

DETAILED IEE REPORT

CONSTRUCTION OF 132/33kV GIS SUBSTATION AT LUNGJONG, PANBANG, ZHEMGANG

APRIL 7, 2024 BHUTAN POWER CORPORATION LIMITED Contracts Management Section

Initial Environmental Examination (IEE) Form for General Projects -2017

Note 1:	In accordance with section 47 of the Regulation for Environmental Clearance of Projects 2016, consent must be obtained from individual or juristic person if activity has direct impact on a property.
Note 2:	The completed IEE form shall be submitted to the relevant Competent Authority.
Note 3:	The completed IEE form shall be the basis to determine the requirement of Environmental Impact Assessment (EIA). If EIA is required, applicant will be notified to submit Terms of Reference for the project.
Note 4:	The application shall be subjected to Fee Schedules to cover the cost of administering the Environmental Assessment Act, 2000.

- 1. General Information:
 - a) Name of the project: Construction of 132/33kV Substation at Lungjong, Panbang
 - b) Project Type (Tick as appropriate): \square New \square Expansion/modification
 - c) Applicant Details
 - I. Name of the applicant: Construction Project Office, Construction Section, Construction Division, Bhutan Power Corporation Limited
 - II. Address: Construction Project Office, Construction Section, Construction Division, BPC, Jigmeling, Sarpang.
 - III. Post Box No.: N/A
 - IV. Contact No.: +975-77103222
 - V. Fax No.: N/A
 - VI. Email: <u>namgaylhamo@bpc.bt</u>
 - VII. Name and contact details of Environmental Focal Person: Ugyen Dorji, Dy. Environment Officer, 17652616 <u>ugyendorji2013@bpc.bt</u>
- 2. Project Location:
 - I. Dzongkhag/Thromde: Zhemgang
 - II. Gewog: Ngangla
 - III. Village: Rebarti

- IV. Name of the project site: Lungjong
- 3. Project Cost (Nu.): Nu. 400 million
- 4. Project area, tick as appropriate:
 - a) 🗆 Industrial Area.....acres
 - b) 🗆 Industrial Estate.....acres
 - c) ☑ State Reserve Forest: 0.60 acres
 - d) Private: 0.90 acres
 - e) 🗆 Others.....acres
 - f) Total area required 1.50 acres

Note: If the activity is proposed in industrial area /estate, skip sections 5 and 6

- 5. Terrain characteristic at the project site:
 - a) Elevation (meter): 268 m asl
 - b) Aspect (direction): South
 - c) Slope (degree/%): 20-30
- 6. Presence of any of the following within and 50 meters buffer of the project area. If yes tick and mention name, wherever applicable:
 - a)
 □ River/spring/stream.....

 - c) Catchment area.....
 - d) 🗆 Wetland.....
 - e) 🗹 Community forest: Galingdrong CF
 - f) **D** Private forest:

S.N	Plot ID	Plot Owner
1	NGN-1837	Mr. Zangto
2	NGN-2486	Mr. Zangto
3	NGN-5016	Mr.Karma Rinchen
4	NGN-1838	Ms. Kencho
5	NGN-2781	Mr. Chundu Tshering

- h) 🗆 Sokshing.....

- j) Heritage site.....
- k) 🗆 Hospital.....
- m) 🗹 Roads: Farm Road to Lungjong
- n) 🗆 Industries.....

- r) \Box Others
- 7. Project Details (attached in a separate sheet):
 - a) Project objective: To strengthen and enhance the power supply reliability in Zhemgang Dzongkhag
 - b) Project output: 132kV and 33kV
 - c) Total built up area (acre): 1.5 acres
 - d) List of major materials and quantity to be used:

No.	Major Materials	Quantity
1.	Transformer(s)	2
2.	Circuit Breakers	3-6
3.	Busbars and Connectors	10 sets
4.	Isolators/Switches	10-20
5.	Surge Arresters	4-8
6.	Current Transformers (CTs)	2-6
7.	Voltage Transformers (VTs)	2-6
8.	Control Panels and Relays	2-4
9.	Steel Structures	10-20
10.	Insulators	20-50
11.	Earthing Materials	varies
12.	HV and LV Cables	varies
13.	Fencing and Security Equipment	varies

e) Methods of storing materials:

The construction materials shall be stored at outdoor storage yard within the project area along with storage sheds.

- f) Source of water and total requirement -m³/day: Jeerang gang stream (5 cubic meter/day) Latitude: 26.857097° Longitude: 90.942736°
- g) Source of energy, tick as appropriate:
 - ☑ Electricity, if yes, Tapping point: Latitude: 26.85193° Longitude: 90.93114°
 - 🗆 Coal

 - 🗆 Solar
 - 🗆 Wood
 - Others
- 8. Ancillary activities, tick as appropriate:
 - a) \Box Power line
 - b) \Box Approach road
 - c) \Box Others

Note: For ancillary activities, fill up relevant IEE forms and submit along with these IEE forms.

9.	List type of wastes under	each category and its quantity per annum	, tick as appropriate:
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Types Of Solid Waste Materials	Expected Quantity to be Generated per day (kg)	Remarks	Management Method
Food waste, plastics/packaging materials, cardboard, & common trash (HOUSEHOLD WASTES)	50.6 kg/day from approx. 200 nos. of workers for the S/S Project.	As per National Waste Management Strategy 2019, an average of 0.253 kg/capita/day for approximately solid waste will be generated.	Disposed-off to Municipal Solid Waste landfill sites. The waste that can be recycled will be sold off to local scrap dealers.
Wood (timber, slash, stumps, etc.) *	26 trees	Approximate estimates.	The trees cut from the RoW clearing will be handed over to the respective community forest management and NRDCL for

			extraction and disposal as per the rule.
Metals (Ferrous and Non-Ferrous) including junk and cut-out conductors, optical fibers, and metal structures.	2% of all metal based materials		Transport to scrap/Metal recycling company and managed as per SOP for Waste Management in DHI & DHI Companies 2020, BPC's Waste Management Plan 2021, BPC's Guidelines for disposal of Optical Fiber waste/e-waste, and all other relevant Waste Management policies of the country.
Concrete Debris	2% concrete debris from the proposed project	Waste from the construction sites	Use as road sub-base material or used for concrete pavement foundation for Tower Foundations.
Excavated Spoils	Excavated spoils from the project area		Loose excavated soil shall be covered and more than 90% of the excavated soil shall be reused for backfilling and landscaping

10. Provide maximum noise level at the project boundary during operation, if applicable:

N/A

11. Environmental Management Plan (attached in a separate sheet):

Briefly describe mitigation measures to address impacts including sections 9 and 10

12. List of documents to be attached with this IEE form:

1	Public consultation records verified by the concerned local authority
2	Layout plan and KMZ file depicting entire layout plan

Note: If the activity is proposed in the industrial area/estate, list of document from 1 to 3 are not required.

