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Mr Brad Begley
Property Manager
Dicker Data Ltd
230 Captain Cook Drive
KURNELL NSW 2231

Dear Mr Begley

**Dicker Data Warehouse and Distribution Centre
Approval of the Community Consultation and Complaints Handling Management Plan
(SSD 8662)**

I refer to your letter dated 15 July 2019, seeking approval for the Community Consultation and Complaints Handling Management Plan as required by Condition C3 of Schedule 2 of SSD 8662.

The Department has reviewed the management plan and concludes the plan addresses the relevant condition. As such, the following plan is approved:

- Community Consultation and Complaints Handling Management Plan, prepared by Dicker Data Ltd, dated June 2019.

Should you have any queries in relation to this matter, please contact Ania Dorocinska, Senior Environmental Assessment Officer on the above contact details.

Yours sincerely

A handwritten signature in blue ink that reads 'C. Ritchie'.

Chris Ritchie
Director
Industry Assessments
as delegate of the Planning Secretary

19/7/19

Community Consultation & Complaints Handling

Management Plan

For the construction of: Warehouse & Office Facility

Development Consent Approval: SSD 8662

Location: 238 - 258 Captain Cook Drive Kurnell

Prepared for:

Dicker Data Ltd
230 Captain Cook Drive
Kurnell NSW 2132
June 2019

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Introduction

Purpose

This **Community Consultation and Complaints Management Plan (CCCMP)** describes how Dicker Data Ltd and its Principal Contractors will manage communication, enquires and complaints with, the community, registered Aboriginal Parties and other interested stakeholders, through the construction process of Dicker Data's new warehouse & office distribution centre.

This CCCMP has been prepared in accordance with the requirements of the Department of Planning & Environment NSW approval of our Significant State Development (SSD) Consent, SSD 8662 conditions B65, C1, C2 & C3 (f) following. The CCCMP to be submitted to the Planning Secretary for approval.

COMMUNITY ENGAGEMENT

B65. The Applicant must consult with the community regularly throughout the development, including consultation with the nearby sensitive receivers identified on Figure 8 in Appendix 2 of this Development Consent, relevant regulatory authorities, Registered Aboriginal Parties and other interested stakeholders.

PART C ENVIRONMENTAL MANAGEMENT, REPORTING AND AUDITING

ENVIRONMENTAL MANAGEMENT

Management Plan Requirements

- C1. Management plans required under this consent must be prepared in accordance with relevant guidelines, and include:
- (a) detailed baseline data;
 - (b) details of:
 - (i) the relevant statutory requirements (including any relevant approval, licence or lease conditions);
 - (ii) any relevant limits or performance measures and criteria; and
 - (iii) the specific performance indicators that are proposed to be used to judge the performance of, or guide the implementation of, the development or any management measures;
 - (c) a description of the measures to be implemented to comply with the relevant statutory requirements, limits, or performance measures and criteria;
 - (d) a program to monitor and report on the:
 - (i) impacts and environmental performance of the development; and
 - (ii) effectiveness of the management measures set out pursuant to paragraph (c) above;
 - (e) a contingency plan to manage any unpredicted impacts and their consequences and to ensure that ongoing impacts reduce to levels below relevant impact assessment criteria as quickly as possible;
 - (f) a program to investigate and implement ways to improve the environmental performance of the development over time;
 - (g) a protocol for managing and reporting any:
 - (i) incident and any non-compliance (specifically including any exceedance of the impact assessment criteria and performance criteria);
 - (ii) complaint;
 - (iii) failure to comply with statutory requirements; and
 - (h) a protocol for periodic review of the plan.

Note: the Planning Secretary may waive some of these requirements if they are unnecessary or unwarranted for particular management plans

CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN

- C2. The Applicant must prepare a Construction Environmental Management Plan (CEMP) in accordance with the requirements of condition C1 and to the satisfaction of the Planning Secretary.
- C3. As part of the CEMP required under Condition C2 of this consent, the Applicant must include the following:
- (a) Construction Traffic Management Plan (see Condition B1);
 - (b) Erosion and Sediment Control Plan (see Condition B16);
 - (c) Flood Emergency Response (see Condition B19);
 - (d) Groundwater Management Plan (see Condition B24);
 - (e) Aboriginal Cultural Heritage Management Plan (see Condition B45); and
 - (f) Community Consultation and Complaints Handling.

The CCCMP describes the methods used to facilitate communication between Dicker Data Ltd and its contractors, with the La Perouse Local Aboriginal Land Council, the community and key stakeholders within the area throughout the construction phase of the project.

Objectives of the CCCMP

Dicker Data Ltd and its Principal contractors communication objectives for the project are:

- implement best practice techniques
- ensure clear, timely and accurate information is appropriately provided to all stakeholders

- actively engage with all stakeholders as appropriate, at various stages of the project
- encourage stakeholders to provide important feedback
- ensure stakeholders understand how their feedback has been addressed
- minimise objections and complaints by stakeholders and members of the community and implement effective resolution measures.

This CCCMP has been developed with the above communication objectives in mind and Dicker Data Ltd, and its construction contractors will work closely together to ensure that the stakeholders are informed about the project and how it may impact them.

This CCCMP is an 'active document' and is subject to ongoing development, amendment and updating throughout the duration of the works and changes in community and stakeholders needs.

