



# **Western Sydney Airport**

**Community and Stakeholder Engagement Plan  
March 2024**



## Document Control

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| File Name                     | Document Name                                 | Revision |
|-------------------------------|---|----------|
| WSA00-WSA-00400-PM-PLN-000001 | WSA Community and Stakeholder Engagement Plan | 5D       |

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### Revision History

| Revision | Date       | Description   | Author | Reviewer               |
|----------|------------|---|--------|------------------------|
| 0        | 24/09/2018 | Approved for Early Earthworks   | WSA Co | N Ryan                 |
| 1.0      | 14/12/2018 | Revision update to include the Experience Centre and Site Office phase and Material Importation | WSA Co | N Ryan                 |
| 2.0      | 18/12/2019 | Approved for Bulk Earthworks  | WSA    | N Ryan                 |
| 3.0      | 26/10/2021 | Approved  | WSA    | J.Winters              |
| 4.0      | 20/7/2022  | Updated to include stakeholder and Commonwealth comments. Approved for Use                      | WSA    | K Hannouch<br>T Salmon |
| 5D       | 28/03/2024 | Updated to include Stage 1 Cargo Works, Standalone Facilities and Testing and Commissioning     | WSA    | K Hannouch<br>C Payne  |

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### Plan Authorisation

| Position   | Name            | Signature | Date       |
|--|-----------------|-----------|------------|
| General Manager Community Engagement & Social Impact | Katy Hannouch   |           | 28/03/2024 |
| General Manager External Affairs                     | Catherine Payne |           | 28/03/2024 |

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## Terms and Definitions

| Item                               | Definition   |
|------------------------------------|--|
| <b>ABC</b>                         | Airport Building Controller  |
| <b>ABC Regulations</b>             | <i>Airports (Building Control) Regulations 1996 (Cth)</i>  |
| <b>ACP</b>                         | Airside Civil and Pavements  |
| <b>AEO</b>                         | Airport Environment Officer (person appointed under the AEPR 2.01)   |
| <b>AEPR</b>                        | <i>Airports (Environment Protection) Regulations 1997 (Cth)</i>  |
| <b>AHD</b>                         | Australian Height Datum  |
| <b>Airport</b>                     | Western Sydney International (Nancy-Bird Walton) Airport (WSI).<br>NB: The Airport is referred to in the Airports Act as Sydney West Airport and is also commonly known as Western Sydney Airport  |
| <b>Airport Lease</b>               | A lease for the Airport granted under section 13 of the Airports Act   |
| <b>Airport Plan</b>                | Means the Airport Plan for the Airport Site as determined by the Infrastructure Minister under section 96B of the Airports Act. The latest Airport Plan was determined in September 2021 and authorises Rail Development on the Airport Site.  |
| <b>Airport Site</b>                | The site for Sydney West Airport as defined by the Airports Act  |
| <b>Airports Act (or 'the Act')</b> | <i>Airports Act 1996 (Cth)</i>   |
| <b>ALC</b>                         | Airport Lessee Company (the Company granted a lease over the Airport Site)   |
| <b>Ancillary Development</b>       | An 'ancillary development' as set out in section 96L of the Airports Act   |
| <b>Approved Plan</b>               | A Plan approved in accordance with the Airport Plan Conditions of Approval   |
| <b>Approver</b>                    | For Condition 30 of the Airport Plan (Biodiversity Offset Delivery Plan) and any matter relating to the Biodiversity Offset Delivery Plan – the Environment Minister or an SES employee in the Environment Department<br>For other matters – the Infrastructure Minister or an SES employee in the Infrastructure Department |
| <b>Apron</b>                       | The part of an airport used for: <ul style="list-style-type: none"> <li>a. the purposes of enabling passengers to embark/disembark an aircraft;</li> <li>b. loading cargo onto, or unloading cargo from, aircraft; and/or</li> <li>c. refuelling, parking or carrying out maintenance on aircraft</li> </ul>                 |
| <b>ARFFS</b>                       | Aviation Rescue and Firefighting Service   |
| <b>AS/NZS</b>                      | Australian Standard / New Zealand Standard   |
| <b>Associated Site</b>             | An 'associated site for Sydney West Airport' as set out in section 96L of the Airports Act   |
| <b>AsA</b>                         | Air Services Australia   |
| <b>ATC</b>                         | Air Traffic Control  |
| <b>ATCT</b>                        | Air Traffic Control Tower  |
| <b>BEC</b>                         | Bulk Earthworks Contract   |
| <b>Bulk Earthworks</b>             | The large-scale earthworks required to flatten the Stage 1 Airport Development Area in preparation for further construction works as described in section 6 of the Construction Plan   |
| <b>CASA</b>                        | Civil Aviation Safety Authority  |
| <b>CASR</b>                        | <i>Civil Aviation Safety Regulations 1998 (Cth)</i>  |
| <b>CEMF</b>                        | Contractor Environmental Management Framework  |
| <b>CEMP</b>                        | Construction Environmental Management Plan (required under Section 3.11.2 of the Airport Plan)   |

| Item  | Definition  |
|---|---|
| <b>CIP</b>                                  | Cumulative Impacts Plan   |
| <b>CIZ</b>                                  | Construction Impact Zone. The part or parts of the Airport Site or an Associated Site on which Main Construction Works are planned to occur, as detailed in the Construction Plan   |
| <b>Condition</b>                            | A condition set out in Part 3 of the Airport Plan in accordance with section 96C of the Airports Act  |
| <b>Construction Period</b>                  | The period from the date of commencement of Main Construction Works in any part of the Airport Site until the date of commencement of Airport Operations  |
| <b>CSEP</b>                                 | Community and Stakeholder Engagement Plan (required under Condition 15 in Section 3.11.2 of the Airport Plan)   |
| <b>CSR</b>                                  | Combined Services Route   |
| <b>D&amp;C</b>                              | Design and Construct  |
| <b>DAWE</b>                                 | Department of Agriculture, Water and the Environment (Cth)  |
| <b>DCCEEW</b>                               | Department of Climate Change, Energy, the Environment and Water (formerly part of DPE)  |
| <b>DCJ</b>                                  | Department of Communities and Justice   |
| <b>DCS</b>                                  | Department of Customer Service  |
| <b>DFSI</b>                                 | Department of Finance, Services and Innovation (Cth)  |
| <b>DIPNR</b>                                | NSW Department of Infrastructure, Planning and Natural Resources (now DPIE)   |
| <b>DITRDCA</b>                              | Department of Infrastructure, Transport Regional Development, Communications and the Arts (Infrastructure Department) (Cth)   |
| <b>DPC</b>                                  | NSW Department of Premier and Cabinet   |
| <b>DPE</b>                                  | NSW Department of Planning and Environment (formerly DPE)   |
| <b>DPHI</b>                                 | Department of Planning Housing and Infrastructure (formerly part of DPE)  |
| <b>DPI</b>                                  | Department of Primary Industries (including Agriculture NSW, Fisheries NSW and NSW Office of Water) (now DPIE)  |
| <b>ECM</b>                                  | Environmental Control Map   |
| <b>Ecologically Sustainable Development</b> | Using, conserving and enhancing the community's resources so that the ecological processes on which life depends are maintained and the total quality of life now and in the future, can be increased (Council of Australian Governments, 1992) |
| <b>ECZ</b>                                  | Environmental Conservation Zone   |
| <b>EES</b>                                  | The Environment, Energy and Science (EES) group within the NSW DPE, formerly known as Office of Environment and Heritage  |
| <b>EEW</b>                                  | Early Earthworks  |
| <b>EIS</b>                                  | Environmental Impact Statement prepared for WSI under the EPBC Act  |
| <b>EMS</b>                                  | Environmental Management System   |
| <b>Environment Minister</b>                 | The Minister responsible for the EPBC Act   |
| <b>EP&amp;A Act</b>                         | <i>Environmental Planning and Assessment Act 1979</i> (NSW)   |
| <b>EPA</b>                                  | NSW Environment Protection Authority  |
| <b>EPBC Act</b>                             | <i>Environment Protection and Biodiversity Conservation Act 1999</i> (Cth)  |
| <b>ESA</b>                                  | Environmentally Sensitive Area  |
| <b>ESCP</b>                                 | Erosion and Sediment Control Plan   |
| <b>ETC</b>                                  | Enterprise Technology Contract  |
| <b>EWMS</b>                                 | Environmental Work Method Statement   |
| <b>FASL</b>                                 | Final Airport Site Layout   |