Name and signature of the project proponent: Ugyen Dorji, Dy. Environment Officer Address: CMS, CD, BPC, Thimphu Date: 08.04.2024



ENVIRONMENTAL MANAGEMENT PLAN

CONSTRUCTION OF 132/33kV Substation at Lungjong, Panbang under Zhemgang Dzongkhag



APRIL 7, 2024 BHUTAN POWER CORPORATION LIMITED Contracts Management Section

Page 7 of 40

Table of Contents

1. ACRONYMS AND ABBREVIATIONS	10
2. Introduction	10
2.1 BPC Overview	11
2.2 Project Overview	12
2.3 Site Description	12
2.4 General Environmental Terms & Conditions	12
2.5 Contractual Obligations	15
3. Scope of Works (construction)	15
4. Environmental Policies	15
4.1 BPC Environmental Policy	15
5. Legal and Other Requirements	16
6. Structure and Responsibilities	17
6.1 Contractor Structure and Responsibilities	20
7. Environmental Risk Assessment	20
8. Significant Environmental and Social Impacts	22
8.1 Air Quality	22
8.2 Noise and Vibration	23
8.3 Traffic and Transport	25
8.4 Visual Amenity	26
8.5 Biodiversity	26
8.6 Cultural Heritage	28
8.7 Soil and Water Quality	28
8.8 Waste Management	30
8.9 Socio-Economic	33
8.10 Dangerous goods and Hazardous Materials	33
9. Implementation	35
9.1 Training and Awareness	35
9.2 Site Induction	35
9.3 Toolbox Training	35
9.4 Daily Site Inspections and Surveillance	35
9.5 Quarterly Site Environmental Inspection	35
9.6 Environmental Records	36

10. Emergency Planning and Response	36
10.1 Environmental Incident Levels	36
10.2 Environmental Incident Investigation and Close-out	39
10.3 Reporting Incidents to Regulatory Authorities	39
10.4 Complaints and Complaints Response	40
11. Reference	40

1. ACRONYMS AND ABBREVIATIONS

BPC	Bhutan Power Corporation Limited
DC	Direct Current
CMS	Contracts Management Section
EC	Environmental Clearance
ЕМР	Environmental Management Plan
GDE	Groundwater Dependent Ecosystems
HDPE	High Density Polyethylene
IMS	Integrated Management System
DECC	Department of environment and Climate Change
NIA	Noise Impact Assessment
ODS	Ozone Depleting Substance
PPE	Personal Protective Equipment
PNH	Primary National Highway
SDS	Safety Data Sheet
TIA	Traffic Impact Assessment
ТМТ	Thermo-Mechanical Treatment
UNDP	United Nation Development Programme
WBM	Water Bound Macadam
XLPE	Cross-linked Polyethylene

2. Introduction

This EMP has been prepared to meet the requirements set out in Chapter II – Application for Environmental Clearance – Preparation of an Application (Clause 7) of the Regulation for Environmental Clearance of Projects 2016 and its amendments 2019.

This Plan has been developed to identify and provide the strategic framework for environmental Management for expected environmental impacts arising from the construction of 132/33kV Substation at Lungjong, Panbang under Zhemgang Dzongkhag.

The purpose of this EMP is to provide the framework for environmental management of the construction phase of the Project. It is the responsibility of the Contractor (project staff, contractors and subcontractors) to comply with the objectives and requirements of this EMP and related documents where required by their respective scope of works.

Specifically, this document:

- Provides the strategic framework for environmental management of the Project and associated access roads,
- Sets the environmental objectives or standards to be achieved in compliance with legislations, standards and guidelines,
- Identifies relevant legal requirements,
- Describes the role, responsibility, authority and accountability of all key personnel involved in the environmental management of the project for BPC and the Contractor,
- Describes strategies to ensure site personnel (BPC and the Contractor) are aware of the environmental risks associated with the activity, and are trained in the measures and contingency plans to deal with them,
- Details the monitoring and review program to evaluate environmental performance and ensure the effectiveness of environmental controls and contingency plans,
- Outlines the mechanisms for communication of environmental information throughout the organization and other stakeholders;
- Describes the procedures that would be implemented to:
 - Keep the local community and relevant agencies informed about the operation and environmental performance of the development;
 - Receive, handle, respond to, and record complaints;
 - Resolve any disputes that may arise;
 - Respond to any non-compliance;
 - Respond to emergencies;
 - Measures to mitigate potential environmental impacts and protect any special environmental characteristics of the site;

2.1 BPC Overview

BPC has been entrusted to carry out the construction of the 132/33kV Substation at Lungjong, Panbang under Zhemgang Dzongkhag.

BPC with its registered head office in Thimphu, has a highly experienced management team of energy infrastructure, engineering, procurement and construction professionals with specific experience in the construction of utility-scale transmission and distribution systems.

BPC as an ISO certified company (ISO 9001:2015, ISO 14001:2015, ISO 45001:2018) recognizes the importance of conducting business operations in an environmentally responsible and sustainable manner. BPC is committed to health and safety of its staff, business partners and contractors, innovation and service excellence, and supporting the communities in which we work.

2.2 Project Overview

BPC has been entrusted to carry out the construction of the 132/33kV Substation at Lungjong, Panbang under Zhemgang Dzongkhag.

2.3 Site Description

The 132/33kV Substation along with 132kV D/C (LILO) Transmission Line is located at Panbang under Zhemgang Dzongkhag. The substation covers an area of 1.5 acres at Lungjong and includes both private and state reserve forest land. The site is connected by a farm road measuring approx. 480 meters from the Highway.

2.4 General Environmental Terms & Conditions

The terms and conditions set below are subject to changes after the issuance of the actual EC for the proposed project. This section of the EMP shall be revised in accordance with the EC issued from the DECC.

