p>C38 The Applicant shall revise and update the Waste Management Plan provided as part of the EIS to include the following additional requirements:                      (a) detail of onsite composting;                      (b) a map of locations where composted materials are to be used;                      (c) detail of measures to be implemented to minimise leachate generation and prevention of pollution of any waters, both offsite and onsite (ponds, dams, storage); and                      (d) detail of how composting practices are being monitored.</p>	Appendix E
<p>D7 Each year, unless otherwise agreed by the Secretary, the Applicant shall review the environmental performance of the Development to the satisfaction of the Secretary. This review shall:                      (a) include a comprehensive review of the monitoring results and complaints records received by the Development over the previous calendar year, which includes a comparison of these results against the:                      i) relevant statutory requirements, limits or performance measures/criteria;                      ii) requirements of any plan or program required under this consent;                      iii) monitoring results of the previous years; and                      iv) relevant predictions in the EIS;                      (b) identify any non-compliance over the last year and describe the actions that were (or are being) taken to ensure compliance;                      (c) identify any trends in monitoring data over the life of the Development;                      (d) identify any discrepancies between the predicted and actual impacts of the Development and analyse the potential cause of any significant discrepancies; and                      (e) describe what measures will be implemented over the next year to improve the environmental performance of the Development.</p>	This OEMP Section 4.0
<p>D11. Within two years of the date of this consent, and every three years thereafter, unless the Secretary directs otherwise, the Applicant shall commission and pay the full cost of an Independent Environmental Audit of the Development. The audit shall:                      (a) be conducted by a suitably qualified, experienced and independent team of experts whose appointment has been endorsed by the Secretary;                      (b) include consultation with the relevant agencies;                      (c) assess the environmental performance of the Development and assess whether it is complying with the requirements of this consent and any other relevant approvals (including any assessment, plan or program required under these approvals);                      (d) review the adequacy of any approved strategy, plan or program required under the abovementioned consents; and                      (e) recommend measures of actions to improve the environmental performance of the Development, and/or strategy, plan or program required under these consents.                      Note: This audit team shall be led by a suitably qualified auditor and include relevant experts in any other fields specified by the Secretary.                      D12. Within three months of commissioning this audit, or as otherwise agreed by the Secretary, the Applicant shall submit a copy of the audit report to the Secretary, together with its response to any recommendations contained within the audit report.</p>	This OEMP Section 4.0
<p><b>Incident Reporting</b>                      D8. The Applicant shall notify the Secretary and any other relevant agencies of any incident or potential incident with actual or potential significant off-site impacts on people or the biophysical environment associated with the facility immediately after the Applicant becomes aware of the incident.                      D9. Within seven days of the date of this incident, the Proponent shall provide the Secretary and any relevant agencies with a detailed report on the incident.  <b>Regular Reporting</b>                      D10. The Applicant shall provide regular reporting on the environmental performance of the Development on its website, in accordance with the reporting arrangements in any plans or programs approved under the conditions of this consent.</p>	Appendix P