Project Details

The Project involves the Construction of a new Warehouse and Distribution Centre with Associated Office, Car Parking and Acceleration Lane.

Location

The site is located within an industrial area approximately 1.5km south of the Kurnell town centre. The address is 238-258 Captain Cook Drive, Kurnell, legally identified as Lot 2 in DP 1088703 and Lot 1 DP 225973, previously known as Abbotts Pharmaceuticals site.

Background

Abbott Pharmaceuticals ceased operations in 2003 and the site was used predominantly for administrative purposes. From 2012 to 2015 the site was used by various private companies for warehousing, fibreglass products manufacturing and an earthmoving equipment and materials storage yard.

Project Program

The expected duration for construction of the project will take over 1.5 years, with a targeted completion for the end of 2020.

Staging

The Project will be delivered in three stages, with stage 2 & 3 running concurrently.

The Stages are:

1. Early Works
2. Construction works
3. Acceleration Lane works

Construction Activities

The Project works will involve the following activities:

Early Works consisting of surveys, sediment control, vegetation works, earthworks & remediation works all in accordance with approved management plans (Arboricultural Impact Assessment Report, Biodiversity Management Plan, Remediation Action Plan, Asbestos Management Plan, & the Stormwater Management Plan

Construction Works consisting of concrete slabs on ground, erecting steel structure, standing concrete wall panels, installation of roofing, suspended concrete slab works, glass façade works, driveway & internal roadworks, car park works and landscaping works.

Acceleration Lane Works consisting of new roadworks and the installation of 2 bus stops each side of Captain Cook Drive with associated pedestrian refuges adjacent to the site. It also may require the relocation of Utilities and Services.

Communication Engagement Methods

Communication Approach

The objective of communication during the construction of the project, is to ensure that all stakeholders, particularly those directly impacted, are informed about construction activities and that measures are in place to minimise the impact on stakeholders and construction activities. To provide accurate and current information essential to all stakeholder's expectations.

Communication Guidelines

To ensure the effective communications with nearby sensitive receivers (refer to image below), Dicker Data Ltd and its principal contractors, will engage with the respective stakeholders through the following methods:

- by letter box drop to communication information throughout the project
- provide site entrance signage with contact details
 - Name of person in charge of the works on site
 - 24-hour telephone number
 - Postal address
 - Name of principal contractor
 - Unauthorised Entry Prohibition
- establish communication lines of interested parties and provide regular communication and updates made on an on-going basis
- if disruption of existing services is required due to construction activity, all stakeholders will be given advance notice by letter box drop, detailing the works, duration and mitigation measures for service arrangements
- the communication process will be evaluated and amended on a regular basis to meet changing conditions of the project construction and the needs of the stakeholders

A 'no surprise' approach is the aim throughout construction process

Nearby Sensitive Receivers

Nearby Sensitive Receivers are individuals, groups or businesses who live, work or operate in the Kurnell area (stakeholders) who can potentially be impacted by the construction works. The image below identifies the Nearby Sensitive Receivers and was copied from Development Consent SSD 8662

APPENDIX 2 NEARBY SENSITIVE RECEIVERS

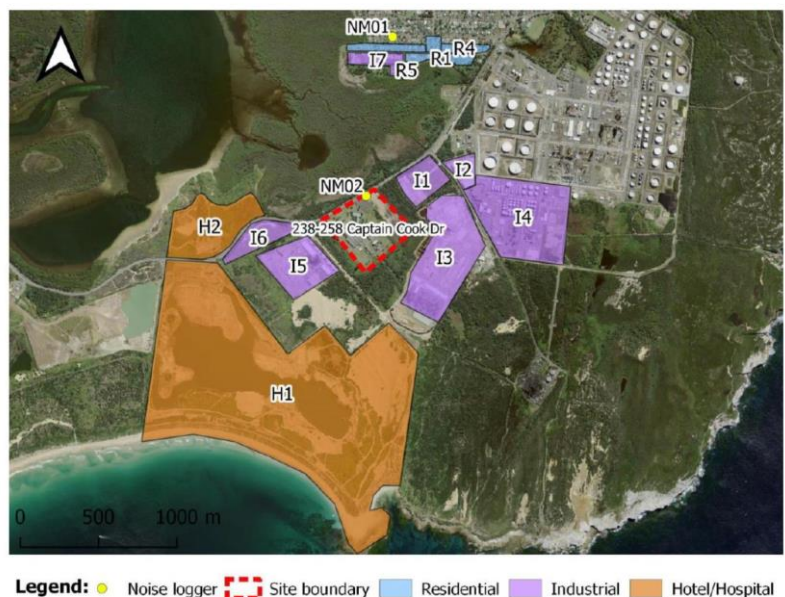


Figure 8: Nearby Sensitive Receivers

Communication Phone Line

A 24-hour telephone number will be displayed at the site entrance to provide a Communication Line where comments, concerns and complaints can be made by stakeholders and the public. All calls received to the communication line will be logged, tracked and responded to in a timely manner.

Complaints Register

A complaints register has been established to record information and details of the concerning issues from the stakeholders for the purposes of developing a strategy to rectify / resolve in a timely manner.

Receiving Complaints

When receiving a complaint, the following information is to be recorded in the Community Complaints Register spreadsheet on the following page. Should the person making the complaint wish to remain anonymous, the complaint will be registered under an 'Anonymous'

