

# Belmont Desalination Plant

## Construction Helicopter Management Sub-Plan

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## Revisions and Distribution

### Revisions

Draft issues of this document are identified as Revision A, B, C, etc. Upon initial issue (generally Contract Award) this will be changed to a sequential number commencing at Revision 0. Revision numbers will continue at Revision 1, 2, etc.

Rev	Date	Prepared By [Name]	[Signature]	Reviewed By [Name]	[Signature]	Approved By [Name]	[Signature]	Remarks
A	28/05/24	BR	BR	AG	AG	AG	AG	Issue to HWC as draft
B	30/08/2024	B Rice	BR	A Grant J Nisbet	AG JN	S MacNish	SM	Update post modification
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1	31.10.2024	A Grant	AG	A Grant J Nisbet	AG JN	S MacNish	SM	Rev 1 following DPHI comments

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## Terms and Abbreviations

Term/Abbreviation	Definition/Expanded text
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CEMP	Construction Environmental Management Plan
CoA	Conditions of Approval
CHTMP	Construction Helicopter Transportation Management Sub-Plan
dB(A)	Decibels using the A-weighted scale which is accepted as being representative of the frequency response of the human ear.
DPHI	Former Department of Planning, Industry and Environment, now Department of Planning, Housing and Infrastructure
EIS	Environmental Impact Statement
ENCM	Environmental Noise Control Manual
EMS	Environmental Management System
Environmental Assessment Documentation	Hunter Water Corporation Belmont Desalination Plant Environmental Impact Statement, prepared by GHD dated 2019. Hunter Water Corporation Belmont Desalination Plant Amendment Report and Submissions Report prepared by GHD dated 2020. Hunter Water Corporation Belmont Desalination Plant Modification Report Environmental Impact Statement prepared by Jacobs dated 2024. Hunter Water Corporation Belmont Desalination Plant Modification Report – Submissions Report prepared by Jacobs dated 2024
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i>
EPL	Environment Protection Licence
ER	Environmental Representative
HWC	Hunter Water Corporation
ICNG	Interim Construction Noise Guideline (DECC, 2009)
JH	John Holland
LA(max)	The A-weighted maximum noise level only from the construction works under consideration, measured using the fast time weighting on a sound level meter.
LAeq(15min)	The A-weighted equivalent continuous (energy average) A-weighted sound pressure level of the construction works under consideration over a 15-minute period and excludes other noise sources such as from industry, road, rail, and the community.
LGA	Local Government Area
LMCC	Lake Macquarie City Council
NPfI	Noise Policy for Industry
OOHW	Out of Hours Works
REMM	Revised Environmental Management Measures
Submissions Report	The Proponent's response to issues raised in the submission received in relation to the application for approval of the SSI under the EP&A Act.
WWTW	Wastewater Treatment Works
Term/Abbreviation	Definition/Expanded text
CEMP	Construction Environmental Management Plan
CoA	Conditions of Approval

# Construction Helicopter Management Sub-Plan

## Plan Profile

<b>Management System</b>	The Project will use John Holland's Environmental Management System (EMS) and core Project plans to support Project delivery. Additional functional plans have been developed for the Project.
<b>Name</b>	Construction Helicopter Transportation Management Sub-Plan (CHTMP)
<b>Authorisation</b>	All personnel employed on the Project will perform their duties in accordance with the requirements of this Plan and in compliance with Project system procedures and any specific Project instructions. This Plan is authorised by the Project Director.
<b>Review and update</b>	This Plan will be regularly reviewed, developed, and updated: <ul style="list-style-type: none"><li>• For changes in design or construction sequence, staging, methodology or resourcing</li><li>• To consider progress of the Project Company's Work</li><li>• For changes in access to the Project Site</li><li>• To consider changes directed by the Environmental Representative and HWC under the D&amp;C Deed.</li></ul>

## 1. Introduction

### 1.1. Context

This Construction Helicopter Transportation Management Sub-Plan (CHTMP or Plan) forms part of the Construction Environmental Management Plan (CEMP) for the Belmont Desalination Plant (the Project).

This CHTMP has been prepared to address the requirements of the Conditions of Approval (CoA) and the measures listed in the Environmental Assessment Documentation.

### 1.2. Background

#### 1.2.1. The Project

The Project was approved as SSI-8896 by the then New South Wales (NSW) Minister for Planning on the 23 July 2021. The approved Project involves the construction and operation of a drought response desalination plant producing up to 30 megalitres per day (ML/d) including seawater intake infrastructure; desalination units; brine discharge via existing ocean outfall; electricity/water supply; and ancillary works.

The approved Project is being developed on land (Part Lot 1 DP 433549) at 12a Ocean Park Road, Belmont South ('the Project area') that comprises a portion of the existing Belmont Wastewater Treatment Works (WWTW) which is located to the south east of the town of Belmont, NSW within the Lake Macquarie City Council (LMCC) local government area (LGA). Belmont Lagoon, Cold Tea Creek and the residential area of Belmont is located to the west, with the Pacific Ocean bordering the site to the east and south.