| Item                                 | Definition  |
|--------------------------------------|---|
| <b>GSE</b>                           | Ground Support Equipment  |
| <b>Ha</b>                            | Hectares  |
| <b>Infrastructure Department</b>     | The Department responsible for administering the Airports Act, currently the Australian Government Department of Infrastructure, Transport Regional Development, Communications and the Arts (DITRDCA)  |
| <b>Infrastructure Minister</b>       | The Minister responsible for the Airports Act from time to time   |
| <b>ISO 14001</b>                     | AS/NZS ISO 14001:2016 Environmental Management Systems  |
| <b>Km</b>                            | Kilometres  |
| <b>LCB</b>                           | Landside Civil and Buildings  |
| <b>LDP</b>                           | Land Disturbance Permit   |
| <b>LEP</b>                           | Local Environmental Plan  |
| <b>M12 on Airport Works</b>          | The physical works and infrastructure, including temporary works and infrastructure which the M12 Authority, its contractors and nominees plan, investigate, design, construct, install, commission, test, accept, complete, maintain, operate or repair within the Airport Site  |
| <b>Main Construction Works (MWC)</b> | Substantial physical works on a particular part of the Airport Site (including large scale vegetation clearance, bulk earthworks and the carrying out of other physical works, and the erection of buildings and structures) described in Part 3 of the Airport Plan, other than TransGrid Relocation Works or Preparatory Activities   |
| <b>MI</b>                            | Material Importation  |
| <b>MTIP</b>                          | Major Transport and Infrastructure Projects (Cth) - a Division of DITRDCA   |
| <b>Non-conformance</b>               | Failure to conform to the requirements of the Airport Plan including Approved Plans   |
| <b>NSWRA</b>                         | NSW Reconstruction Authority  |
| <b>POEO Act</b>                      | <i>Protection of the Environment Operations Act 1997</i> (NSW)  |
| <b>Preparatory Activities</b>        | <ul style="list-style-type: none"> <li>a. day to day site and property management activities;</li> <li>b. site investigations, surveys (including dilapidation surveys), monitoring, and related works (e.g. geotechnical or other investigative drilling, excavation, or salvage);</li> <li>c. establishing construction work sites, site offices, plant and equipment, and related site mobilisation activities (including access points, access tracks and other minor access works, and safety and security measures such as fencing but excluding bulk earthworks);</li> <li>d. enabling preparatory activities such as: <ul style="list-style-type: none"> <li>i. demolition or relocation of existing structures (including buildings, services, utilities and roads);</li> <li>ii. the disinterment of human remains located in grave sites identified in the European and other heritage technical report in volume 4 of the EIS; and</li> <li>iii. application of environmental impact mitigation measures; and</li> </ul> </li> <li>e. any other activities which an Approver determines are Preparatory Activities for this definition</li> </ul> |
| <b>RAP</b>                           | Remediation Action Plan   |
| <b>SEMF</b>                          | Site Environmental Management Framework (Construction Plan, Appendix 2)   |
| <b>SEPP</b>                          | State Environmental Planning Policy   |
| <b>SES</b>                           | Senior Executive Service  |
| <b>SES Officer</b>                   | An SES employee under the <i>Public Service Act 1999</i> (Cth)  |
| <b>Stage 1 Airport Development</b>   | The Airport development described in Part 3 of the Airport Plan   |
| <b>Stage 1 Cargo Works</b>           | The physical things and works which the Stage 1 Cargo Works Contractor will design, supply, construct, install, produce, or complete for WSA  |

| Item                         | Definition   |
|------------------------------|--|
| <b>Standalone Facilities</b> | The physical things and works which include Commonwealth standalone facilities which Contractors will design, supply, construct, install, produce or complete for WSA and any other associated works required by agencies or for the Stage 1 Airport Development |
| <b>Sustainability Plan</b>   | Plan required by Condition 29, Section 3.11.5 of the Airport Plan  |
| <b>Sydney West Airport</b>   | The Airport. NB: this is the name used in the Act. The Airport is known as Western Sydney International (Nancy-Bird Walton) Airport, or, more commonly, Western Sydney International   |
| <b>TfNSW</b>                 | Transport for New South Wales  |
| <b>the Project</b>           | Western Sydney Airport – Stage 1 Airport Development   |
| <b>TSS</b>                   | Terminal and Specialty Services  |
| <b>WSA</b>                   | WSA Co Limited (ACN 618 989 272), the entity responsible for constructing and operating the Airport in accordance with the Airport Plan.<br>For the purposes of the Airports Act, WSA is the “Airport Lessee Company” for WSI.                                   |
| <b>WSI</b>                   | Western Sydney International (Nancy Bird Walton) Airport. The Airport. NB: Under the Airports Act, the Airport is referred to as Sydney West Airport   |

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# 1 Introduction

## 1.1 Background/Context

In April 2014 the Australian Government announced that the Commonwealth-owned land at south-western Sydney will be the site for Sydney's new Airport. The Airport Site was selected following extensive studies completed over several decades.

In December 2016 pursuant to the Commonwealth *Airports Act 1996* (Airports Act), the Infrastructure Minister determined the Airport Plan, which sets the environmental and planning authorisation for the Stage 1 Airport Development. Part 3 of the Airport Plan outlines the conditions for the design, construction and operation of the Stage 1 Airport Development that must be complied with, regardless of who is delivering the works. These include strict environmental standards and mitigation measures identified in the Environmental Impact Statement (EIS).

The EIS was prepared in accordance with the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) and was finalised in September 2016, following a public exhibition period during which almost 5,000 submissions were received. The EIS considered potential environmental impacts during construction and operation of the Stage 1 Airport Development. In determining the Airport Plan the Infrastructure Minister adopted environmental conditions proposed by the Environment Minister, taking into account the EIS.

In May 2017, the Government announced that it would establish WSA Co (now trading as Western Sydney Airport) to develop and operate the airport. WSA is responsible for constructing and operating Western Sydney International (Nancy-Bird Walton) Airport (WSI) in accordance with the Airport Plan.

