LAKE MACQUARIE CITY	**Awaba Waste Management Facility** **Operational Noise Management Plan**	

OPERATIONAL NOISE MANAGEMENT PLAN FOR:

Site name:	Awaba Waste Management Facility
Street:	367 Wilton Road
Suburb:	Awaba, NSW 2283
Site Emergency Contact:	Steve Merrett – Waste Site Coordinator
Phone:	02 4921 0794
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Document Information

Authorisation Details

Folder No:	F2023/01031/02	**TRIM Record No:**	
Audience:	Departmental - AWMF Operations Staff		
Department:	Waste Services		
LMCC Representative:	AWMF Environmental Officer		
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Authorisation:	Manager, Waste Services		

Version History

Version No	Date	Developed/Revised By	Details and Comments
1	11 October 2019	Lake Macquarie City Council	First Plan
2	23 January 2023	Hunter Environmental Consulting Pty Ltd	Updated following Independent LEMP audit.
3	17 July 2023	Lake Macquarie City Council	Minor updates based on DPHI feedback
4	7 November 2023	Lake Macquarie City Council	Minor updates based on DPHI feedback
5	15 March 2024	Lake Macquarie City Council	Minor updates based on DPHI feedback
6	21 March 2024	Lake Macquarie City Council	Minor updates based on DPHI feedback

Related Document Information, Standards & References

Related Legislation	Provisions of the Protection of the Environment Operations (POEO) Act 1997 Protection of the Environment Operations (Noise Control) Regulation 2017	Regulatory Obligations addressed within management controls listed at Section 3.
Related Strategies/ Policies (Council & Internal)	City of Lake Macquarie Waste Strategy 2015-2023	Environmental Sustainability Strategy and Action Plan 2020-2027
Related Procedures, Guidelines, Forms, WHS Modules/PCD's, Risk Assessments, Work Method Statements	NSW EPA Environmental Guidelines: Solid Waste Landfills, Second edition, 2016.	Use to developed compliant management controls

Definitions

Term / Abbreviation	Definition
AWMF	Awaba Waste Management Facility
EPL	Environmental Protection License
LEMP	Landfill Environmental Management Plan
LMORRF	Lake Macquarie Organic Resource Recovery Facility
POEO	Protection of the Environment Operations Act
AWT	Alternate Waste Treatment
ONMP	Operational Noise Management Plan
ONV	Operational Noise Validation
DPHI	NSW Department of Planning, Housing and Infrastructure
CRM	Customer Relationship Management

Contents

1 Introduction

1.1 The Site

The Awaba Waste Management Facility (AWMF) is located on Wilton Road Awaba on land owned by Lake Macquarie City Council and identified as Lot 372 DP 723259, 367 Wilton Road Awaba. The landfill site occupies a south-facing gully which is surrounded by predominantly uncleared native vegetation on undulating terrain which provides a substantial buffer from nearest residential premises.

The Lake Macquarie Organic Resource Recovery Facility (LMORRF) operated by a contractor (Remondis) is located on an adjacent site known as Lot 373 DP 723259, 413 Wilton Road Awaba. The LMORRF receives organic waste for composting and processing. Composting activities previously carried out on the AWMF site are now located at the LMORRF. The LMORRF also receives source separated organic waste from Council's weekly domestic organic waste service which diverts organic & food waste that previously went to landfill.

A second commercial composting operation is also situated on Nomad Road less than 1.5km to the east of the AWMF.

1.1 Plan Objectives

The objective of the Operational Noise Management Plan (ONMP) is to ensure that noise emissions from activities associated with the operation of the AWMF do not result in adverse impacts on neighbouring sensitive receivers by:

- Identifying legislative obligations and noise targets for environmental noise control.
- Identification of significant noise generating activities and surrounding sensitive noise receivers.
- Providing guidance on appropriate measures to reduce operational noise emissions.
- Providing a framework for noise complaint investigation and response.
- Identifying responsibilities for implementation of noise control measures.