Sl	Condition	Relevant Section of the EMP
No		
]	I. General	
1.	Comply with provisions of the National Environment Protection Act 2007, Environmental Assessment Act 2000 and its Regulation 2016, Waste Prevention & Management Act of Bhutan 2009 and its Regulation 2012 (Amendment 2016), The Water Act of Bhutan 2011 and its	Section 5: Legal and other requirements
2.	Regulations 2014. Ensure that the activity is in line with Initial Environmental Examination Report submitted for EC.	Section 8: Significant Environmental and Social Impacts

3.	Ensure that local communities, properties	Section 8.4 and Section 8.6
	and any religious, cultural, historic and	
	ecologically important sites are not	
	adversely affected by the activity.	
4.	Restore the damage of any public or	Section 10.2
	private properties caused by the activity.	
5.	Inform DECC and any other relevant	Section 8.6
	authorities of any unanticipated or	
	unforeseen chance-find of any precious	
	metals or minerals or articles that have	
	economic, cultural, religious,	
	archaeological, and/or ecological	
	importance.	
6.	Erect a signboard at the main entry of the	
0.	activity stating the name of the project and	
	contact address.	
	contact address.	
I	I. Environmental Standards	
	The holder shall comply with existing	Section 8.1, 8.2 and 8.7
	environmental standards.	
	environmental standards.	
	III. Import and Use of Second-hand	
	equipment	
1.	The holder shall not import and use	Section 8.1, 8.2
	second-hand equipment and machineries.	
2.	Ensure that import and use of ODS are in	Section 8.1, 8.2
	line with the Revised Regulation on the	
	Control of ODS 2008.	
	V. Water use and management	
	use una management	
1.	The holder shall ensure that activity does	Section 8.3, 8.7 and 8.8
1		
	not disrupt the water flow and pollute the	
	not disrupt the water flow and pollute the water bodies.	

2		Castien 0.7 and 0.0
2.	Ensure that 30 meter or 100 feet buffer is	Section 8.7 and 8.8
	maintained from the water sources at all	
	times.	
	V. Waste Prevention and Management	
	. waste i revention and Management	
1.	Manage wastes generated from the project	Section 8.8
	(project site, labour camps, offices etc.)	
	with the application of 4R (Reduce, Reuse,	
	Recycle, Responsibility) principle and	
	other environmentally friendly methods of	
	waste management.	
	_	
2.	Dispose excess excavated materials	Section 8.8
	generated during construction activity at	
	the pre-identified approved dumpsite.	
3.	Ensure that import and use of hazardous	Section 8.10
5.	wastes are strictly prohibited.	Section 8.10
	wastes are strictly prombited.	
	VI. Implementation Plan	
	The holder shall prepare a detailed	
	implementation plan focusing on the	
	implementation of terms and conditions of	
	this EC and submit to DECC with three (03)	
	months from the date of issue of this EC as	
	per the reporting format attached.	
	per die reporting format attached.	
	VII. Monitoring and Reporting	
1.	Ensure that the effective day-to-day	Section 9.4 and 9.5
	monitoring of the EC terms and conditions	
	are carried out by the environmental unit	
	or designated environment focal person.	
2.	Maintain proper records on wastes	Section 9.6 and 10.3
	generated and its management, stating	
	types, quantities and characteristic, and	
	submit to DECC annually.	

2.5 Contractual Obligations

The Contractor will ensure that the following requirements are adhered to in accordance with the Contract:

• Compliance with all conditions of approval relevant to the Project;

• Suitably qualified environmental resources will be provided to undertake environmental duties relevant to the Project, including the implementation of the EMP as required;

• Mechanisms will be established and implemented to ensure continual improvement; and

• Compliance with any reasonable direction given by a competent Authority or BPC representative to improve or rectify the Project's environmental practices is adhered to.

3. Scope of Works (construction)

The works include but are not limited to the following;

• Construction of 132/33kV Substation

4. Environmental Policies

4.1 BPC Environmental Policy

BPC is committed to the practice of sound environmental stewardship; and strive to protect and conserve our natural environment, and prevent all forms of ecological degradation for the benefit of the present and the future generations as enshrined in the Constitution of the Kingdom of Bhutan. These values resonate with our company's vision and Core Values accentuating through all levels of responsibility within the organization.

BPC shall demonstrate our commitment through the following actions:

- Meet applicable legal obligations and ensure the same standard of compliance from our contractors and suppliers.
- Integrating environmental and social risk assessment into decision making and operational activities.
- Institutionalize environmental stewardship through job responsibilities, encouraging volunteerism and adopting the 3 Rs (Reduce, Reuse & Recycle) practice amongst employees.
- Communicating with stakeholders on environmental issues in a transparent and timely manner.
- Provide education and training about environmental risks, responsibilities and initiatives to our employees that may affect their work.
- Develop, implement and maintain workable environmental management system, to ensure BPC continues to meet its environmental objectives and goals in line with BPC's Integrated Management System (IMS) Manual.

• Continually improving environmental performance through operational efficiencies, engineering improvements and systems development.

5. Legal and Other Requirements

The Project shall be delivered in compliance with all applicable Acts and Regulations relevant to the scope of works. A General Register of legal and other requirements for this Project is contained in the table below. This register will be reviewed at regular intervals e.g. during management reviews and updated with any applicable changes. Any changes to the legal requirements register will be communicated to the wider team where necessary through toolbox talks, specific training and other communication methods.

Regulatory and Other Requirements	Description and Relevance
Environmental Assessment Act 2000	This Act establishes procedures for the assessment of potential effect of strategic plans, policies, programs and projects on the environment and all projects in Bhutan are assessed as per the provisions of this Act.
National Environment Protection Act 2007	This Act provide for the establishment of an effective system to conserve and protect environment through the National Environment Commission, competent authorities and advisory committees, so as to independently regulate and promote sustainable development in an equitable manner.
Land Act 2007	The umbrella act pertaining to all land in the country.
The Land Rules and Regulations of the Kingdom of Bhutan 2007	This Regulation establish procedures to implement the purpose of the Land Act 2007.
Waste Prevention and Management Act of Bhutan 2009	This Act protect and sustain human health through protection of the environment by reducing generation of waste at source; promoting the segregation, reuse and recycling of wastes; disposal of waste in an environmentally sound manner and;

	effective functioning and coordination among implementing agencies.
The Water Act of Bhutan 2011	The purpose of this act is to ensure that the water resources are protected, conserved and/or managed in an economically efficient, socially equitable and environmentally sustainable manner and; To establish suitable institutions.
Waste Prevention and Management	This Regulation establish procedures to
Regulation 2012 and its Amendment 2016	implement the purpose of the Waste Prevention and Management Act 2009.
Water Regulation of Bhutan 2014	This Regulation is promulgated to enforce the objectives and purpose of the Water Act.
Regulation for Environmental Clearance of Projects 2016	This Regulation defines responsibilities and procedures for the implementation of the Environmental Assessment Act 2000 concerning environmental assessment process for projects.

6. Structure and Responsibilities

The project specific organisational structure is provided below. All BPC personnel (including the Contractor) have a general environmental right and duty as defined in the National Environment Protection Act 2007 and are responsible for their own environmental performance whilst on site.