WSI is expected to be developed in stages to match demand and include planning for services and amenities that are easily expandable over time, providing scalable capacity for aircraft, passengers, cargo and vehicle movements.

The Stage 1 Airport Development includes major site preparation, removal and relocation of infrastructure, and earthworks to prepare the Airport Site. The Stage 1 Airport Development includes the construction of a single 3.7-kilometre runway located in the north-western portion of the site, a terminal and other support facilities to provide an operational anticipated capacity of approximately 10 million regional, domestic and international passengers per year, as well as freight traffic.

The scope of works for the Stage 1 Airport Development is defined in the Airport Plan and includes the investigation, design, construction and commissioning of:

- Bulk earthworks to move and redistribute 26 million cubic metres of material on the Airport Site;
- A single 3.7-kilometre runway;
- Aprons, taxiways and other airside pavements;
- A multi-user terminal;
- Commercial and Commonwealth Development Phase including a Cargo facility;
- Appropriate airport and aviation support facilities;
- Experience Centre and Site Office;
- Drainage and utilities infrastructure; and
- Car parking, on-site roads and other appropriate landside facilities.

## 1.2 Document Context and Scope

This WSA Community and Stakeholder Engagement Plan (CSEP) (this Plan) has been prepared to satisfy the requirements of the CSEP set out in the Conditions for the Stage 1 Airport Development of WSI detailed in Section 3.11.2 of the Airport Plan. Specifically, Section 3.11.2, Condition 15(1) of the Airport Plan requires that the CSEP be approved under the Airport Plan prior to the commencement of Main Construction Works.

This CSEP provides the overarching management approach and requirements for engaging with the community and stakeholders during construction of the Stage 1 Airport Development. The CSEP functions as part of an integrated management system that includes nine Construction Environmental Management Plans (CEMPs) which are collectively covered by the WSA Site Environmental Management Framework (SEMF). To ensure the

environmental resources, responsibilities and management measures are implemented during the construction activities, the SEMF is contained within the Construction Plan (included as Appendix 2). As environmental management is of significant interest to the community and other stakeholders, the content of each of these CEMPs is highly relevant to this CSEP.

**Table 1** highlights relationships and linkages of this CSEP with other CEMPs and management plans, including key cross-referencing to Airport Plan and EIS requirements.

**Table 1: CSEP Relationship with other CEMP Documentation**

| CEMP or Plan                 | Airport Plan Condition (3.11.2) | EIS Chapter 28 Table: Management area | EIS Chapter 28 Table: Mitigation measures |
|------------------------------|---------------------------------|---------------------------------------|---|
| Aboriginal Cultural Heritage | 11                              | 28-12                                 | 28-13                                     |
| Air Quality                  | 10                              | 28-10                                 | 28-11                                     |
| Biodiversity                 | 7                               | 28-04                                 | 28-05                                     |
| <b>CSEP (this Plan)</b>      | <b>15</b>                       | <b>28-20</b>                          | <b>28-21</b>                              |
| European and other Heritage  | 12                              | 28-14                                 | 28-15                                     |
| Noise and Vibration          | 6                               | 28-02                                 | 28-03                                     |
| Soil and Water               | 8                               | 28-06                                 | 28-07                                     |
| Sustainability               | 29                              | 28-37                                 | 28-38                                     |
| Traffic and Access           | 9                               | 28-08                                 | 28-09                                     |
| Visual and Landscape         | 14                              | 28-18                                 | 28-19                                     |
| Waste and Resources          | 13                              | 28-16                                 | 28-17                                     |

\*All CEMPs are of moderate to high relevance to this CSEP

Further detail of key functions facilitated by this CSEP in relation to the CEMPs is provided in **Table 2**.

**Table 2: CSEP key functions in relation to CEMPs**

| CEMP or other Plan       | CEMP operational control element         | Key CSEP Function   |
|--------------------------|--|---|
| Noise and Vibration CEMP | Communications and Complaints Management | Provides for the development and maintenance of a complaint log and includes specific measures for how complaints are recorded and managed.   |
|                          | Environmental Control Measures           | Describes procedures for notifying residents of construction activities likely to affect their amenity including noise, dust, traffic and vibration.  |
|                          |  |   |
| European Heritage CEMP   | Communications and Complaints Management | This CSEP is to be read in conjunction with the European Heritage CEMP.<br>Describes the processes for managing complaints, stakeholder engagement and emerging environmental management issues as they arise.    |
| Waste and Resources CEMP | Communications and Complaints Management | Provides notification for delivery of resources to site, notification of waste generation, eg vegetation clearing.<br>Consultation requirements for the development of illegal waste dumping prevention strategy. |
| Biodiversity CEMP        | Communications and Complaints Management | Provides for the development of a complaints log and includes specific measures for how complaints are recorded and managed.  |
| Soil and Water CEMP      | Communications and Complaints Management | Provides for the development and maintenance of a complaints log and includes specific measures for how complaints are recorded and managed.  |

| CEMP or other Plan   | CEMP operational control element   | Key CSEP Function  |
|--|--|--|
| Traffic and Access CEMP  | Communications and Complaints Management                                       | Maintaining communications with potentially affected local residents, visitors and businesses to minimise disruption.  |
|  | Environmental Control Measures   | Effective and timely communication of traffic management measures to the local community.  |
|  | Communications and Complaints Management                                       | The process for managing complaints, stakeholder engagement, and emerging traffic management issues as they arise.   |
|  | Communications and Complaints Management                                       | Provides for the development of a complaints log and includes specific measures for how complaints are recorded and managed.   |
|  | Environmental Control Measures   | Community Awareness. A community awareness program on overall traffic issues approved and implemented prior to Main Construction Works.  |
| Air Quality CEMP   | Environmental Control Measures   | Minimising the risk of dust or odour nuisance impacts on neighbouring residents, schools and businesses.   |
|  | Communications and Complaints Management                                       | Provides for the development and maintenance of a complaints log and includes specific measures for how complaints are recorded and managed.   |
| Aboriginal Cultural Heritage CEMP  | Communications and Complaints Management<br><br>Environmental Control Measures | This CSEP is to be read in conjunction with the WSA Reconciliation Action Plan, which is part of the Aboriginal Cultural Heritage Management Program for the Western Sydney Airport. Research and plans implemented under this program include: <ul style="list-style-type: none"> <li>• Management of topsoil containing relatively high Aboriginal artefact density.</li> <li>• Aboriginal Archaeological Survey and Salvage Program.</li> <li>• Aboriginal cultural heritage site induction process.</li> <li>• Evaluation of ISSP fieldwork allocation to Aboriginal stakeholders and field composition.</li> <li>• Aboriginal Cultural Heritage Oral History Plan.</li> <li>• Aboriginal stakeholder consultation and engagement plan.</li> <li>• Aboriginal Cultural Heritage Keeping Place (the Commonwealth is responsible for consultation and engagement in relation to an Aboriginal cultural heritage Keeping Place).</li> </ul> |
| Visual and Landscape CEMP  | Communications and Complaints Management                                       | Provides for the development of a complaints log and includes specific measures for how complaints are recorded and managed.   |
|  | Environmental inspection, Auditing and Monitoring                              | Monitoring for visual and landscape impacts will occur as part of the monitoring requirements associated with the complaints process outlined in the CSEP.   |
| <b>Monitoring will be undertaken throughout the construction period to ensure compliance with the complaints process outlined in the CSEP.</b> |  |  |

### 1.3 Document Purpose

The purpose of this Plan is to provide the foundation for community and stakeholder engagement in accordance with best practice during the construction phase of the Stage 1 Airport Development, building on the engagement undertaken as part of the EIS.