1.2 Regulatory Framework and Approval Obligations

1.2.1 Legislation and Regulations

The Operational Noise Management Plan (ONMP) is intended to guide the ongoing operation of the AWMF to ensure compliance with following:

- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (Noise Control) Regulation 2017.
- Environmental Protection License (No. 5873).

1.2.2 Compliance Obligations

An environmental assessment titled *Additions to Awaba Waste Management Facility Environmental Assessment, 2012* was prepared by Cardno Pty Ltd and approved by the Department of Planning, Housing and Infrastructure on the 8th of August 2013. Modification MP10_0139-Mod-1 was subsequently approved on the 5th of August 2014.

Table 1 details all project specific compliance Approval obligations relevant to operational noise management.

Table 1 Major Project Approval number 10_0139 (Conditions of Approval - CoAs)

Reference	Requirement	Where addressed
27	Noise from the premises shall not exceed: a) an LA10(15 minute) noise emission criterion of 45dB(A) (7am to 6pm) Monday to Sunday; b) an LA10 (15 minute) noise emission criterion of 45 dB(A) during the evening (6pm to 10pm) Monday to Friday; and c) at all other times, an LA10 (15 minutes) noise emission criterion of 35dB(A), except as expressively provided by the EPL. Noise from the Site is to be measured at any point within six (6) metres of the nearest effected residential receiver or other noise sensitive areas in the vicinity to determine compliance with this condition.	Section 3 Noise Control Measures
28	By 21 January 2016 or at a date approved by the Director-General, the Proponent shall undertake a **Noise Validation** of activities at the Site. The Validation shall be performed in accordance with the NSW Industrial Noise Policy (EPA, 2000) or the relevant policy adopted by the EPA at the time of the Validation and submitted to both the Director-General and EPA. The Validation shall include, but not be limited to, the following information: a) identification of any noise sensitive locations ('sensitive receivers') likely to be affected by activities at the Site, such as residential properties, schools, hospitals and passive recreation areas. The location of any noise sensitive locations in relation to the Site shall be mapped; b) existing background (LA90) and ambient (LAeq) noise levels determined for each sensitive receiver in accordance with the NSW Industrial Noise Policy (EPA, 2000) or the relevant policy adopted by the EPA at the time of the validation; c) derivation and identification of the Project specific noise levels for each sensitive receiver in accordance with the NSW Industrial Noise Policy (EPA, 2000) or the relevant policy adopted by the EPA at the time of the validation; d) the expected noise level and noise character (for example tonality, impulsiveness, vibration(etc) likely to be generated from noise sources during Operation. Include	Section 2.5 Section 4 Monitoring, Review and Reporting

	noise source data for each source in 1/1 or 1/3 octave band frequencies including methods or references used to determine noise source levels; e) the noise levels likely to be received at the most sensitive receivers, including potential impacts for any identified significant adverse meteorological conditions, including: - a plan showing the assumed location of each noise source for each prediction scenario; - a list of the number and type of noise sources used in each prediction or direct monitoring scenario to simulate all potential significant operating conditions on the Site; - any assumptions made in the predictions such as source heights, directivity effects, shielding from topography, buildings or barriers; - methods used to predict noise impacts including identification of any noise models used. Where modelling approaches other than the ENM or SoundPlan computer models are adopted, the approach should be appropriately justified and validated; - an assessment of appropriate weather conditions for the noise predictions, including reference to any weather data used to justify the assumed conditions; - the predicted noise impacts for each noise source as well as the combined noise level for each prediction scenario under any identified significant adverse weather conditions as well as calm conditions where appropriate; - an assessment of the need to including modification factors as detailed in Section 4 of the NSW Industrial Noise Policy (EPA 2000) or the relevant policy adopted by the EPA at the time of the Validation. f) discuss the findings of the predictive modelling and direct monitoring and, where relevant noise criteria have not been met, recommend additional mitigation measures; g) include details of any mitigation proposed including the attenuation that will be achieved and the revised noise impact predictions following mitigation; h) after application of all feasible and reasonable mitigation measures, quantify the residual level of noise impact by identifying: - locations (if any) where the noise level exceeds the criteria and the extent of exceedance; - numbers of people (or areas) affected; - times when criteria will be exceeded; - likely impact on activities (speech, sleep, relaxation, listening etc);	