The EIS and subsequent approval documents identified the potential impacts from noise and vibration during construction is typically associated with increased traffic, increased noise impacts during certain construction stages, Out of Hours Work (OOHW), and the addition of helicopter traffic. However, it concluded residual risks from construction activities can be reduced to the extent that potential impacts could be managed through mitigation measures. A detailed Project description is provided in the CEMP.

#### 1.2.2. Statutory Context

The Project was approved as State Significant Infrastructure (SSI-8896) by the then New South Wales (NSW) Minister for Planning and Public Spaces under Division 5.2 of Part 5 of the EP&A Act on the 23 July 2021 following submission of an EIS and Amendment Report to Department of Planning, Health and Infrastructure (DPHI) in November 2019 and August 2020 respectively. The Project is identified as an SSI project as it satisfies Clause 4(1) of the then State Environmental Planning Policy (State and Regional Development) 2011 (SEPP SRD).

Under Section 5.25 of the EP&A Act, a proponent may request the Minister to modify the approval for State Significant Infrastructure. Such approval is required if the infrastructure as modified is not consistent with the existing approval issued under section 5.13 of the Act. After consultation with the DPHI, a Modification Report was prepared to support a request by Hunter Water for the Minister to modify the approval to allow further changes to the approved project.

The Modification EIS was exhibited by the DPHI from 24 January 2024 to 20 February 2024. During the exhibition of the Modification EIS, 22 submissions were received from government agencies, stakeholders, and the community. A Submissions Report was prepared and lodged in May 2024.

### 1.3. Scope of the Plan

The scope of this Plan is to describe how the potential helicopter usage impacts will be managed during construction of the Project. This Plan has been prepared under and consistent with the CEMP, considering relevant sensitive land uses and construction activities.

This Plan is applicable to all activities during construction of the Project, where helicopter use is required to transport workers to and from the offshore jack up barge. This includes all areas where physical works will occur or areas that may otherwise be impacted by the construction works, and under the control of John Holland (JH). All JH staff and sub-contractors are required to comply with the requirements of this Plan and related construction

environmental management plans, over the full duration of the construction program. A copy of this Plan will be kept on the premises for the duration of construction.

## 1.4. Environmental Management Systems Overview

The Environmental Management System (EMS) overview is described in the CEMP. The EMS also incorporates the Project-specific CEMP and sub-plans, strategies and procedures. The EMS provides overarching environmental management actions for implementation by Project personnel and contractors and will apply for the duration of construction.

The EMS consists of governance documentation, incorporating environmental management plans, policies, procedures and tools including:

- CEMP. Details the processes and procedures to be implemented during the Project to comply with applicable CoA, REMMs, Environment Protection Licence (EPL), legislative obligations and contractual requirements.
- Environmental Management Sub-plans. These documents describe procedures and controls for specific environmental aspects requiring more rigorous management strategies.
- WHS Management Plan. Details the processes and procedures to be implemented during the Project to comply with applicable work health and safety requirements.
- Construction Noise and Vibration Management Plan. Outlines the processes associated with the management of noise related impacts associated with the construction of the project.
- Procedures, strategies and protocols. Detailed procedures for inclusion in work packs.

### 1.4.1. CHTMP preparation, endorsement and approval

The CHTMP has been prepared to satisfy the NSW CoA in relation to helicopter management during construction of the Project, particularly NSW CoA D41 and D42.

This document will be reviewed by the Hunter Water Corporation (HWC) Environmental representative (or delegate) and the independent Environmental Representative (ER) to confirm they are consistent with, and incorporate, all relevant elements, prior to submission to the Planning Secretary for information.

## 2. Purpose and Objectives

### 2.1. Purpose

The purpose of this CHTMP is to describe how potential helicopter transportation related impacts will be managed during construction of the Project.

### 2.2. Objectives

The key objective of this CHTMP is to ensure that helicopter movement impacts to the local community are minimised.

To aid in achieving this objective all CoA, revised environmental mitigation measures (REMMs) and licence/permit requirements relevant to helicopter management are described, scheduled and assigned responsibility as outlined in:

- Environmental Assessment Documentation
- Infrastructure Approval CoA (SSI 8896)
- All relevant legislation and other requirements described in Section 3.1 of this Plan.

JH will aim to meet the environmental control measures relating to helicopter transportation from the Environmental Assessment Documentation. Relevant environmental control measures are detailed in Section 7.

## 3. Environmental Requirements

### 3.1. Relevant Legislation and Guidelines

Table 3-1 lists the principal legislation, regulation, plans, policies, guidelines, specifications, and Australian Standards that apply to noise and vibration management.