It provides the overall framework for stakeholder and community activities and aims to ensure stakeholder management is proactive and positive, and disruption to the community is mitigated or minimised throughout all operations associated with the construction of WSI.

The CSEP is the overarching Plan that guides individual strategies and communication sub-plans that will be developed by the contractor/s in partnership with WSA and implemented by WSA's community engagement team embedded in the Contractor. Such sub-plans will include events and activities such as:

- Targeted work notifications and consultations eg on issues such as noise and vibration, dust mitigation measures, night works, vegetation management and noisy works, etc.
- Operational elements likely to have a high impact on residents or businesses either temporarily or permanently e.g. out-of-hours works, environmental issues, local roads and traffic changes, etc.
- Any other activities that are identified as being potentially high impact or of interest to residents, stakeholders, media and customers eg significant milestones, Aboriginal Cultural Heritage finds, milestone events etc.

This Plan details the management requirements that must be satisfied to demonstrate compliance with the conditions of approval as set out in Condition 15 of Section 3.11.2 of the Airport Plan for the construction of Stage 1 Airport Development.

In summary, this Plan sets out to achieve the following:

- Provision of details for the engagement activities to be implemented, including timing and responsibilities;
- Ensuring the commitments of the Conditions of Approval (as set out in the Airport Plan) are met and satisfied by both WSA and Contractors;
- Provision of process for management of community and stakeholder input during Main Construction Works;
- Provision of a process to be implemented for the management of complaints, for stakeholder engagement, and for the management of emerging environmental issues as they arise; and
- Provision of a system including procedures, plans and documentation for implementation by WSA personnel and Contractors to enable project completion in accordance with objectives for community and stakeholder engagement.

## **1.4 Certification and Approval**

This CSEP has been reviewed and approved for issue by the WSA Chief Corporate Affairs Officer prior to submission to the Commonwealth Department of Infrastructure, Transport, Regional Development, Communications and the Arts (Infrastructure Department) for approval as per EIS requirement 28-20 and 28-21 (refer Table 8).

## **1.5 Distribution**

All WSA personnel and contractors will have access to this CSEP via the project document control management system. An electronic copy can be found on the project website <https://westernsydney.com.au>.

This document is uncontrolled when printed. One controlled hard copy will be maintained by the Quality Manager at the project office.

# **2 Scope of Works**

The Construction Plan details the construction staging of the Stage 1 Airport Development.

The delivery of the Stage 1 Airport Development will be through a packaging strategy with a wide variety of package sizes, risk profiles and contracting entities. Each package (scope of work allocated to one contractor) will have different levels of environmental risk and environmental obligations, depending on the scope of works, location of works and sensitivity of the receiving environment and cultural heritage issues and relevant statutory requirements and obligations.

Stage 1 Airport Development of the Project comprises the following key features as described in the Construction Plan (which is consistent with the Airport Plan and EIS Chapter 5):

- Site preparation
- Utilities
- Ancillary developments
- Terminal
- Airside
- Ground transport
- Other building activities
- Aviation support facilities

Details of the Project construction packages, activities, staging and programming including the phases of works for each package are described in Section 6 of the Construction Plan (WSA00-WSA-00000-CN-PLN-000001) as required by the Airport Plan Condition 1(5).

This Plan applies to all phases of works as described in Section 3 and Section 6 of the Construction Plan.

A variation to this Plan will be submitted before work other than preparatory activities is undertaken on any other phases of the Project.

## 3 Objectives and Performance Criteria

### 3.1 Objectives

The key management objectives of this CSEP are to:

- maximise local and regional community awareness of construction activities;
- maintain positive relations with the local community;
- respond quickly and effectively to community enquiries and complaints;
- coordinate communication and stakeholder engagement activities across all CEMPs;
- maximise the benefits and minimise the adverse impacts of construction activities through engagement with government agencies at the local, state and national levels; and
- Ensure the proposed airport makes a positive contribution to the changing identity and character of Western Sydney.

### 3.2 Performance Criteria

Performance criteria include:

- Compliance with this CESP as well as stakeholder and community engagement measures outlined in approved CEMPs;
- Information regarding construction activities is regularly provided to affected groups and the broader community in an acceptable and timely manner;
- All complaints are investigated within acceptable timeframes; and
- Participation in forums established by government agencies at the local, state and national level to assist in the coordination of planning activities, policies and programs across the Western Sydney region.

Strategies that will be implemented via this CSEP to facilitate these objectives are summarised in **Table 3**.

**Table 3: CSEP Objectives and Performance Criteria**

| Objective  | Performance Criteria   | Document reference   |
|--|--|--|
| Maximise local and regional community awareness of construction activities | <ul style="list-style-type: none"> <li>• Establish a professional and experienced community engagement team.</li> <li>• Ensure that all members of the project team are informed about community engagement and how to respond.</li> <li>• Provide accurate and timely information about the project.</li> <li>• Provide information about the ways in which the community can obtain information about the project.</li> <li>• Communicate with directly-affected residents and businesses to ensure they have the opportunity to provide timely and meaningful input to developing mitigation measures for potential impacts.</li> </ul> | Section 7<br>Community and Stakeholder Engagement Approach |
| Maintain positive relations with the local community                       | <ul style="list-style-type: none"> <li>• Engage in an open, honest and inclusive manner.</li> <li>• Provide detailed briefings at key points on planned works and potential impacts and seek feedback from the relevant stakeholders.</li> <li>• Develop a close working relationship with local councils across the Western Parkland City through regular updates and meetings.</li> <li>• Use a wide range of tools to communicate with the broadest possible audience, particularly in relation to planned works and potential impacts.</li> </ul>  | Section 9<br>Implementation Elements                       |
| Respond quickly and effectively to community complaints                    | <ul style="list-style-type: none"> <li>• Promptly respond to enquiries and complaints.</li> </ul>  | Section 10<br>Complaints Management                        |

| Objective   | Performance Criteria  | Document reference                       |
|---|---|--|
| Coordinate communication and stakeholder engagement activities across all CEMPs   | <ul style="list-style-type: none"> <li>• Identify and manage emerging issues.</li> <li>• Ensure relevant stakeholders/community are informed in advance about planned works and potential impacts.</li> </ul>   | Section 8<br>Issues Management           |
| Maximise the benefits and minimise the adverse impacts of construction activities through engagement with government agencies at the local, state and national levels | <ul style="list-style-type: none"> <li>• Collaboration with all levels of Government through a range of channels including the Stakeholder Planning Forum, regular working groups and project management meetings to maximise opportunities to mitigate cumulative local disruptions and optimise outcomes.</li> </ul>  | Section 13<br>Roles and Responsibilities |
| Ensure the airport makes a positive contribution to the changing identity and character of Western Sydney   | <ul style="list-style-type: none"> <li>• Ensure outcomes of consultation are integrated into operational decisions.</li> <li>• Engage in an open, honest and inclusive manner.</li> <li>• Ensure all members of the project team are informed about community engagement and how to respond. Provide information about the ways in which the community can obtain information about the project.</li> </ul> | Section 14<br>Action Plan                |

## 4 Environmental Legal and other Requirements

Relevant environmental legislation and other requirements are identified below.