<table>
<tr><td></td><td>- change in ambient conditions; and
- the result of any community consultation or negotiated agreement.</td><td></td></tr>
<tr><td>29</td><td>The Proponent shall:

▪ Implement best management practice, including all reasonable and feasible noise management and mitigation measures to prevent and minimise operational, low frequency and traffic noise generated by the Project;
▪ minimise the noise impacts of the Project during adverse meteorological conditions when noise criteria do not apply;
▪ always maintain the effectiveness of any noise suppression equipment on plant and ensure defective plant is not used operationally until fully repaired; and
▪ regularly assess noise monitoring data and relocate, modify and/or stop operations to ensure compliance with the relevant conditions of this consent.</td><td>Section 3 Noise Control Measures</td></tr>
<tr><td>30</td><td>The Proponent shall comply with the construction and operation hours detailed in Table 2 for the Site, unless otherwise agreed in writing by the Director-General.

<table><tr><td>Activity</td><td>Day</td><td>Time</td></tr><tr><td rowspan="3">Construction</td><td>Monday - Friday</td><td>7.00am – 6.00pm</td></tr><tr><td>Saturday</td><td>8.00am – 1.00pm</td></tr><tr><td>Sunday and Public Holidays</td><td>Nil</td></tr><tr><td rowspan="2">Operation</td><td>Monday to Friday</td><td>7.30am – 4.30pm</td></tr><tr><td>Saturdays, Sundays and Public Holidays</td><td>8.00am – 4.00pm</td></tr></table></td><td>Section 3 Noise Control Measures</td></tr>
<tr><td>32</td><td>The Proponent shall prepare and implement an Operational Noise Management Plan for the Project in consultation with the EPA and to the satisfaction of the Director-General. The Plan shall:
a) be prepared and implemented by a suitably qualified and experienced person;
b) be submitted for approval by the Director-General prior to commencement of operations;
c) describe the measures that will be implemented to ensure:
▪ best management practice is being employed on site
▪ traffic management noise is effectively managed; and
▪ the noise impacts of the Project are minimised during any meteorological conditions when the</td><td>This Plan</td></tr>
</table>

	noise criteria in this consent do not apply; ▪ compliance with the relevant conditions of this consent. d) describe the noise management system; e) includes a noise monitoring program that: ▪ can evaluate the performance of the Project; ▪ includes a protocol for determining exceedances of the relevant conditions of this consent and responding to complaints; and ▪ adequately supports the noise management system; and ▪ evaluates and reports on the effectiveness of the noise management system. The Plan shall be documented in the Landfill Environmental Management Plan (see Condition 3 in Schedule 5).	

Table 2 details relevant Environmental Protection Licence (EPL) Obligations relevant to operational noise management.

Table 2 Environmental Protection Licence (EPL) 5873 Conditions

Reference	Requirement	Where addressed
L4.1	Noise from the premises must not exceed: a) an LA10 (15 minute) noise emission criterion of 45 dB(A) (7am to 6pm) Monday to Sunday; and b) an LA10 (15 minute) noise emission criterion of 45 dB(A) during the evening (6pm to 10pm) Monday to Friday; and c) at all other times, an LA10 (15 minutes) noise emission criterion of 35 dB(A), except as expressly provided by this licence.	Section 3 Noise Control Measures
L4.2	Noise from the premises is to be measured at any point within six metres of the nearest effected residential residence or other noise sensitive areas in the vicinity to determine compliance with this condition.	Section 4 Monitoring, Review and Reporting
M1.2	All records required to be kept by this licence must be: ▪ in a legible form, or in a form that can readily be reduced to a legible form; ▪ kept for at least 4 years after the monitoring or event to which they relate took place; and ▪ produced in a legible form to any authorised officer of the EPA who asks to see them.	Section 4 Monitoring, Review and Reporting
M1.3	The following records must be kept in respect of any samples required to be collected for the purposes of this licence: ▪ the date(s) on which the sample was taken; ▪ the time(s) at which the sample was collected; ▪ the point at which the sample was taken; and ▪ the name of the person who collected the sample.	Section 4 Monitoring, Review and Reporting