Table 3-1: Principal legislation and regulation relevant to helicopter usage (noise and vibration)

<b>Legislation</b>	<ul style="list-style-type: none"> <li>• Environmental Planning and Assessment Act 1979</li> <li>• Protection of the Environment Operations Act 1997 (POEO Act)</li> <li>• Protection of the Environment Operations (Noise Control) Regulation 2008.</li> </ul>
<b>Guidelines and Specifications</b>	<ul style="list-style-type: none"> <li>• Interim Construction Noise Guideline (ICNG) (DECC 2009a)</li> <li>• Noise Policy for Industry (NSW EPA 2017).</li> <li>• NSW EPA Approved methods for measurements and analysis of environmental noise (NSW EPA 2022)</li> </ul>

Relevant provisions of the above legislation are explained in the Register of Legal and Other Requirements included in Appendix A of the CEMP.

### 3.2. Conditions of Approval – SSI-8896

The CoA relevant to this Plan are listed Table 3-2. A cross reference is also included to indicate where the condition is addressed in this Plan or other Project management documents.

Table 3-2: Condition of Approval relevant to this plan

CoA	Condition Requirements	Document Reference
D41	Helicopter operations associated with the project (inclusive of ground engine runs, starting and taxiing and flight) can only occur from 6am to 7pm, seven days per week. Note: This Condition does not prohibit any flights required for emergency purposes.	Section 6.1
D42	The helicopter operator and Project must record the times and durations of all aircraft operations associated with the project and make them available for inspection when requested by the Planning Secretary.	Section 7.4



### 3.3. Revised Environmental Management Measures

Relevant REMMs are listed in Table 3-3. This includes reference to required outcomes, the timing of when the commitment applies and cross reference to indicate where the requirement is addressed in this Plan or other Project management documents.

Table 3-3: Revised Environmental Management Measures relevant to this CHTMP

Ref #	Impact	Measure	Timing	CBMSP Reference
NV16	Helicopter noise	<p>The following measures will be implemented to manage construction helicopter noise:</p> <p>Schedule helicopter movements so that they occur within 5:30AM and 8:30PM and avoid night periods to the greatest extent possible, unless required for emergencies.</p> <p>Operate all helicopters associated with the Proposed Modification in line with the noise management requirements of the Lake Macquarie Airport General Conditions of Use and the general 'Fly Neighbourly' Principles.</p>	Construction	Section 6.1 Noted that this REMM contradicts with the CoA above, therefore the CoA applies
TT15	Use of helicopters	<p>To manage helicopter movements a Helicopter Transportation Plan will be prepared and will include:</p> <ul style="list-style-type: none"> <li>• Identification of flight paths between Lake Macquarie Airport and the jack up barge where over Land flight movements will be minimised and located over bodies of water where possible</li> <li>• A schedule of operation will be developed where the use of helicopters outside of standard construction hours is minimised where possible</li> <li>• A communications plan for interacting with other airport users</li> </ul>	Construction	This Plan
HR9	Aircraft hazards	Obstacle marking and lighting will be installed on the onshore and offshore cranes in accordance with CASA standards during construction of the Project.	Construction	Section 6.1

## 4. Existing Environment

### 4.1. Helicopter Noise

There is no applicable NSW environmental noise assessment guidance methodology for helicopter noise. For the purpose of assessing noise from helicopter landings and take-off from the Jack-Up Barge, an indicative noise performance benchmark has been selected based on Section 165 of the NSW Environmental Noise Control Manual (NSW EPA, 1994) (ENCM). It is noted that the ENCM is now superseded/ withdrawn and there is no stipulated legislative requirement for the criteria in the ENCM to be met by the Project. The ENCM noise level guidelines have only been considered as a nominal benchmark for the project's helicopter noise to be compared against.

The relevant sections of the ENCM, which have been adopted as the noise performance benchmark for the project's helicopter noise, includes:

- The measured LAeq,T (assessed over the entire daily operating time of the helipad (assumed for this assessment to be 7AM – 10PM for day and 10PM – 7AM for night)) should not exceed 55 dB(A) for a residence or 65 dB(A) for a commercial property.
- The measured maximum noise level LAmax should not exceed 82 dB(A) at the nearest residential premises or 85 dB(A) at the nearest commercial building.

## 5. Environmental Aspects and Impacts

### 5.1. Helicopter Transportation

The noise impacts associated with the take-off and landing of helicopters from the jack-up barge was assessed using the CONCAWE noise propagation algorithm. Several inputs were used to create the model and were based on topography, receivers, ground absorption, noise sources, meteorological conditions, and timing of daily helicopter movements.

Helicopters will operate between Lake Macquarie Airport and the jack-up barge using designated flight paths identified in Section 6.2 below. Noise related impacts from helicopter activities on residential receivers at Belmont and Belmont South is predicted to remain well below the respective noise performance benchmarks. To mitigate potential noise impacts from the use of helicopters, movements will be scheduled so they occur between 6:00am and 7:00pm and avoid night time periods to the greatest extent possible. Helicopter use will also be undertaken in alignment with the requirements of the Lake Macquarie Airport General Conditions of Use and the general 'Fly Neighbourly' Principles.