### 4.1 Relevant Legislation and Guidelines

WSI is being developed under the Airport Plan determined under the Commonwealth *Airports Act 1996*.

#### 4.1.1 Legislation

Relevant environmental legislation and regulations are summarised in **Table 4**. Further legislative details can be found in Section 3.2 of the SEMF and its Appendix L – Legal and other Requirements Register.

**Table 4: Principal Environmental Legislation and Relevance**

| Legislation or Regulation                                 | Relevance   | CSEP Compliance Provisions  |
|---|---|---|
| <b>Commonwealth</b>                                       |   |   |
| Airports Act 1996 (Airports Act)                          | The Act and AEPRs set out the framework for the regulation and management of activities at airports. This includes offences related to environmental harm, environmental management standards, monitoring and incident response requirements.<br><br>The Airport Plan prepared under the Act authorises the development of Stage 1 Airport Development and, in particular, details specific measures to be carried out for the purposes of preventing, controlling or reducing the environmental impact associated with the airport. Criminal offences may be applicable if these measures are not complied with. | This CSEP forms part of the overall WSA EMS which has as a target of full compliance with the Airport Plan. |
| Airport (Building Control) Regulations 1996               | Any conditions imposed on the ABC and ALC on their consents must be satisfied by the applicant. These conditions are additional to any requirements identified under the CEMP.  | This document.  |
| Airports (Environment Protection) Regulations 1997 (AEPR) | Imposes a general duty to prevent or minimise environmental pollution once an airport lease is granted. Promotes improved environmental management practices at airports. Includes provisions setting out definitions, acceptable limits and objectives for air quality, as well as monitoring and reporting requirements.  | Refer to commentary on Airports Act above.  |



#### 4.1.2 Guidelines and Standards

Guidelines and standards that are relevant to this Plan are summarised in **Table 5** below.

**Table 5: Relevant Guidelines and Standards**

| Guidelines and Standards   | Relevance to this Plan                                    |
|--|---|
| IAP2 Core Values of Public Participation (International Association for Public Participation 2007) – it is the intention of WSA to adopt Collaboration level participation guidelines under the IAP2 standards. This reflects WSA's commitment to working collaboratively with its stakeholders and providing ongoing opportunities to engage and participate in the development of the Airport. | Section 7 - Community and Stakeholder Engagement Approach |
| IAP2 Code of Ethics for Public Participation Practitioners (International Association for Public Participation 2007)   | Section 7 - Community and Stakeholder Engagement Approach |
| Western Sydney Aerotropolis Development Control Plan 2020 Phase 1  | Section 4.1.1 - Legislation                               |

### 4.2 Approvals and other Specifications

Approvals that are relevant to this Plan are summarised in **Table 6**.

**Table 6: Approvals Relevant to this Plan**

| Approvals   | Relevance to this Plan  |
|---|---|
| Western Sydney Airport Plan                           | Provides the Conditions of Approval relevant to community and stakeholder management during construction.   |
| Western Sydney Airport Environmental Impact Statement | The requirements of community and stakeholder management to be taken into account and addressed during the construction phase of the Stage 1 Airport Development. |

In addition to the above approvals, the following specifications are relevant to this plan:

- WSA Functional Specifications;
- WSA Sustainability Plan; and
- WSA Construction Plan, including the SEMF.

### 4.3 Airport Plan Conditions

Conditions relevant to community and stakeholder engagement during construction are provided in **Table 7**. Compliance with the Airport Plan conditions is a statutory requirement and as such, failure to comply may constitute a criminal offence liable to criminal prosecution under the relevant legislation.

**Table 7: Airport Plan Conditions Relevant to Community and Stakeholder Engagement**

| Condition No. | Condition  | Timing                           | Responsibility | Document Reference |
|---------------|--|----------------------------------|----------------|--------------------|
| 5.3           | In carrying out a Preparatory Activity, the Site Occupier must: (a) implement any plan approved in accordance with sub-condition (1) or (2), except to the extent that the plan is inconsistent with any subsequently approved CEMP or the approved Construction Plan; and (b) not act inconsistently with any approved CEMP or the approved Construction Plan | Prior to Main Construction Works | WSA            | SEMF               |

| Condition No. | Condition   | Timing                                     | Responsibility       | Document Reference   |
|---------------|---|--|----------------------|--|
| 15.1          | <p>The Site Occupier must not:</p> <p>(a) Commence Main Construction Works until a Community and Stakeholder Engagement Plan has been prepared and approved in accordance with this condition; or</p> <p>(b) Carry out any development described in Part 3 of the Airport Plan inconsistently with the approved Community and Stakeholder Engagement Plan.</p>  | Prior to Main Construction Works           | WSA                  | This CSEP  |
| 15.2          | <p>The Site Occupier must:</p> <p>(a) Prepare, and</p> <p>(b) Submit to an Approver for approval;</p> <p>a Community and Stakeholder Engagement Plan in relation to the carrying out of the developments described in Part 3 of the Airport Plan.</p>   | Prior to Main Construction Works           | WSA                  | This CSEP  |
| 15.3          | <p>The criteria for approval of the Community and Stakeholder Engagement Plan are that an Approver is satisfied that:</p> <ul style="list-style-type: none"> <li>• in preparing the Community and Stakeholder Engagement Plan, the Site Occupier has taken into account Table 28-20 in Chapter 28 of the EIS; and</li> <li>• the Community and Stakeholder Engagement Plan complies with Table 28-21 in Chapter 28 of the EIS and is otherwise appropriate.</li> </ul>  | Prior to Main Construction Works           | Approver             | Section 4.4 - EIS Requirements                                 |
| 35            | <p>An Approver must not approve a plan referred to in Chapter 28 of the EIS unless he or she is satisfied that the Plan Owner:</p> <p>(a) in preparing the plan, has consulted with any NSW Government agencies specified by the NSW Department of Premier and Cabinet; and</p> <p>(b) has provided:</p> <ul style="list-style-type: none"> <li>(i) the Approver; and</li> <li>(ii) each consulted agency;</li> <li>(iii) with an explanation of how any responses have been addressed</li> </ul>                 | Prior to Main Construction Works           | Approver and WSA     | Section 5 - Consultation                                       |
| 42            | <p>Cumulative Impacts Plan</p> <p>(1) The Rail Authority must not commence Rail Construction Works until a Cumulative Impacts Plan has been approved in accordance with this condition.</p> <p>(2) The ALC must:</p> <ul style="list-style-type: none"> <li>(a) prepare; and</li> <li>(b) submit to an approver for approval;</li> </ul> <p>a Cumulative Impacts Plan in relation to cumulative impacts arising from the concurrent construction of the Stage 1 Airport Development and the Rail Development.</p> | Prior to rail construction works occurring | WSA and the Approver | Cumulative Impacts Plan (Rail) - WSA00-WSA-00400-EN-PLN-000013 |