Role	Responsibilities					
Project Manager	 Promote Environmental performance, at every opportunity as a core value of the organisation. Ensure there is adequate and efficient resources available Be familiar with, understand, and enforce the legislative duties and project specific regulations and requirements, as well as other pertinent and accepted work practices; Exercise stop work responsibility when Environmental Aspects present themselves Work closely with and support the Project Engineers for the execution of this Strategy. 					
 Reporting of Environmental Issues as required to the General Manager and Manager, CMS Development of this EMP and revisions. Ensuring that all project personnel receive appropriate environmental inductions and additional training required; Ensure that relevant Audit tools and schedules a developed and adhered to. Monitoring of performance of this EMP. 						

	 Maintenance of up-to-date EMP and relevant documents at the site.
Project Engineers and Junior Engineers	 Support the Project Manager to ensure project environmental management and due diligence, Assist in allocation of resources; Ensuring that all site personnel receive appropriate environmental inductions and additional training as required, Reporting on this EMP, Promote environmental incident avoidance, Respond to environmental incidents, Corrective and preventative action, Emergency preparedness and response, Approval of any chemicals entering the site, Emergency response manager, Compliance with permits, local council guidelines and regulatory Requirements, and Monitoring of Contractor compliance with the EMP.
Contractor	 Contractor shall be required to comply with the specific terms of the Contract, performance objectives of the contract, and EMP, Submit an applicable Environmental Management Plan to BPC for review and approval before the commencement of any work on-site, Participate in the implementation of this EMP and their own EMP, Work with site supervisors to ensure their activities are undertaken in a manner which does not cause environmental harm, Rectify environmental controls removed or damaged by their activities; and Report situations that have, or may result in environmental harm.
All On-Site Personnel	 Report any activity that has resulted in, or has the potential to result in an environmental incident immediately to the Project Engineer and Project Manager; Where necessary, ensuring environmental inspections are undertaken and any environmental records are kept, Carry out all activities in accordance with this EMP, Identify and report non-conformances, Implement corrective and preventative action, and

0	Work	with	the	project	team	in	planning	and
	implen	nenting	g envii	ronmenta	l requir	eme	nts.	

6.1 Contractor Structure and Responsibilities

The Contractor must ensure that the following roles are established and the corresponding responsibilities are fulfilled;

Project manager

The Project manager will be responsible for:

- Ensuring all relevant requirements are in place,
- Establishing a rigid management and reporting structure to implement and monitor these requirements,
- Ensuring compliance with this Management Plan.

Environmental Management representative

The Environmental Management representative will be responsible for:

- Aiding and giving advice to the Contractor in order for this EMP to be implemented properly,
- Carrying out inspections, monitoring each condition and reporting any findings,
- Providing project-wide advice to ensure consistent approach and outcomes are achieved, including communication between the Contractors where required by Environmental Management Plans and/or Development Consent conditions, and
- Liaising with the DECC and contacting the relevant Agencies where required by legislations as listed in this EMP.

7. Environmental Risk Assessment

Environmental aspects as referred to in this document are those activities associated with the Project that have the potential to cause, or result in, environmental harm.

An environmental risk management assessment has been utilized to identify and assess the environmental aspects associated with the Project, and to recommend appropriate mitigation measures to minimize the likelihood of environmental risks associated with each aspect to be included in an Environmental Management Plan where required. This process involves:

- Identifying the risk/aspect,
- Analyzing the risk/aspect (determining likelihood and consequence),

• Evaluating the risk/aspect, and

• Treating the risk.

			RISK M	IATRIX				
Severity				Exposure				
	E - Remote	D	- Unlikely	C - Possible	B - Likely	A - Certain		
1 - Slight	1	1		1	2	3		
2 - Minor	1		2	2	3	3		
3 - Moderate	1		2	3	4	4		
4 - Major	2		3	4	5	5		
5 - Extreme	3		3	4	5	5		
EXPOSURE -	How likely is	this	s event to h	appen?				
CODE	DESCRIPTIO	N		DEFI	NITION			
Α	Certain		Is expecte	d to occur in mo	ost circumstan	ces		
В	Likely		Will proba	bly occur in mo	ost circumstan	ces		
С	Possible		Might pos	sibly occur som	e times			
D	Unlikely		Could occu	ur at some time	but doubtful			
Ε	Remote		May occur	but only in exc	eptional circu	mstances		
SEVERITY- if	this does hap	per	n, how severe would the outcome be?					
CODE	DESCRIPTIO	N		DEFI	NITION			
5	Extreme		Fatality/ multiple serious injuries, environmental					
			disaster, huge cost					
4	Major		Serious/li	fe threatening i	njury, severe			
			environm	ental damage, n	najor cost			
3	Moderate			uiring medical t		tained		
				ental impact, m				
2	Minor			reatment, some	environmenta	al/financial		
			impact					
1	Slight		No injury,	low environme	•	impact		
Risk Level	DESCRIPTIO	N		AC	ΓIONS			
Code								
5	EXTREME		Do not undertake task. Modify process / design.					
4	VERY HIGH		Do not undertake task. Modify process / design,					
			Action plan required including controls to manage					
			risk. Requires senior management attention.					
3	HIGH		Action plan required including controls to manage					
2	MEDIUM		risk. Requires senior management attention					
4	MEDIUM Specify management responsibility							

1	LOW	Manage by routine procedures
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8. Significant Environmental and Social Impacts

Using the above Risk Assessment, the significant environmental impacts have been listed below, with a summary of control/mitigation measures to be implemented and monitored.

All environmental mitigation shall be communicated through Site Induction. Relevant Audit Tools in relevance to the IMS Manual of BPC will also be developed in accordance with the performance objectives below and the mitigation measures outlined in the relevant EMP.

8.1 Air Quality

<u>Issues</u>

The most common pollution generating sources in the area include vehicle emissions and dust from the adjacent farm road. Emissions to the atmosphere from the Project during construction will be temporary, and restricted to dust caused by land disturbance, and vehicle, plant and equipment exhaust emissions. Dust emissions during operation are not expected to be significant.

Environmental Performance Objectives

- Minimal dust moving off-site and minimum dust on-site,
- No complaints from neighbouring properties,
- Construction equipment operating according to manufacturer's specifications, and
- Compliance with the relevant regulation.
- Compliance with Condition 1-3 of the Environmental Clearance.

Action	Responsibility	Timing
Water Trucks to be used during construction for		
dust suppression as required for:		
	Contractor	When Required
1. Internal unsealed access roads and		
2. Disturbed areas		
3. At least twice in a day (F/N and A/N)		
Dust suppression requirements during	Contractor	When Required
construction will take into consideration weather		
conditions and the likelihood of extended dry		
periods.		