### 5.2. Helicopter Transportation Impacts

The EPL for Lake Macquarie Airport allows up to 5,000 helicopter movements annually. The Project would require 3,000 flight movements during an eight-month period. The airport also hosts plane departures and arrivals including the Westpac Rescue Helicopters which undertake numerous 24/7 movements from the airport when required. As such, residents would already have familiarity with aircraft noise including 24/7 emergency helicopter movements.

Helicopters will access the offshore construction site and will complete flights between the nearby Lake Macquarie airport and the jack-up barge.

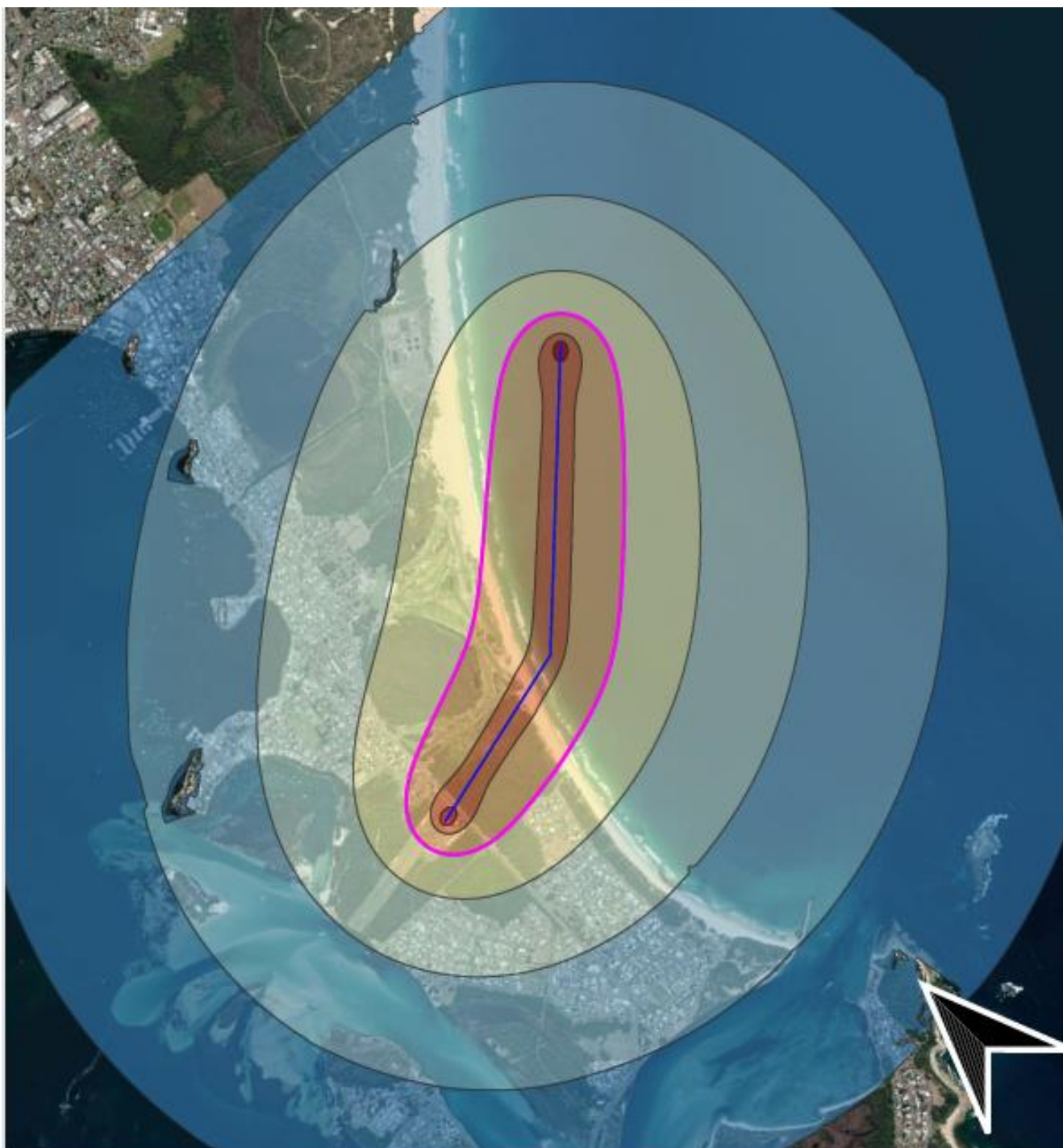
Noise levels from the use of helicopters are predicted to remain below the respective noise performance benchmarks for daytime and night-time periods. While the night-time LAeq noise levels remain below the noise performance benchmark, the ENCM from which the benchmarks are derived recommends that helicopter flights between 10PM and 7AM be avoided where possible. The project will schedule helicopter movements so that they occur within 6:00am and 7:00pm unless required for emergencies. Predicted helicopter noise levels are shown in Table 5-1.