1.2.3 Relevant Regulatory Guidance Documentation

2 Environment Aspects and Impacts (Risks and Hazards)

Aspect	Potential Risks/Environmental Impact
Vehicle movements along unsealed internal roads	Uncontrolled noise emissions
Heavy earth moving machinery	Uncontrolled noise emissions
Independent contractor activities	Uncontrolled noise emissions
Traffic noise generated	Uncontrolled noise emissions
Compaction of the active landfill cell	Uncontrolled noise emissions

2.1 Existing Noise Receivers

The AWMF is bounded by a sizable bushland buffer however there are various commercial, industrial and residential land uses in the surrounding environment which are within the acoustic range of the facility. These receivers are described below, categorised by their relative location to the AWMF.

North

To the north and northwest is the township of Awaba. The closest dwellings are approximately 800 metres from the nearest AWMF boundary. Additional noise sources potentially impacting Awaba include the passenger/freight railway line which dissects the township, Wilton Road, Awaba Road, Awaba Colliery and an associated coal haul road located halfway between the township and the AWMF.

To the northeast is the Toronto industrial precinct and the south-western fringes of Toronto residential areas.

East

A primary school and manufactured home estate are located on Wangi Road to the east. A greenwaste composting facility is also located off Nomad Road on a site adjacent to the manufactured home estate and a golf club is located opposite the primary school on Wangi Road.

South

Recreational facilities to the south include a shooting range occupied by the Lake Macquarie Clay Target Club, and an off-road motorsport venue occupied by the Westlakes Automobile Club Inc.

West

Awaba Colliery is located to the west of the AWMF.

2.2 Sensitive Noise Receivers

Based on the nature of surrounding development, sensitive noise receivers that warrant

consideration are limited to:

- Residential premises in Awaba township
- Toronto Adventist Primary School
- Leisure Life Caravan Village
- Toronto residential areas

2.3 Potential Noise Generating Activities

The noise generating activities with potential to create off-site issues are most likely to occur on the landfill cell tip face and the access haul road. This is due to the elevated topography of these sites which does not provide as much shielding of sensitive noise receivers from the natural terrain.

The AWMF expansion resulted in some modification to the way waste is disposed of on site. Previously all waste delivered to the facility was deposited directly to the landfill site, however the revised operation will incorporate a waste transfer station for cars, trailers and utility vehicles which will significantly reduce the total vehicle movements via the haul road and tip face.

It should also be noted that the Alternate Waste Facility (AWF) being operated by an independent contractor will also carry out noise generating activities. This facility is adjacent to the AWMF site and is located in closer proximity to sensitive noise receivers to the east of the site. Effected noise receivers are unlikely to be able to make a distinction between noise detected from either waste facility.

2.4 Noise Impact Assessment

Operational noise of the expanded AWMF was assessed in the Environmental Assessment prepared by Cardno Pty Ltd dated 29 August 2012. The assessment concluded that the operation of the expanded facility was not significantly different from the existing facility and would not result in any net increase in noise impact on surrounding receivers.

With consideration of the topography of the AWMF site, the most critical zone of activity will be operation of the landfill cells and haul road leading up to the cells. The relative elevation of these areas provide greater opportunity for propagation of noise to distant receivers.

The introduction of a waste transfer station has meant there is less vehicle movements along the access road to the elevated waste disposal cells, however all heavy vehicle waste deliveries still traverse the haul road to dump at the tip face.

Routine noise generating activities in the landfill zone include truck movements between the waste transfer station and the tip face, and heavy earth moving machinery and compaction of the active landfill cell.

Due to shielding of residential premises in Awaba by a ridgeline beyond the western boundary of the AWMF site, the most effected noise receivers are predicted to be the school and manufactured home estate located 1300 metres to the east on Wangi Road.

Premises on Wangi Road are also currently shielded from by an intervening ridgeline however they are more likely to perceive noise from the operation in future years as the working platform of the landfill increases in elevation towards the final design landform.