Ensure all construction related stockpiles are covered or regularly watered to prevent dust	Contractor	When Required
emissions.		
Minimize surface disturbance and maintain	Contractor	Always
surface cover where possible.		
Confine traffic to defined roads and tracks on-site	Contractor	Always
where possible.		
Confine traffic to defined roads and tracks on-site	All Personnel	Always
where possible.		
Dust generating activities shall be limited during	Project Manager	When Required
periods of high velocity wind, as determined by		
the Project Engineer in consultation with the		
Environment, Quality & Safety Officers and Contractor Representatives.		
Visual monitoring for dust resulting from	All Personnel	When Required
construction activities shall be undertaken by all		
personnel. Excessive dust generation shall be		
reported to the Contractor Supervisor or Project		
Manager.		
All dust complaints from construction activities	Environment	When Required
shall be recorded and reported to the Project Manager or Environment/Quality & Safety	Officer	
Officers immediately after receipt of the		
complaint. All actions taken are to be recorded.		
All trucks transporting spoil and fill material to	Contractor	Always
and from the site shall have covered loads if		5
travelling on public roads.		
All trucks, plant and temporary equipment used	Contractor	Always
on site shall be regularly serviced such that they		
operate efficiently and do not emit excessive		
exhaust. Visual monitoring shall be conducted and	Contractor	Alwaya
maintenance records of all trucks, plant and	CONTRACTOR	Always
machinery are to be kept.		
All vehicles, plant and equipment will be cleaned	Contractor	When Required
on a regular basis.		1
All vehicles, plant and equipment will be switched	Contractor	Always
off when not in continuous use.		
Burning of vegetation or other waste materials is	All Personnel	At all times
not permitted.		

8.2 Noise and Vibration

<u>Issues</u>

A Noise Impact Assessment (NIA) has been undertaken to assess the potential construction, operational and traffic noise impacts associated with the project.

- The results of the noise assessment determined that:
- No exceedances of the highly affected noise limit of 75 dB (A) are predicted during construction;
- No exceedances of Vehicular Noise Level Limits are predicted for traffic generated by the development.

Environmental Performance Objectives

- Construction activities will only occur between site specified hours,
- Construction noise from the project is minimised,
- Maintain compliance with the conditions of the project approval and legislation relating to noise,
- Provide a protocol for monitoring and assessing construction noise impacts on surrounding private receptors,
- Effective communication with the local community and regulators regarding construction of the proposed project, and
- Compliance with Section II and III of the Environmental Clearance.

Action	Responsibility	Timing
Contact details provided to all surrounding		Project
residences so as they can directly contact a		Duration
Contractor Representative (Liaison Person) on-	Contractor	
site if they have any issues with noise generated		
during the project. All Complaints will also be		
reported through to BPC.		
Construction activities will only occur between		
site specified hours: -		
	Project Manager	Project
Monday - Sunday: 6am-7pm	and Contractor	Duration
If noise limits are exceeded or a compliant is received, BPC will implement appropriate control measures to resolve the compliant or ensure compliance with the limits.		
Construction site personnel shall be made aware	Project Manager	When Required
of all community attitudes and noise complaints		
through toolbox talks and awareness training		
sessions.		
All vehicles and equipment shall be turned off	Contractor	Always
when not in use.		

All construction equipment shall be fitted with	Contractor	Project
noise suppression devices (e.g. mufflers) and be		Duration
kept in good working condition.		
Regular maintenance of plant and construction	Contractor	Project
equipment shall be conducted to ensure items are		Duration
kept in good working order.		
All noise complaints from construction activities	Environment,	When Required
shall be recorded and reported to the Project	Quality & Safety	
Manager, immediately after receipt of the	Officer	
complaint. All actions taken are to be recorded		
and will be developed on a case by case basis.		

8.3 Traffic and Transport

<u>Issues</u>

A Traffic Impact Assessment (TIA) has been prepared to assess the impact of the development on the performance of the surrounding road network. The TIA for this proposal considered impacts associated with increased traffic generation, site access, parking, intersection performance, and safety. The main issue to be managed throughout the project is the increased traffic volumes on Primary National Highway and Farm Road.

Environmental Performance Objectives

• Prepare a traffic management plan including routes, haulage limits and vehicle types and ensure effective implementation.

Action	Responsibility	Timing
Notification to local personnel (community		Prior to
and Neighbours) regarding traffic and		commencement
transport would be undertaken if any of the	Project	of Construction
following were to change:	Manager/Contractor	and as required
		throughout
1. Road closures,		construction.
2. Parking, and		
3. speed limit change		
Prepare an on-site traffic management plan	Contractor	Project Duration
outlining;		
Traffic Flow		
Speed Limits		

 Access and Egress Parking Emergency Access 		
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8.4 Visual Amenity

<u>Issues</u>

The existing landscape character is dominated by a rural setting with sparse settlement. The majority of views to the proposal area were found to have minimal impact.

Environmental Performance Objectives

The design principles of the development seek to avoid, reduce and where possible, remedy adverse effects on the environment through the implementation of mitigation measures, which propose a combination of primary mitigation measures such as boundary tree planting and landscaping and temporary screening of construction activities.

Mitigation Measures

Action	Responsibility	Timing
Avoid un-necessary loss or damage to vegetation	Project Manager	Prior to
adjacent to the site and within the site by		commencement
protecting trees prior to construction and/or		of Construction
trimming vegetation to avoid total removal.		
Minimize light spill from development by	Contractor	Project Duration
ensuring the site is not over-lit and by properly		
directing construction lighting		
The construction site is to be kept tidy and well	Contractor	At all times
maintained, including removal of all rubbish at		
regular intervals. There shall be no storage of		
material beyond the construction boundaries.		
Worksite compound and site sheds are	Contractor	Prior to
positioned away from visually sensitive areas		commencement
and appropriate screening will be installed as		of Construction
required.		

8.5 Biodiversity

<u>Issues</u>

The proposed construction of 132/33kV may result in both direct and indirect impacts on biodiversity. The direct impacts of the project are expected to comprise:

- The removal of up to 1.5 acres of native vegetation within the development site,
- Permanent land use change

The indirect impacts of the project potentially may include:

- Erosion of disturbed areas leading to sedimentation affecting any downgradient habitat or habitat within drainage channels,
- Water quality impacts (e.g. increased turbidity and suspended solids) affecting any downgradient habitat or habitat within drainage channels,
- Disturbance of fauna during construction due to noise generated by vehicles, equipment and construction activities.

Environmental Performance Objectives

- Minimise clearing and avoid unnecessary disturbance of vegetation that is associated with the construction and operation of the development
- Minimise the impacts to fauna on site (including fauna interaction with perimeter fencing)
- Rehabilitate and revegetate temporary disturbance areas
- Protect vegetation and fauna habitat outside the approved disturbance areas
- Maximise the salvage of vegetative and soil resources within the approved disturbance area for beneficial reuse in the enhancement or the rehabilitation of the site,
- Control weeds and feral pests.