JH will work with Lake Macquarie airport to ensure helicopters associated with the Project are operated in accordance with the noise management requirements of the Lake Macquarie Airport General Conditions of Use and the general 'Fly Neighbourly' Principles. Noise impacts associated with flight paths to and from the jack-up barge or associated with taking-off or landing at Lake Macquarie Airport will be undertaken in line with the airport's approvals and Environmental Protection Licence 21349.

A predictive noise map of the maximum or instantaneous noise from helicopter take-off's and landings at the jack-up barge are displayed in Figure 1 and Figure 2.

Table 5-1: Predicted Helicopter Noise

Suburb	Most affected area	Noise parameter	Predicted noise level – dB(A)	Noise performance benchmark – dB(A)	Noise is above benchmark?
Belmont South	Naru Street	L <sub>Aeq</sub> (Day) (7am – 10pm)	59	55	Yes (+4 dB(A))
		L <sub>Aeq</sub> (Night) (10pm – 7am)	51	55	No
		L <sub>AMax</sub>	83	82	Yes (+1 dB(A))
Pelican	Soldiers Road	L <sub>Aeq</sub> (Day) (7am – 10pm)	51	55	No
		L <sub>Aeq</sub> (Night) (10pm – 7am)	43	55	No
		L <sub>AMax</sub>	75	82	No
Blacksmiths	Awabakal Avenue and Cudgee Street	L <sub>Aeq</sub> (Day) (7am – 10pm)	55	55	No
		L <sub>Aeq</sub> (Night) (10pm – 7am)	47	55	No
		L <sub>AMax</sub>	76	82	No



**Figure A-1: Predicted Helicopter 'Day' LAeq, 15hr noise levels**

0 500 1,000 1,500 2,000 m

**Legend**

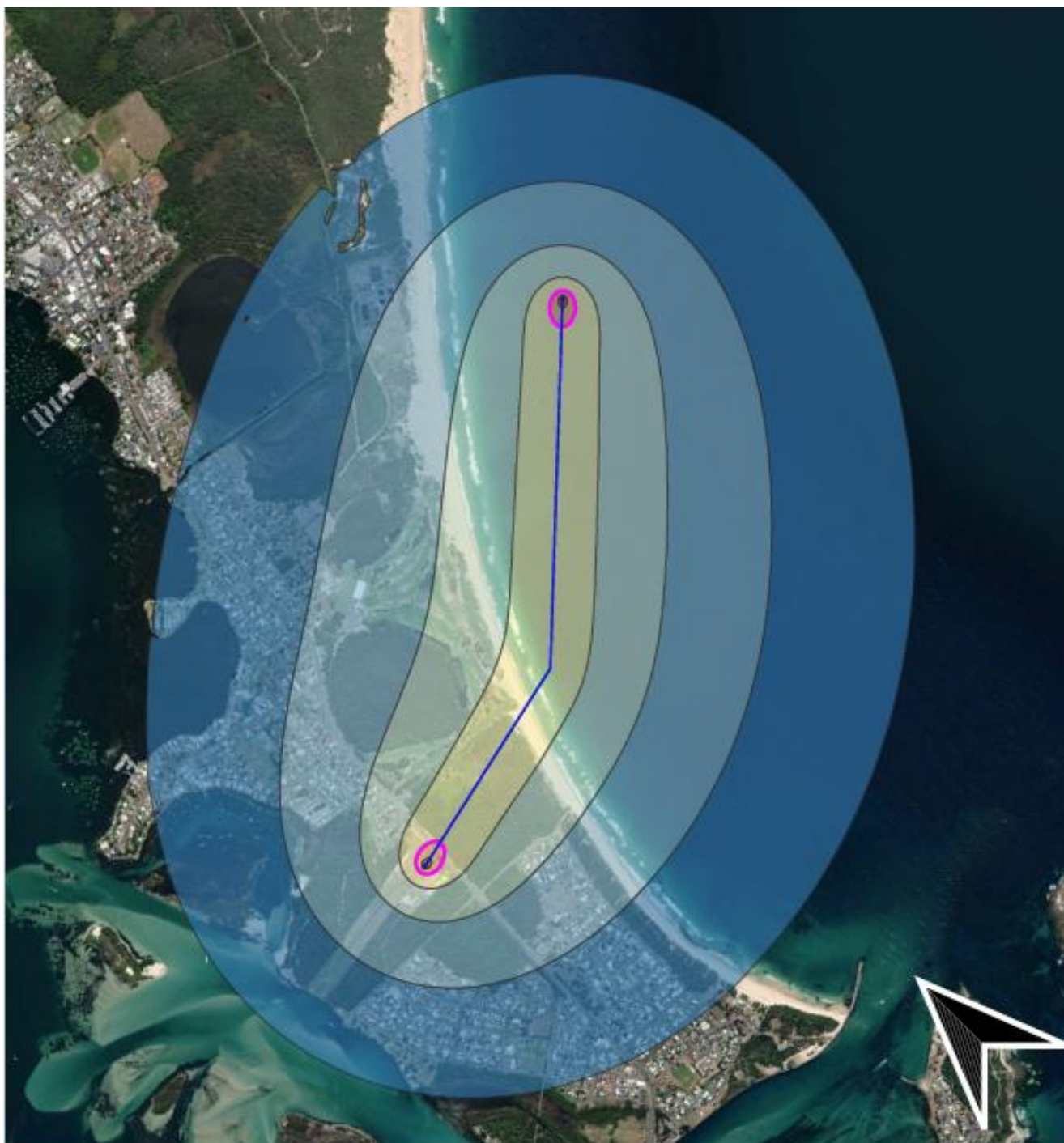
- Helicopter flight path
- Extent of noise greater than noise performance target
- LAeq noise levels
- 35 - 40 dB(A)
- 40 - 45 dB(A)
- 45 - 50 dB(A)
- 50 - 55 dB(A)
- 55 - 60 dB(A)
- 60 - 65 dB(A)
- > 65 dB(A)