| Condition No. | Condition   | Timing | Responsibility | Document Reference |
|---------------|---|--------|----------------|--------------------|
|               | <p>(3) The criteria for approval of the Cumulative Impacts Plan are that an Approver is satisfied that the Cumulative Impacts Plan:</p> <ul style="list-style-type: none"> <li>(a) sets out: <ul style="list-style-type: none"> <li>(i) co-ordination and consultation requirements between the following stakeholders as relevant to manage the interface of projects under construction at the same time: the ALC, the Rail Authority, Transport for NSW, Western Parkland City Authority, Sydney Water, emergency service providers and utility providers;</li> <li>(ii) the responsibility for management of the impacts set out in the Cumulative Impacts Plan;</li> <li>(iii) the relevant environmental management framework relating to construction of the Stage 1 Airport Development and the Rail Development; and</li> <li>(iv) the process for proactively identifying and managing cumulative impacts;</li> </ul> </li> <li>(b) has been prepared in consultation with the Rail Authority; and</li> <li>(c) is otherwise appropriate.</li> </ul> <p>(4) Each of the Rail Authority and the ALC must not act inconsistently with the approved Cumulative Impacts Plan.</p> |        |                |                    |

## 4.4 EIS Requirements

The requirements of community and stakeholder engagement to be considered and addressed during the construction phase of the Stage 1 Airport Development are included in the EIS, specifically Table 28-20 and 28-21.

A summary of these requirements and how they have been addressed in this CSEP is presented in **Table 8**.

**Table 8: Summary of community and stakeholder engagement management requirements**

| EIS Reference | Topic                    | Summary  | CSEP Reference   |
|---------------|--------------------------|--|--|
| Table 28-20   | Implementation framework | The Community and Stakeholder Engagement Plan will be developed prior to commencement of Main Construction Works for the Stage 1 Airport development. The Community and Stakeholder Engagement Plan will collate measures to address community and stakeholder engagement issues including cross-references to CEMPs where they are relevant.<br>The Community and Stakeholder Engagement Plan will as a minimum:  | Section 9 - Implementation Elements  |
|               |                          | <ul style="list-style-type: none"> <li>Detail the management and mitigation measures to be implemented, including the measures and sub-plans in [EIS] Table 28-21.</li> </ul>  | Section 9 - Implementation Elements  |
|               |                          | <ul style="list-style-type: none"> <li>Describe the process for managing complaints, stakeholder engagement, and emerging issues as they arise.</li> </ul>   | Section 10 - Complaints Management   |
|               |                          | <ul style="list-style-type: none"> <li>Specify the process for monitoring implementation, reporting, and auditing.</li> </ul>  | Section 13 – Internal Communications                                       |
|               |                          | <ul style="list-style-type: none"> <li>Identify the party responsible for implementing the Community and Stakeholder Engagement Plan.</li> </ul>   | Section 14 – Roles and Responsibilities                                    |
| Table 28-20   | Monitoring               | Specific monitoring requirements will be developed in specific plans and procedures outlined in [EIS] Table 28–21.   | Section 4.3.1 - Environmental Impact Statement requirements                |
| Table 28-20   | Auditing and reporting   | An annual report will be prepared and submitted to the Secretary of the Department of Infrastructure, Regional Development and Cities in relation to compliance with the Community and Stakeholder Engagement Plan for the period until the airport commences operations.  | Section 13.4 - Reporting   |
| Table 28-20   | Responsibility           | Responsibilities in relation to the Community and Stakeholder Engagement Plan include: <ul style="list-style-type: none"> <li>the Community and Stakeholder Engagement Plan will be submitted for approval to the Minister for Infrastructure or an SES Officer in the Department of Infrastructure, Regional Development and Cities; and</li> <li>the D&amp;C contractor responsible for implementing site specific environmental procedures and work method statements applicable to the proposed works in accordance with the requirements of the Community and Stakeholder Engagement Plan.</li> </ul> | Section 1.4 - Certification and Approval<br>Section 1.2 – Document Purpose |

| EIS Reference | Topic                                    | Summary   | CSEP Reference                      |
|---------------|--|---|-------------------------------------|
| Table 28-21   | Stakeholder engagement on social impacts | <p>Engagement will occur with a range of government agencies and organisations to inform their planning allocation of funding to programs that may be impacted by construction activities. This includes relevant government agencies, educational facilities, social organisations, emergency services, and peak bodies representing businesses and non-government organisations.</p> <p>This will include engagement on issues such as:</p> <ul style="list-style-type: none"> <li>• potential employment opportunities for local residents;</li> <li>• potential business opportunities for local business; and</li> </ul> <p>plans for development on the airport site and how this might impact on local and state government land use planning around the airport site.</p> | Section 9 – Implementation Elements |
| Table 28-21   | Process for complaints                   | <p>To enable members of the community to make a complaint, the following measures will be taken:</p> <ul style="list-style-type: none"> <li>• a project website will be established to provide the community with up-to-date information on construction activities;</li> </ul> <p>contact details for complaint lodgement will be made available through a range of communication mediums; and multiple channels will be established to allow for complaints to be made including a 1800 toll free number, email, and postal address.</p>  | Section 10 – Complaints Management  |
| Table 28-21   | Complaints response protocol             | <p>A complaints response protocol will be developed to ensure that complaints are adequately responded to within a reasonable amount of time. The protocol will ensure that:</p> <ul style="list-style-type: none"> <li>• complaints are acknowledged within 24 hours of receipt, whenever possible;</li> <li>• complaints are to be investigated in an appropriate manner and timeframe;</li> </ul> <p>any trends are identified so they can better inform corrective actions; and the complainant is informed about the outcomes of the investigation and any corrective action implemented.</p>  | Section 10 - Complaints Management  |
| Table 28-21   | Complaints register                      | <p>A complaints register will be established to record all complaints made about construction activities and their impacts. The complaints register will include the following information:</p> <ul style="list-style-type: none"> <li>• the nature of the complaint, including the event or activity which is the basis of the complaint;</li> <li>• the response provided to the complainant; and</li> <li>• any corrective action or further environmental measures taken.</li> </ul> <p>The complaints register will be made available to the Department as requested.</p>  | Section 10 - Complaints Management  |
| Table 28-21   | Government liaison                       | <p>To maximise the effectiveness of planning interventions, infrastructure projects and other policies and programs undertaken by NSW Government and local councils related to the proposed airport, liaison with state and local agencies will be undertaken throughout the development of the proposed airport.</p>   | Section 9 - Implementation Elements |

| EIS Reference | Topic                          | Summary  | CSEP Reference                           |
|---------------|--------------------------------|--|--|
|               |                                | <p>This will include:</p> <ul style="list-style-type: none"> <li>liaison with relevant state and local government agencies regarding future access arrangements from surrounding roads and the Sydney Metro-Western Sydney Airport train service;</li> <li>liaison with relevant state government agencies to identify opportunities for corridor protection for the provision of a future rail connection to the airport site; and</li> </ul> <p>liaison with relevant State and local government agencies to identify opportunities for protection of a corridor for future fuel pipeline.</p> |  |
| Table 28-21   | Local and inclusive employment | <p>To maximise local employment and business opportunities throughout construction and operation, the following measures will be implemented:</p> <ul style="list-style-type: none"> <li>an Australian Industry Participation Plan that includes consideration of local industry participation</li> </ul> <p>an equal opportunity policy that includes training and suitable employment opportunities for Indigenous people and people with disadvantages.</p>   | Section 11 – Industry Participation Plan |