2.5 Operational Noise Validation

An Operational Noise Validation (ONV) of the Awaba Waste Management Facility was undertaken by GHD in 2021 (Appendix A) to fulfill Schedule 4 Condition 28 of Project Approval 10_0139 of the Awaba Waste Management Facility Expansion Project.

As part of the ONV, consideration of meteorological conditions was undertaken as per the Noise Policy for Industry (EPA, 2017) by adopting the noise-enhancing meteorological conditions for all assessment periods for noise impact assessment purposes without an assessment of how often the conditions occur – a conservative approach that considers source-to-receiver wind vectors for all receivers and F class temperature inversions with wind speeds up to 2 m/s at night.

Operator attended noise monitoring was undertaken to confirm noise contributions from the facility site at the nearest potentially affected sensitive receptors. Attended noise measurements were taken using a B&K 2250 Type 1 sound level meter measuring L_{Amax}, L_{A1}, L_{A10}, L_{A90} and L_{Aeq}. Three monitoring locations were chosen:

- M1 – residential premises in the Awaba township;
- M2 – Toronto Adventist Primary School and Leisure Life Caravan Village;
- M3 – Toronto residential areas.

Survey results are presented below.

Location	Date/Start time/Period/Weather	Primary noise descriptor (dBA re 20 µPa)					Description of noise emission and typical maximum levels L_{Amax} (dBA)
		L_{Amax}	L_{A1}	L_{A10}	L_{A90}	L_{Aeq}	
M1	Date/Start time: 11/11/2021 10:22 Period: Day Wind: 1.9 m/s S Humidity: 89% Cloud cover 8/8	62	57	51	39	47	Birds 39 to 55 Local road traffic 44 to 62 AWMF 37 to 40
		Awaba Waste Management Facility $L_{A10\ (15\ minutes)}$ 36 dBA					
M1	Date/Start time: 11/11/2021 10:38 Period: Day Wind: 1.9 m/s S Temperature: 20 Humidity 85% Cloud cover: 8/8	61	54	48	37	45	Birds 34 to 51 Wind in trees 32 to 33 Local road traffic 44 to 61 AWMF 36 to 39 Haul road 45 to 48
		Awaba Waste Management Facility $L_{A10\ (15\ minutes)}$ 36 dBA					

Location	Date/Start time/Period/Weather	Primary noise descriptor (dBA re 20 µPa)					Description of noise emission and typical maximum levels L_{Amax} (dBA)
		L_{Amax}	L_{A1}	L_{A10}	L_{A90}	L_{Aeq}	
M2	Date/Start time: 11/11/2021 11:01 Period: Day Wind 1.9 m/s S Temperature 19 Humidity 89% Cloud cover 88%	83	79	76	61	73	Local road traffic 50 to 83
		Awaba Waste Management Facility Not discernible					
M3	Date/Start time: 11/11/2021 11:26 Period: Day Wind: 1.9 m/s S Temperature 19 Humidity 88% Cloud cover: 8/8	66	56	45	32	44	Birds 40 to 66 Insects 33 to 34 Dog 39 to 60 Wind in trees 35 to 37 Distant road traffic 42 to 53
		Awaba Waste Management Facility Not discernible					
M1	Date/Start time: 11/11/2021 11:26 Period: Day Wind: 1.9 m/s SSE Temperature: 19 Humidity: 88% Cloud cover: 8/8	62	57	50	36	46	Birds 36 to 62 Wind in trees 33 to 35 Local road traffic 44 to 62 AWMF 36 to 39 Haul road 43 to 51
		Awaba Waste Management Facility $L_{A10\ (15\ minutes)}$ 36 dBA					

The L_{Aeq} sound power levels of relevant plant and equipment utilised for the purpose of predicting noise emission levels are provided below.