Scale: 1:30000  
 Basemap: ESRI Satellite Imagery  
 Noise contours at 1.5m above ground

*Noise level contours are indicative only. Noise level contour calculations are not undertaken in strict accordance with Standards and are not computed at correct receiver locations and/or heights. For accurate predicted noise levels, please refer to the tabulated numerical values in the Report.*

**Jacobs**

Figure 1 Helicopter noise predictive modelling results (Day)



**Figure A-3: Predicted Helicopter 'Night' LAeq,9hr noise levels**

0 500 1,000 1,500 m

Scale: 1:25000

Basemap: ESRI Satellite Imagery

Noise contours at 1.5m above ground

Noise level contours are indicative only. Noise level contour calculations are not undertaken in strict accordance with Standards and are not computed at correct receiver locations and/or heights. For accurate predicted noise levels, please refer to the tabulated numerical values in the Report.

**Legend**

- Helicopter flight path
  - Extent of noise greater than noise performance target
- |   |  |
|---|--|
| <p>LAeq noise levels</p> <ul style="list-style-type: none"> <li><span style="background-color: #4682B4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 35 - 40 dB(A)</li> <li><span style="background-color: #6495ED; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 40 - 45 dB(A)</li> </ul> | <ul style="list-style-type: none"> <li><span style="background-color: #ADD8E6; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 45 - 50 dB(A)</li> <li><span style="background-color: #90EE90; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 50 - 55 dB(A)</li> <li><span style="background-color: #FFD700; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 55 - 60 dB(A)</li> <li><span style="background-color: #FFA500; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 60 - 65 dB(A)</li> <li><span style="background-color: #FF0000; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> &gt; 65 dB(A)</li> </ul> |
|---|--|

**Jacobs**

Figure 2 Helicopter noise predictive modelling results (Night)

## 6. Environment Control Measures

### 6.1. Helicopter Transportation Mitigation and Management Measures

In accordance with the CoA, mitigation measures will be implemented with the aim of minimising helicopter transportation noise as detailed in Section 5. Specific measures and requirements to address contract specifications, CoA and REMMs in relation to impacts from helicopter transportation are outlined in Table 6-1.

Table 6-1: Helicopter transportation management and mitigation measures

Ref	Measure / Requirement	Timing / Frequency	Responsibility	Reference / Source
HM1	<p>Helicopter Noise –</p> <p>The following measures will be implemented to manage construction helicopter noise:</p> <ul style="list-style-type: none"> <li>Schedule helicopter movements so that they occur within 6:00am and 7:00pm and avoid night periods, unless required for emergencies</li> <li>Operate all helicopters associated with the Proposed Modification in line with the noise management requirements of the Lake Macquarie Airport General Conditions of Use and the general 'Fly Neighbourly' Principles.</li> </ul>	Construction	Environment Manager (or delegate)	REMM, MOD report Section 6.2.4
HM2	Obstacle marking and lighting will be installed on the onshore and offshore cranes in accordance with CASA standards during construction of the Project.	Construction	Construction Manager	REMM

### 6.2. Emergency work

Where out of hours work is required in an emergency to avoid injury or the loss of life, to avoid damage or loss of property or to prevent environmental harm, the JH Environment Manager (or delegate) will notify the ER, HWC. HWC will notify the Planning Secretary and the EPA of the need for the emergency works. In addition, the construction team will use best endeavours to notify all affected sensitive land uses of the likely impact and duration of the emergency work.

During adverse weather or wave conditions, JH may need to transport people from the jack-up barge during overnight hours in emergency situations. This will be undertaken as required and would involve discussions with Lake Macquarie Airport staff during engagement, should the need arise.

If Lake Macquarie Airport require emergency helicopter movements during standard construction, these emergency helicopter movements will be given precedence over helicopter use for the project.