Action	Responsibility	Timing
To minimise vegetation removal, site access for	All Personnel	Project
construction and operation will be from the		Duration
farm road only		
Access roads within the project site will be	Contractor	Prior to
located, where possible, along existing tracks		commencement
currently used.		of Construction
Where appropriate native vegetation cleared	Contractor	During Clearing
from the project site will be mulched for re-use		
on the site to stabilise bare ground or used in		
landscaping areas.		
Any injured animals are to receive veterinary	Forestry	Prior to
attention immediately.	Officials	clearing
Vegetation to be cleared shall be restricted to	Project Manager	Project
that required for the construction of the Project		Duration
including access roads. No vegetation outside		
the disturbance approval area shall be cleared.		

8.6 Cultural Heritage

<u>Issues</u>

No cultural sites were identified during the visual inspection of the Project area and it has been concluded that it is unlikely that unidentified cultural objects are present in the Project area.

Environmental Performance Objectives

- In case of any unanticipated or unforeseen chance-find of any precious metals or minerals or articles that have economic, cultural, religious, archaeological, and/or ecological importance, cease work and inform DECC.
- Compliance with Section I, Clause no. 5 of the Environmental Clearance.

Mitigation Measures

Action	Responsibility	Timing
In the event of suspected cultural heritage items	All Personnel	When
or precious metals being identified on site, all		Required
works within the immediate area of the find will		
cease and the area made secure to enable		
inspection and sampling of the site. Any		
unexpected finds are to be reported immediately		
to BPC.		
If suspected cultural heritage items are	Environment	When
identified the DECC must be notified.	Officer	Required
In the unlikely event that skeletal remains are	Project Manager	When
identified, work must cease immediately in the		Required
vicinity of the remains and the areas made		
secure. BPC must then contact the local Police		
who will make the initial assessment as to		
whether the remains are a part of crime scene or		
not.		
If suspected archaeological resources are	Environment	When
identified, work within the affected area must	Officer	Required
cease and the area secured. The DECC must be		
informed.		

8.7 Soil and Water Quality

<u>Issues</u>

A Surface and Groundwater Assessment has been undertaken to assess the impact of the proposed development on the surface and groundwater resources in the locality, including surrounding water users and Groundwater Dependant Ecosystems (GDE's).

The development is anticipated to have minimal impacts on the surrounding surface water environment, flow regimes (flooding), quality, quantity, features, or local or regional hydrology. Although some of the possible impacts will include: -

- Contamination from sediment and unintended spillages of fuel, lubricants, herbicides, sewage and other chemicals
- Increased soil compaction through additional access tracks and other hardstand areas changing runoff characteristics and potential for concentrated flows
- Increased imperviousness of the site through installation of solar panels

Environmental Performance Objectives

To ensure that impacts are minimised an Erosion, Sediment and Storm water Control Plan will be implemented, along with various site management protocols not limited to the below mitigation measures: -

Compliance with section IV of the Environmental Clearance.

Action	Responsibility	Timing
Development and implementation of a	Environment	Prior to
Construction and Operational Erosion and	Officer	commencement
Sediment Control Plan.		of Construction
Consultation with adjacent landholders shall be	Project Manager	Project Duration
ongoing to manage interaction between the		
project and other properties.	0	
Erosion and sediment controls shall be installed progressively during site works.	Contractor	Project Duration
Erosion and sediment controls will be visually	Environment,	Project Duration
inspected as part of the Environmental Audit	Quality & Safety	
schedule. During periods of rainfall causing	Officers	
runoff a compulsory inspection protocol will be		
implemented.		
Regular equipment cleaning of equipment shall	Contractor	Project Duration
be completed to minimise the tracking of		
sediment from vehicles, plant and equipment		
onto the farm road and the PNH.		
Stockpile topsoil appropriately to minimise	Contractor	Project Duration
weed infestation and maintain soil organic		
matter, soil structure and microbial activity.		
Minimise surface disturbance and maintain	Contractor	Project Duration
surface cover where possible.		

	2	
Where possible, construction works should be	Contractor	Project Duration
staged in a manner that minimises the duration		
and extent of exposed soils and sub-soils.		
Refuelling of plant and machinery to be done at	Contractor	Project Duration
least 50m away from water bodies and		
constructed drainage lines in an impervious		
bunded area.		
All fuels, chemicals and other potential	Contractor	Project Duration
contaminants to be storage at least 50m from		
water bodies and constructed drainage lines in		
an impervious bunded area.		
Grass cover to be established and/or maintained	Contractor	Project Duration
under all solar panel arrays to maximise water		
infiltration whilst balancing risk of fire from		
build-up of combustible vegetation.		
All solid and liquid waste to be appropriately	Contractor	Project Duration
stored in containers awaiting collection and		-
disposal to approved facilities off site.		
All machinery and plant to be checked daily to	Contractor	Project Duration
ensure no leakage of fuels, lubricants or other		,
liquids.		
All staff to be appropriately trained through	Environment,	Project Duration
toolbox talks for the minimisation and	Quality & Safety	
management of unintended spills.	Officers	

8.8 Waste Management

<u>Issues</u>

There will be various waste streams from the construction phase of the project including the following: -

- Workforce general waste,
- Packaging materials (i.e. cardboard, plastic, timber pallets, metal strapping),
- Excess building materials,
- Scrap metal and cabling materials (i.e. steel, aluminium, copper),
- Plastic and masonry products,
- Waste concrete products,

- Excavation of top soils and scalping of vegetation, and
- Temporary ablutions waste.

Environmental Performance Objectives

Waste management for the development will be undertaken consistent with the waste management hierarchy in the following order of priority from most desirable to least desirable:

• Avoid: Waste avoidance by reducing the quantity of waste being generated. This is the simplest and most cost-effective way to minimise waste. It is the most preferred option in the waste management hierarchy.

• Re-use: Reuse occurs when a product is used again for the same or similar use with no reprocessing. Reusing a product more than once in its original form reduces the waste generated and the energy consumed, which would have been required to recycle.

• Recycle: Recycling involves processing waste into a similar non-waste product consuming less energy than production from raw materials. Recycling spares the environment from further degradation, saves landfill space and saves resources.

• Dispose: Removing waste from worksites and dumping on a landfill site, or other appropriately licensed collection centres.

Waste generated from the construction and operation of the proposed facility will be managed efficiently to ensure that the diversion of waste from landfill is maximised.

Compliance with the Section V of the Environmental Clearance.