Noise source	Octave centre frequency (Hz) dBA									Lw dBA	Source of data
	31.5	63	125	250	500	1k	2k	4k	8k		
Traxcavator	79	84	100	100	105	103	101	92	84	109	B
Landfill compactor	82	89	102	108	111	112	107	105	91	117	A
Excavator	78	83	84	87	93	94	93	89	82	99	B
Water cart	76	81	85	90	100	100	96	88	77	104	B
Steel drum roller	87	92	94	92	97	98	94	88	81	103	B

Noise source	Octave centre frequency (Hz) dBA									Lw dBA	Source of data
	31.5	63	125	250	500	1k	2k	4k	8k		
Flexi drive pumps	67	72	87	79	83	93	95	88	89	99	B
Diesel pumps	67	72	87	79	83	93	95	88	89	99	B
2 tonne tipper	85	90	94	93	99	102	102	99	94	108	B
Avant 750 loader	76	85	91	93	96	95	92	88	79	101	B
Light vehicles	64	69	74	75	78	80	80	73	70	86	C

Source of data: A = onsite measurement, B = BS 5228.1-2009, C = GHD database of similar plant

The predicted noise levels for daytime site operations are shown below. The model results indicate that under worst-case atmospheric conditions, noise generated from the facility operations are predicted to comply with daytime noise criteria at all sensitive receivers. This assessment is considered conservative as it is based on all equipment being operated at once with noise enhancing meteorological conditions.

Sensitive receiver	Noise criterion $L_{A10\ (15\ minute)}$ dBA	Predicted noise level $L_{A10\ (15\ minute)}$ dBA
RES01	45	37
RES02		37
RES03		<25
EDU01		40

As predicted noise levels complied with daytime noise criteria at sensitive receiver locations, no additional noise mitigation measures were recommended.