### 6.3. Helicopter Routes and Hours of Operation

The Project would require the use of a helicopter to transfer construction personnel and materials to and from the offshore jack-up barge to construct intake structure of the DOI system. Generally, there would not be more than 24 movements per day and around 3,000 movements in total in accordance with the following:

- Light twin engine helicopter as aviation regulations require the night operations to be conducted in a twin-engine helicopter. The EC135 is proposed to be used, in the event that the EC135 is not available a smaller equivalent will be utilised.
- The aim is to move up to 12 personnel twice a day by helicopter from Lake Macquarie Airport to the jack-up platform positioned off Blacksmith's Beach and return
- The shift changes would be 12 hours apart and there would be a requirement to conduct some operations after dark
- It is likely that up to 3-4 personnel would be transferred at a time and it would require 3-4 movements to and from the jack-up barge for each shift change

- The operation would likely commence at the start of 2025 and last for eight months allowing for weather contingencies
- Generally, there would not be more than 24 movements per day and around 3,000 movements in total
- The majority of helicopter movements would be centred around the start and end of shifts at 7 AM and 6 PM to transfer construction personnel to and from Lake Macquarie Airport and the jack-up barge and flights would commence from 6:00AM and end by 7:00PM.

Some helicopter movements would be required OOHW and will be undertaken in accordance with the OOHW Protocol.

The flight path proposed for use for the Project are shown in Figure 3.

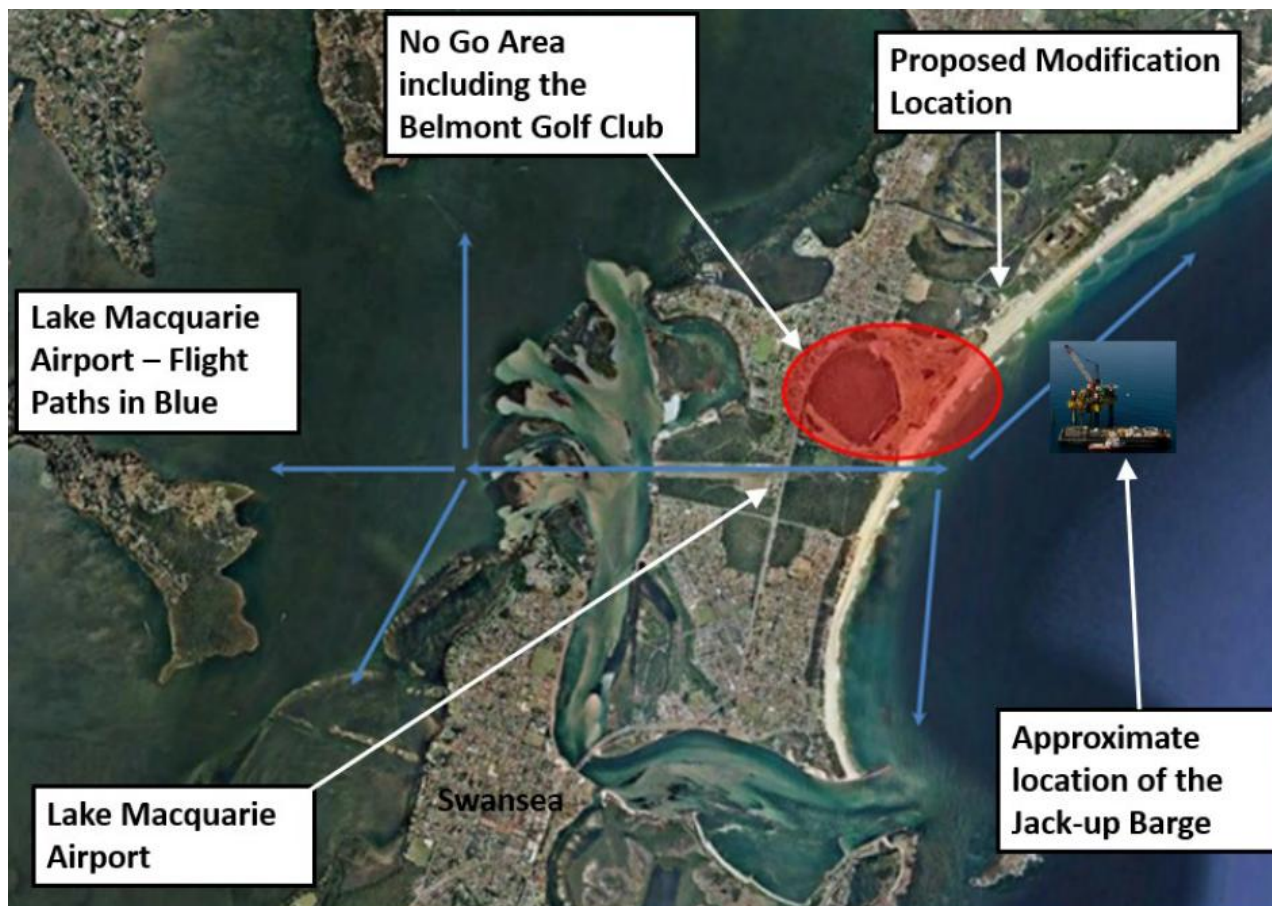


Figure 3 - Lake Macquarie Airport Flight Paths

Operate all helicopters associated with the Proposed Modification in line with the noise management requirements of the Lake Macquarie Airport General Conditions of Use and the general 'Fly Neighbourly' Principles.