## 5 Consultation

### 5.1 Consultation Requirements of this Plan

Airport Plan Condition 35 outlines the consultation requirements during the preparation of this CSEP and requires consultation with NSW Government agencies as specified by the NSW Department of Premier and Cabinet – The Cabinet Office

Consultation has been completed during the development of this CSEP and during the review and update of Revisions 0 and 1 in 2018, Revision 2 in 2019, Revision 3 in 2021, Revision 4 in 2022 and this Revision 5 in 2024. A summary of stakeholder consultation completed and used to inform the review and finalisation of Revision 5 is presented in **Table 9**.

Consultation will continue throughout the Project where there is a change to the CSEP. The outcomes of this consultation will be documented in subsequent revisions of the relevant CEMPs, with details of such consultation included in the applicable document.

### 5.2 Consultation to Inform Revision 5

This CSEP was prepared by the WSA Community and Engagement team, along with a scoping document outlining the works in the Construction Plan. These documents, and detail around potential modification of the CEMPs was provided to the stakeholders as required by the Airport Plan Conditions.

Details of the construction phases were described in the correspondence to provide context to stakeholders on the level of impact that would result from the next phase of construction activities. Upcoming Commercial and Commonwealth Development phase of construction captured in Revision 5 of the CEMPs includes a Cargo facility and standalone facilities. On 4 March 2024, stakeholders were provided with the draft Construction Plan, nine draft CEMPs and the CSEP to review and were invited to provide comment. A summary of the consultation is provided in **Table 9**.

**Table 9: CSEP Consultation Summary for Rev 5**

| Activity  | Date             | Invitees  | Summary   |
|---|------------------|---|---|
| <b>Consultation Summary</b>                               |                  |   |   |
| Briefing presentation (online) via Microsoft Teams        | 20 February 2024 | <ul style="list-style-type: none"> <li>Aboriginal Affairs NSW</li> <li>Aerotropolis Community Commissioner</li> <li>Department of Infrastructure, Transport, Regional Development, Communications and the Arts</li> <li>NSW Department of Climate Change, Energy, the Environment and Water</li> <li>Commonwealth Department of Climate Change, Energy, the Environment and Water</li> <li>NSW Department of Communities and Justice</li> <li>NSW Department of Customer Service (Building Commission, Fair Trading, SafeWork)</li> </ul> | Stakeholders who joined the meeting were taken through a presentation outlining updates to the Construction Plan, CEMPs and this plan (CSEP). |
| CEMPs provided to NSW Government stakeholders for comment | 4 March 2024     | <ul style="list-style-type: none"> <li>NSW Department of Planning, Housing and Infrastructure (Valuer General, Property, Western Parkland City Authority)</li> <li>NSW Health (Health Infrastructure, South Western Sydney and Nepean Blue Mountains Local Health Districts)</li> <li>NSW Reconstruction Authority</li> <li>NSW Rural Fire Service</li> <li>Liverpool City Council</li> <li>Penrith City Council</li> </ul>   |   |

| Activity | Date | Invitees  | Summary |
|----------|------|---|---------|
|          |      | <ul style="list-style-type: none"> <li>• Sydney Metro</li> <li>• Transport for NSW</li> <li>• The Cabinet Office (Part of NSW Department of Premier and Cabinet)</li> </ul> |         |

### 5.3 CEMP Consultation

Section 1.5 of each CEMP includes requirements from Condition 35 of the Airport Plan and provides a summary of the consultation undertaken in the preparation and amendment of the respective plans. Consultation with Aboriginal groups was undertaken with reference to *Ask First, A Guide to Respecting Indigenous Heritage Places and Values* (Australian Heritage Commission 2002) and was guided by the requirements set out in the document *Aboriginal Cultural Heritage Consultation Requirements for Proponents 2010* (Department for Planning, Industry and Environment 2010). This included the following stages:

- Stage 1 - Notification of the project proposal and identification and registration of stakeholders.
- Stages 2 and 3 - Presentation of information about the project and proposed assessment methodology and gathering of information about cultural significance.
- Stage 4 - Review of Aboriginal cultural heritage assessment. The engagement work undertaken ensured stakeholders were informed and were able to assist their broader communities in accessing information about the project. Targeted stakeholders included numerous Commonwealth, state and Local government agencies and authorities in addition to selected corporate and commercial.
- Additional workshops were also held to seek input from Aboriginal stakeholders.

### 5.4 WSI Stakeholders

Stakeholders include but are not limited to:

- Nearby residents and businesses.
- Shareholder Ministers and their Departments.
- Major Transport and Infrastructure Projects (MTIP), Department of Infrastructure, Regional Development and Cities.
- Local, state and federal Government Members of Parliament and agencies.
- Regulatory authorities.
- Community action groups.
- Business groups.
- Aboriginal stakeholders.
- Residents.
- Local schools.
- The broader Western Sydney community.
- Visitors.
- Media.
- Contractors and suppliers.



## 6 Community and Stakeholder Engagement Control Measures

Mitigation and management measures that will be implemented prior to and during construction to address community and stakeholder impacts are detailed in **Table 10** and are consistent with those provided in Table 28-20 and 28-21 in Chapter 28 of the EIS, as per construction Condition 15 of the (Section 3.11.2) of the Airport Plan.

**Table 10: Community and Stakeholder Engagement Control Measures**

| Topic                                    | Mitigation Measures   | Timing                           | Implementation                            | Responsibility           |
|--|---|----------------------------------|---|--------------------------|
| Stakeholder engagement on social impacts | <p>Engagement will occur with a range of government agencies and organisations to inform their planning allocation of funding to programs that may be impacted by construction activities. This includes relevant government agencies, educational facilities, social organisations, emergency services, and peak bodies representing businesses and non-government organisations.</p> <p>This will include engagement on issues such as:</p> <ul style="list-style-type: none"> <li>• potential employment opportunities for local residents;</li> <li>• potential business opportunities for local business; and</li> <li>• plans for development on the airport site and how this might impact on local and state government land use planning around the airport site.</li> </ul> | Pre-construction<br>Construction | Section 9 –<br>Implementation<br>Elements | WSA / All<br>Contractors |
| Process for complaints                   | <p>To enable members of the community to make a complaint, the following measures will be taken:</p> <ul style="list-style-type: none"> <li>• a project website will be established to provide the community with up-to-date information on construction activities;</li> <li>• contact details for complaint lodgement will be made available through a range of communication mediums; and</li> <li>• multiple channels will be established to allow for complaints to be made including a 1800 toll free number, email, and postal address.</li> </ul>   | Construction                     | Section 10 –<br>Complaints<br>Management  | WSA / All<br>Contractors |
| Complaints response protocol             | <p>A complaints response protocol will be developed to ensure that complaints are adequately responded to within a reasonable amount of time. The protocol will ensure that:</p> <ul style="list-style-type: none"> <li>• complaints are acknowledged within 24 hours of receipt, whenever possible;</li> <li>• complaints are to be investigated in an appropriate manner and timeframe;</li> </ul>  | Construction                     | Section 10 –<br>Complaints<br>Management  | WSA / All<br>Contractors |