For the full ONV, refer to Appendix A

3 Operational Noise Controls

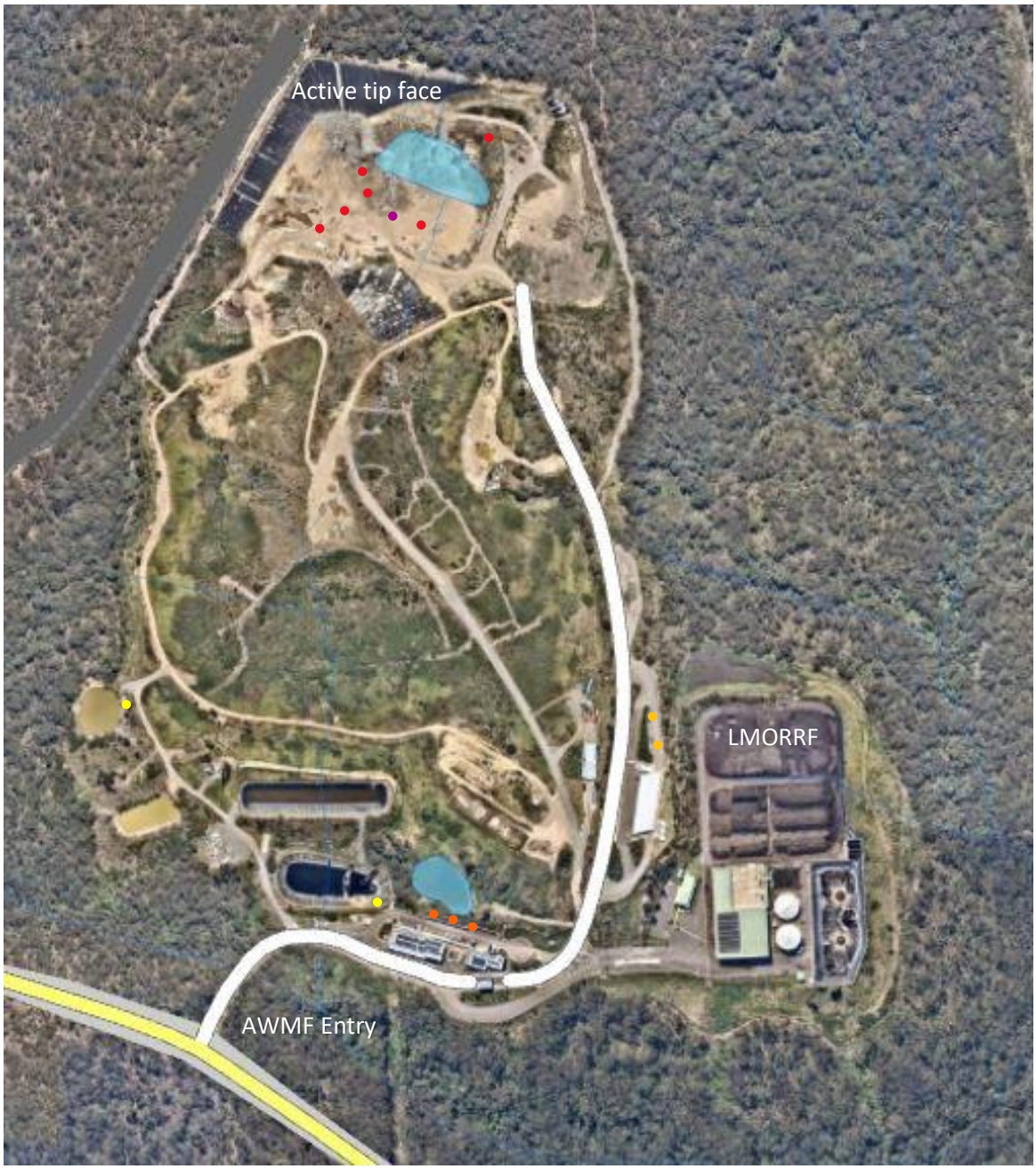
3.1 Noise Management System

Following the Environmental Assessments undertaken by Cardno Pty Ltd in August 2021 and the ONV undertaken by GHD in December 2021 operational noise is within daytime noise criteria with no additional operational mitigations required including regular monitoring.

The AWMF operates a noise management system based on noise complaints received to determine any exceedances and any monitoring that is required to be undertaken. The AWMF has not received a noise complaint since the ONV was prepared. With the implementation of operational noise controls in section 3.3, it is unlikely the facility would receive any noise complaints; therefore, a detailed noise monitoring program is not required. Monitoring would be undertaken if a validated complaint was raised.

3.2 Noise Monitoring Program

Image 1 – Site Layout image with equipment locations



Active tip face consisting of: Landfill Compactor, Traxcavators, Smooth Drum Roller, Excavator and Water Cart. Positions alternative throughout the day depending on site needs
Active tip face consisting of: Generator which is stationary continuously
Waste Transfer Station consisting of: Hooklift trucks
Administration building carpark consisting of: 2tonne tipper and FWD vehicle

Leachate pond pump (located diagonally opposite administration building carpark) and Sediment pond pump

The performance of the Project in relation to operational noise is observed. Given the AWMFs geographical location, buffering of bushland, and absence of any noise complaints in the last four years, the sites EPL now requires noise compliance to be determined in the event a complaint is received. This protocol for determining exceedances is more practicable for operations than periodic noise monitoring.

A regular review i.e. annually of the noise monitoring process would be undertaken to evaluate the effectiveness of the overall noise management system.

3.3 Operating Hours

The facility shall be operated as follows:

Activity	Day	Time
Construction	Monday - Friday	7.00am – 6.00pm
	Saturday	8.00am – 1.00pm
	Sunday and Public Holidays	Nil
Operation	Monday to Friday	8.00am – 4.00pm
	Saturdays, Sundays and Public Holidays	8.00am – 4.00pm

3.4 General Noise Control Measures

The following environmental management controls shall be implemented to manage operational noise aspects and potential impacts and to assess the performance of the facility in relation to noise.

Table 3 Operational Noise Controls

Ref	Control	Accountability	Source Requirement
N1	Noise control measures in relation to plant and equipment used on site by Council or a contractor of Council will be: ▪ selected for use on site with consideration to - acoustic performance ▪ have noise control devices always fitted ▪ maintained in good working order. Any equipment identified as being responsible for exceeding specified noise limits or resulting in a noise complaint must be removed from service where	All	CoA 29