#### 6.4. Communications Plan

JH will liaise with Aeropelican in order to align with broader scheduling of aeroplane and helicopter flights from Lake Macquarie Airport. This will enable JH to minimise impacts associated with interacting with other airport users.



## 7. Compliance Management

### 7.1. Roles and Responsibilities

The Project Team's organisational structure and overall roles and responsibilities are outlined in CEMP. Implementation of this plan is the responsibility of the JH Environmental Manager (or delegate).

### 7.2. Complaints Management

HWC will maintain a Complaints Register for the Project in accordance with the requirements of CoA B6. JH will provide any relevant complaints to HWC for inclusion. This process is defined within the Community Consultation Strategy.

HWC has established a Project email (desal@hunterwater.com.au), postal address (36 Honeysuckle Drive Newcastle), and free-call number for Project enquiries and complaints (1800 968 051). Phone calls will be monitored during standard construction hours and while the Project is undertaking Out of Hours Works. All contact will be acknowledged, and responses provided in accordance with the timeframes outlined in the approved Communication Strategy.

The telephone number will be available for the duration of the work and from 12 months following completion of construction. All approaches from the community and stakeholders will be registered in the Project's Consultation Manager Stakeholder database managed by the Project community team.

The telephone number, postal and email address will be published on all the Project collateral (including the website), site signage and hoarding, and social media.

Records of all complaints received will include the following details as minimum (refer to CCS for full requirements):

- Date and time of the complaint.
- Method by which the complaint was made.
- Any personal details of the complainant provided by the complainant or, if no such details were provided, a note to that effect.
- Number of people in the household affected in relation to the complaint
- The nature of the complaint
- Means by which the complaint was addressed and whether resolution was reached, with or without mediation.
- If no action taken, reasons why.

The Project will circulate an updated copy of the complaints register by 5:00pm the day that the complaint has been received. The complaints register will be provided to HWC, and the ER. Personal details will not be included in the complaints register unless otherwise agreed to or requested by the complainant.

This information will be included in a Complaints Register, in accordance with CoA B6. The information contained within the register will be made available to the Planning Secretary upon request.

An initial response to Helicopter complaints will be provided in accordance with the Project Communication Strategy defined complaint response times, generally as follows:

- Complaint received by call, text, or personal contact:
  - Within 2 hours during standard construction hours and during out-of-work when construction is occurring.
  - Otherwise, within 24 hours.
- Written complaint:
  - Acknowledged within 8 hrs.
  - Proposed action within 24 hrs (verbal or written where no phone number has been provided).
  - Detailed written response within 10 business days.

All complaints will be closed off in the stakeholder database. At all times the stakeholder will be kept informed of when they will receive a response.

The Project Environment Manager (or delegate) will apply an adaptive approach to ensure that corrective actions are applied in consultation with the appropriate construction staff to allow modifications and improvements in the management of any environmental issues resulting in community complaints.

Where requested by the Planning Secretary, the ER will assist in the resolution of community complaints.

### 7.3. Training

All project personnel, including contractors working on site will undergo site induction training and pre-start briefings relating to noise and vibration management issues. The induction training and pre-start briefings will address elements related to helicopter management including:

- Existence and requirements of this sub-plan
- Applicable and relevant legislative requirements
- EPL conditions

Targeted training in the form of toolbox talks or specific training will also be provided to personnel with a key role in noise and vibration management. Daily pre-start meetings conducted by the Superintendent / Site Supervisor will inform the site workforce of any environmental issues relevant to noise and vibration that could potentially be impacted by, or impact on, the day's activities. Further details regarding staff induction and training are outlined in the CEMP.

### 7.4. Auditing / Reporting

Audits (both internal and external) will be undertaken to assess the effectiveness of environmental controls, compliance with this sub plan, CoA and other relevant approvals, licenses, and guidelines. These audits will be undertaken at planned intervals to provide information on whether the Project:

- Is meeting its compliance obligations.
- Conforms to this sub-plan.
- Determines if this Sub-plan is effectively implemented and maintained.

The approach to internal and independent audits, including audit requirements and the auditing schedule and management of environmental incidents are detailed in the CEMP. John Holland and the helicopter operator must record the times and durations of all aircraft operations associated with the project and make them available for inspection when requested by the Planning Secretary.

## 8. Review and Improvement

### 8.1. CHTMP Version Control

The processes described in the CEMP may result in the need to update or revise this Plan. Only the Environment Manager (or delegate) has the authority to approve changes to the requirements of this Plan. Minor amendments to the Plan may be approved by the ER in accordance with the CEMP and are to be implemented for the duration of construction and for any longer period set out in the monitoring programs or specified by the Planning Secretary, whichever is the greater. Amendments not considered minor by the ER need to be approved by the Planning Secretary.

A copy of the updated plan and changes will be distributed to all relevant stakeholders in accordance with the approved document control procedure detailed in the CEMP.