Action	Responsibility	Timing
Waste materials, including spoil and construction wastes, should be separated onsite into dedicated bins/areas where practicable, for either reuse onsite, to be recycled or disposed of in an appropriate manner at designated areas/facilities.	Contractor	Project Duration
Local commercial reuse opportunities will be investigated where reuse on-site is not practical.		
Waste storage facilities and spoil placement areas shall be located in easily accessible locations, away from existing drainage lines.	Project Manager	Project Duration

Watercourse, site drains and waterbodies shall not be polluted by waste.	All Personnel	Project Duration
Green waste shall be mulched and reused onsite for landscaping and rehabilitation if appropriate.	Contractor	When required during clearing
The waste storage area shall be of adequate capacity to handle the volumes of waste being stored without posing a risk to the environment.	Contractor	Project Duration
Ordering will be limited to only the required amount of materials.	Contractor	Project Duration
No litter to be left onsite. All work areas to be tidied each day.	All Personnel	Project Duration
Lids and seals shall be maintained on all odour generating waste material; and all domestic and food scrap waste shall be secured to prevent wildlife access.	All Personnel	Project Duration
No waste is to be burned or buried on site.	All Personnel	Project Duration
All sewage waste generated on site shall be collected and pumped out as necessary for offsite disposal to an appropriately licensed facility.	Contractor	Project Duration
Inspections of the waste storage area and facilities shall be conducted, as part of the scheduled environmental inspection. Inspections shall include;	Environment Officer	Project Duration
 Ensuring the waste material is being properly separated, stored and labelled, Checking the condition of the receptacles and secondary containment systems, Ensuring the spill kits are available and full, and PPE is available where required. 		
The Site Induction & toolbox training shall include information on the following waste management issues:	Environment Officer	Project Duration
• Reuse and recycling strategies,		
• Waste handling, waste storage and disposal, and		
• Management of waste spills, contamination and contaminated material.		

8.9 Socio-Economic

<u>Issues</u>

The key potential social and economic impacts that may result from construction of the proposed development include:

- Increased employment there is the potential for employment to be generated during the construction phase through the use of local contractors and labour hire,
- Increased traffic on local roads and hazards associated with construction traffic,
- Influx of workers putting pressure on local accommodation and health services, and
- Short term air quality, noise and visual impacts.

Environmental Performance Objectives

- Providing regular Project updates to the community and businesses,
- Providing a schedule of activities when there may be heavy vehicles accessing the Project site or when noisy activities may occur,
- Establishment of a grievance redressal mechanism for complaints,
- Ongoing liaison with local community and business representatives to ensure the use of local contractors, labour, materials, and services during construction and operations,
- Liaison with local businesses and services to determine accommodation options and availability so as local tourism is not affected, particularly during the construction phase,

Mitigation Measures

Action	Responsibility	Timing
Ongoing liaison with local community and	Contractor	Project Duration
business representatives to ensure the use of		
local contractors, labour, materials, and services		
during construction and operations.		
Liaison with local businesses and services to	Project	Project Duration
determine accommodation options and	Manager	
availability so as local tourism is not affected,		
particularly during the construction phase.		
Establishment of a grievance redressal	Environment	Project Duration
mechanism for complaints.	Officer	-

8.10 Dangerous goods and Hazardous Materials

Action	Responsibility	Timing

A Safety Data Sheet (SDS) for each dangerous good and hazardous substance used on site shall be available on site and will be located near the place of use.	Contractor	As required
A register shall be kept on site of all hazardous materials and dangerous goods used on site.	Contractor	Project Duration
All personnel involved in the handling of hazardous materials shall be suitably qualified / experienced. Additional toolbox training on the properties, hazards, maintenance and PPE associated with hazardous substances shall be provided where required.	Environment Officer	When Required
Spill kits shall be provided in all dangerous goods and hazardous materials storage and handling areas. All key staff shall be trained in spills prevention and clean up.	Contractor	Project Duration
Storage and handling areas shall be located >50m from any waterways and be constructed in accordance with the relevant Standards, including secondary containment impervious to the materials being stored and appropriate signage at the entrance to the storage area.	Contractor	Project Duration
Secondary containment systems (e.g. bunding, drip trays, etc.) shall be:	Contractor	Project Duration
 In place for all hazardous and dangerous goods storage, transfer and refuelling areas. Constructed from material that is impervious to the material being stored or transferred Designed and constructed to minimise the risk of leakage, spillage or contaminated fire water from contaminating the surrounding soil. 		
All vehicles and plant shall be sent offsite for major maintenance.	Contractor	Project Duration
Regular inspections shall be undertaken to ensure the structural integrity of storage facilities and secondary containment systems. These inspections shall occur as part of the scheduled site environmental inspections.	Environment, Quality & Safety Officer	Project Duration
All equipment and vehicle operators shall be trained in the safe operation of the equipment (including operating procedures for the refilling and maintenance of fuel storage tanks) and the relevant emergency response procedures.	Contractor	When Required

In the event of any spill or leak to the environment, action shall be taken immediately to contain the spill, and the spill response procedures initiated.	Contractor	When Required
Where any spill to the environment has occurred regardless of scale, BPC shall be notified immediately.	Contractor	When Required

9. Implementation

9.1 Training and Awareness

All BPC personnel and/or the contractor shall be formally inducted and provided with specific awareness training in relation to the environmental aspects and mitigation methods outlined above, as they apply to each activity.

9.2 Site Induction

Prior to commencing works on site, all personnel shall undertake a site-specific induction addressing the environmental management risks and requirements for the construction of the Project. The environmental induction shall include as a minimum:

- The relevant environmental legislation,
- General environmental duties,
- Conditions of the relevant licenses and approvals,
- The environmental aspects and mitigation strategies provided in section 8 above,
- Definitions and management of environmental incidents.

9.3 Toolbox Training

Toolbox training shall be conducted on a weekly basis and shall include environmental risks and responsibilities where required. The Environment/Quality & Safety Officer may from time to time provide additional toolbox topic training materials or require environmental stand-down toolbox training to occur in response to specific high-risk issues identified on the project.

9.4 Daily Site Inspections and Surveillance

Inspections and surveillance of construction and upgrading activities will be undertaken on a day-to-day basis. These inspections will not be documented unless significant non-conformances with the EMP are identified.

9.5 Quarterly Site Environmental Inspection

The effectiveness of environmental mitigation measures outlined in section 8 of the EMP will be assessed quarterly by the Project Manager, Environment Officer, Quality & Safety Officer or a nominated delegate, unless otherwise specified. A site environmental inspection checklist will be developed addressing the key environmental impacts and mitigation measures which have the potential to arise during construction activities.

Actions identified in quarterly inspections are to be closed out prior to the subsequent inspection, in accordance with the allocated action priority report. However, in certain circumstances only and upon consultation with the Project Manager, an extended timeline to close out particular actions may be established.