Ref	Control	Accountability	Source Requirement
	maintenance and repair are required to prevent elevated noise emission.		
N2	Truck drivers and plant operators will be made aware of relevant noise minimisation practices including adherence to the site speed limit, minimising the use of engine brakes while descending the haul road, and observing operational time restrictions.	All	Best Practice
N3	Noisy activities outside typical operational practices that have potential to impact on nearby residences will only be conducted for short durations and/or incorporate additional noise management practices such as additional muffling of equipment or installation of temporary noise barriers.	All	Best Practice
N4	Noise from the premises shall not exceed: a) an LA10(15 minute) noise emission criterion of 45dB(A) (7am to 6pm) Monday to Sunday; b) an LA10 (15 minute) noise emission criterion of 45 dB(A) during the evening (6pm to 10pm) Monday to Friday; and c) at all other times, an LA10 (15 minutes) noise emission criterion of 35dB(A), except as expressively provided by the EPL. Whereby a validated noise complaint is received, noise from the Site is to be measured at any point within six (6) metres of the nearest effected residential receiver or other noise sensitive areas in the vicinity to determine compliance with this condition.	All	CoA 27

3.5 Complaints

All complaints shall be managed in accordance with LMCC Waste Services complaints handling and investigation procedure as detailed in Appendix H of the Landfill Environmental Management Plan.

The general process includes:

- Receipt of enquiry through the Council Customer Service Centre;
- Logging and assigning the enquiry/complaint to the appropriate person;
- Investigation of the enquiry/complaint as follows:
    - Where the AWMF is identified as the probable source the AWMF Environmental officer undertakes assessment and provides updates to the customer.

- Where the neighbouring Organics facility is identified as the probable source the waste administration team forward the enquiry/complaint to Remondis for action.
- Where neither facility is identified as the probable source the enquiry/complaint is forwarded to the 'Environmental Regulation and Compliance Department'.

All complaints made to the LMCC or any employee or agent of LMCC in relation to pollution arising from the AWMF are retained by LMCC for at least 4 years after the complaint was made. The records shall be made available to any authorised officer of the EPA who asks to see them. These records shall include:

a. the date and time of the complaint;

b. the method by which the complaint was made;

c. any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect;

d. the nature of the complaint;

e. the action taken by AWMF in relation to the complaint, including any follow-up contact with the complainant; and

f. if no action was taken by AWMF staff, the reasons why no action was taken.

LMCC operates (during its operating hours), a telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant, unless otherwise specified in the Facility's licence. This is the general inquiries LMCC number - **(02) 4921 0333,** which has been made publicly available at https://www.lakemac.com.au/Venues/Awaba-Waste-Management-Facility

4 Monitoring, Review and Reporting

Due to the distance to the nearest sensitive noise receivers, it is not anticipated that operational noise from the facility will lead to adverse impacts. As such, regular acoustic monitoring is not considered to be warranted, with the exception of the following:

a) In response to operational noise complaints.

b) Following validated operational noise complaints, given the ONV indicates ongoing compliance of the AWMF with criteria described within Condition of Approval 27 and EPL L4.1 respectively.

c) Validation monitoring in accordance with Condition of Approval 28 (Appendix A).

All records shall be:

- Developed in a legible form, or in a form that can readily be reduced to a legible form;
- Kept for at least 4 years after the monitoring or event to which they relate took place; and
- Produced in a legible form to any authorised officer of the EPA who asks to see them.

4.1 Regulatory Notification

4.1.1 Department of Planning, Housing and Infrastructure

AWMF staff shall notify the Planning Secretary and any other relevant agencies of any incident associated with the AWMF operations as soon as practicable after AWMF staff becomes aware of an incident.

Within 7 days of the date of the incident, a detailed report on the incident shall be provided to the Planning Secretary (via the email address compliance@planning.nsw.gov.au), and any other relevant agencies.

4.1.2 Environment Protection Authority

Notification of environmental harm

LMCC or its employees/contractors will notify all relevant authorities of incidents causing or threatening material harm to the environment immediately after becoming aware of the incident.

Notifications to the EPA will be made by telephoning the Environment Line service on 131 555.

LMCC will provide written details of the notification to the EPA within 7 days of the date on which the incident occurred.

Appendix A
Awaba Waste Management Facility Operational Noise Validation (GHD, 2021)