9.6 Environmental Records

The Environment Officer will maintain the following records:

- The EMP and associated procedures,
- Relevant approvals, regulatory licenses and permits,
- Inspection records and checklists,
- Environmental monitoring results,
- Environmental accident/incident/emergency reports,
- Non-conformance documentation,
- Environmental complaint reports,
- Waste reports,
- Audit reports, and
- Management review minutes and action taken.

10. Emergency Planning and Response

Environmental management will include planning for potential emergencies at the site. The organizational structure, responsibilities and on-site contact details for all emergencies is specified in the Emergency Management Plan.

Emergency response documents, and the contact details of all relevant stakeholders, will be housed at the Project site office and displayed on site. The procedure for environmental emergencies shall also form part of the project Safety and Health Management Plan.

All personnel will receive training in appropriate Emergency Response Procedures associated with the ERP as part of the site induction.

10.1 Environmental Incident Levels

Environmental Incidents/Non-Conformances is classified into three levels as detailed below:

Level 3 – Major	Level 2 – Major	Level 1 - Minor
Level 3 Environmental	Level 2 Environmental	Level 1 Environmental
Incidents create	Incidents create short to	Incidents typically cause
permanent or long term	medium term damage to	short term or nuisance

damage to the environment. This damage will result in the environment taking 12 months or more to return to pre-existing conditions. Parameters	the environment. This damage will result in the environment taking up to 12 months to return to pre- existing conditions	damage. The damage is easily rectified usually within one day. Level 1 incidents do not cause medium or long term damage.	
 Serious or material environmental harm or damage. A criminal penalty of imprisonment ranging from one month to one year may be applied in addition to cost of the environmental damages. 	 Potential or actual material environmental harm or damage reportable as per Regulations and Act A criminal penalty of imprisonment ranging from one month to one year may be applied in addition to cost of the environmental damages. 	 Environmental Pollution Payment of fine ranging in amount from one to twelve man-months of the minimum National Wage Rate. Order to take mitigating, corrective or restorative measures as maybe deemed necessary to prevent further damage being caused to human health and/or the environment. 	
Examples			
Sediment basin/containment pond fails Spreading fire ants/electric ants/crazy ants outside of the restricted area Breaking an Environmental Protection Order / Notice / Licence conditions Wilful discharge or disposal of contaminated materials/liquids off site or waterways	Damage to cultural/heritage items, i.e. controlled discharge from concrete saw cutting. Complete failure of Erosion Sediment Controls where run off leaves the site. Wilful or negligent damage to Erosion Sediment Controls – conc. off site Working outside of hours nominated in the Development Consent Deliberate discharge of water outside of approved limits offsite, i.e. into storm	Oil Leak <=5 L, i.e. hydraulic oil leak Fuel leak/spill <=5 L, i.e. from refuelling equip. Chemical leak/spill <=5 L, i.e. curing compound radiator fluid. Sediment Control: - Damage or partial failure - Where run-off does not leave the site	

Wilful damage/destruction to native vegetation	water Damage to external	- Wilful or negligent damage to Erosion
	property as a result of	Sediment Controls
Wilful damage/destruction of cultural/heritage	construction vibration	Dust emission (remaining
artefacts or significant	Any fuel/oil/chemical	visible at 20 m from site –
places	leaks/spills to waterways.	or visible at a sensitive receptor, whichever is less,
	Any fuel/oil/chemical spills	e.g. dust settlement on
	contained on site 5 L – 1000 L	surrounding properties.)
	Damage afless to	Lights – unwanted
	Damage of loss to treated/vulnerable/	illumination of neighbouring properties.
	endangered species, i.e.	neighbouring properties.
	protected by Legislation	Complaints – record all unless validated.
	Litter leaving the site	Development of the local sector
	Overflow from on-site	Damage to vegetation to be retained/ protected
	sewage collection tanks	Not covering loads on
	Disposal of waste at an non- designated areas:	truck carrying material off site.
	- Construction waste	
	- Spoil material	
	- Liquid waste	
	Incorrect storage of	
	regulated/contaminated or hazardous waste:	
	- Oils	
	- Contaminated material	
	- Sewage	
	- Asbestos	

Not having required licence permits or approvals	
Sediment/containment ponds breached	
Complaints relating to odour	
Transport and disposal of fire ant items outside of fire ant restricted area	
Supplying plant material containing pest plant reproductive material	

10.2 Environmental Incident Investigation and Close-out

For all incidents, an Incident Report shall be raised within BPC and Contractor, and for all Level 2 and 3 Incidents, a detailed Investigation Report will be completed using the Incident Reporting format.

Where a Level 3 Incident has occurred, the Sr. Manager, CMS will initiate the investigation and allocate responsibilities and an external consultant may be engaged. Legal privilege shall be established if required.

For all environmental incidents, the Project Manager/Client shall be notified immediately (within 2 hours of the incident occurring). The Contractor in consultation with BPC will make the determination to notify the relevant authority. The relevant site personnel shall work with the Project Manager/Client as required during incident investigation activities.

10.3 Reporting Incidents to Regulatory Authorities

Environmental harm

The DECC shall be notified immediately (without delay) of any incident causing or threatening material harm to the environmental. The Contractor is responsible for immediately notifying BPC as required of the nature and circumstance in which the event happened and seek direction as to the appropriate communication pathway for notifying the appropriate agencies.

Release of contaminants

Any release of contaminants must be reported to the appropriate regulatory body in accordance with the above protocol for environmental harm. Where a release involves storm water and has not, or will not, result in material environmental harm the incident shall be reported to the relevant local authority. The release shall be reported as soon as practicable, after becoming aware of the release.

A written notice detailing the following information must be provided to the relevant authority of any spill or release of contaminants:

- The name of the operator, including their registration certificate number,
- The name and telephone number of a designated contact person,
- Quantity and substance released,
- Person(s) involved,
- The location and time of the release,
- The suspected cause of the release,
- A description of the effects of the release,
- The results of any monitoring performed in relation to the release,
- Actions taken to mitigate any environmental harm caused by the release; and
- Proposed actions to prevent a recurrence of the release.

10.4 Complaints and Complaints Response

Complaints shall be registered, tracked and responded to in accordance with the following timeframes:

- Complaint made to the Project Management Team (BPC and Contractor)
- Initial response provided to the complainant and Client within 24 hours indicating the matter is being addressed; and
- Detailed response including details of the complaint and the action taken / further action planned to alleviate the problem provided to the client within ten working days.

The following details will be recorded as a minimum:

- Date,
- Issue / Complaint,
- Affected Neighbours,
- Activity Date,
- Follow up / complaints Actions, and
- Follow up / complaints date.

11. Reference

This Environment Management Plan has been prepared with specific reference to the Construction Environment Management Plan issued by the Signal Energy Australia Private Limited Firm in Australia.