| Topic                          | Mitigation Measures  | Timing                           | Implementation                           | Responsibility        |
|--------------------------------|--|----------------------------------|--|-----------------------|
|                                | <ul style="list-style-type: none"> <li>any trends are identified so they can better inform corrective actions; and</li> <li>the complainant is informed about the outcomes of the investigation and any corrective action implemented.</li> </ul>  |                                  |  |                       |
| Complaints register            | <p>A complaints register will be established to record all complaints made about construction activities and their impacts. The complaints register will include the following information:</p> <ul style="list-style-type: none"> <li>the nature of the complaint, including the event or activity which is the basis of the complaint;</li> <li>the response provided to the complainant; and</li> <li>any corrective action or further environmental measures taken.</li> </ul> <p>The complaints register will be made available to the Department as requested.</p>   | Construction                     | Section 10 – Complaints Management       | WSA / All Contractors |
| Government liaison             | <p>To maximise the effectiveness of planning interventions, infrastructure projects and other policies and programs undertaken by NSW Government and local councils related to the proposed airport, liaison with state and local agencies will be undertaken throughout the development of the proposed airport.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>liaison with relevant state and local government agencies regarding future access arrangements from surrounding roads and the Sydney Metro-Western Sydney Airport train service;</li> <li>liaison with relevant state government agencies to identify opportunities for corridor protection for the provision of a future rail connection to the airport site; and</li> <li>liaison with relevant State and local government agencies to identify opportunities for protection of a corridor for future fuel pipeline.</li> </ul> | Construction                     | Section 9 – Implementation Elements      | WSA / All Contractors |
| Local and inclusive employment | <p>To maximise local employment and business opportunities throughout construction and operation, the following measures will be implemented:</p> <ul style="list-style-type: none"> <li>an Australian Industry Participation Plan that includes consideration of local industry participation</li> <li>an equal opportunity policy that includes training and suitable employment opportunities for Indigenous people and people with disadvantages.</li> </ul>   | Pre-construction<br>Construction | Section 11 – Industry Participation Plan | WSA / All Contractors |

## 7 Community and Stakeholder Engagement Approach

The approach to stakeholder and community involvement as outlined in this plan is based on the principles of respect, inclusion, proactiveness, responsiveness, sensitivity to those impacted, openness and honesty.

The following stakeholder and community involvement goals underpin this Plan:

- Foster strong relationships between WSA and stakeholders through the provision of transparency and public accountability by being respectful, proactive and attentive to the public needs, values and requests for information.
- A recognition of the importance of the Airport Site to Aboriginal stakeholders in consultation with First Nations people.
- Facilitate an ongoing understanding of WSA and WSI.
- Ensure that stakeholder management and communication activities are coordinated with delivery of notifications and responses to enquiries and complaints undertaken within the specified timeframes.
- Adopt a collaborative approach in dealing with stakeholders and communities and being a good neighbour.
- Ensure that the project outcomes on balance meet community needs and expectations.
- Monitoring and evaluating communication activities, including identifying continuous improvement opportunities and lessons learned.

The consultation activities and tools outlined in this Plan have drawn on the International Association for Public Participation (IAP2) Public Participation Spectrum. The spectrum is designed to assist with the selection of the level of participation that defines the public's role. The spectrum shows that differing levels of participation are legitimate depending on the goals, timeframes, resources and levels of concern regarding the decisions to be made.

The purpose of each consultation activity will be clearly defined, that is, if the purpose is consultation, the activity will identify what input is being sought and what aspects can be influenced by the community (the negotiables). If the purpose of the activity is to provide information only or notify the community of proposed works, this will be made clear. WSA and its shareholders are committed to proactively keeping the community informed of the construction programs, significant milestones, opportunities for input and other matters which either affect or concern the community and stakeholders.

The key aim of this CSEP is to provide a straightforward engagement process that ensures that regardless of which organisation is representing WSA or which contact method a stakeholder uses, the issues are dealt with in a timely and professional manner. WSA's Corporate Affairs team is responsible for implementing this plan.

### 7.1 Compliance with the *Privacy and Personal Information Protection Act 1998*

WSA, the Delivery Partner and Contractor community engagement teams will comply with the requirements of the *Privacy Act 1988* (Cth) and the *Privacy and Personal Information Protection Act 1998* (NSW) where applicable.

## 8 Issues Management

### 8.1 Issue Identification

The identification of key issues and proposed management strategies is the first step in the management of issues and opportunities. The key issues related to construction works identified to date have been:

- Dust and air quality
- Operational noise and vibration
- Water (including rain events)
- Traffic changes
- Increases to traffic and additional trucks on roads surrounding the airport site due to cumulative impact of multiple major infrastructure projects within the airport and surrounding road corridors.

Further issues and mitigation measures that fall within WSA's responsibility are outlined in Table 11.

There are also issues relating to the airport as a whole, and Department of Infrastructure areas of ongoing responsibility. These issues will be managed by the Department of Infrastructure and WSA.

**Table 11 Possible Issues and Mitigation Measures**

| Issue category | Specific issues  | Comment / mitigation measures  |
|----------------|--|--|
| Consultation   | Community may feel that they have not been consulted.          | Ensure key messages are agreed between contractors and WSA.<br>Promote key messages through regular engagement with stakeholders.<br>Refer enquiries about planning process to WSA and Delivery Partner.   |
| Information    | Lack of understanding of project objectives/intentions.        | Ensure key messages are agreed between contractors and WSA.<br>Promote key messages through regular engagement with stakeholders.<br>Ensure all printed communications include messaging regarding project objectives/intentions.  |
| Noise          | Noise from construction activity<br>Breach of AEPR guidelines. | Maximising day works.<br>Provide impacted stakeholders with early notification about noisy activities.<br>Ensure implementation of WSA Noise and Vibration CEMP by Contractors.  |
| Working hours  | Working outside normal working hours.<br>Community complaints  | Maximising day works whilst avoiding traffic impacts.<br>Provide impacted stakeholders with early notification about out-of-hours activities.<br>Ensure implementation of WSA Noise and Vibration CEMP by Contractors  |
| Personnel      | Poor behaviour by staff/subcontractors.                        | Ensure expectations regarding behaviour and engagement with the public/media are clearly communicated to all staff during inductions and reinforced regularly.<br>Address instances of poor behaviour by staff through performance management procedures.<br>Address instances of poor behaviour by subcontractors through contract management procedures. |
|                | Unauthorised staff member speaking to public/media.            |  |

| Issue category  | Specific issues  | Comment / mitigation measures   |
|---|--|---|
| Vibration   | Vibration from construction activities.  | Ensure pre-construction surveys are carried out where appropriate.<br>Ensure vibration monitoring is carried out in compliance with project procedures.   |
| Dust  | Dust build-up on houses, cars, local roads and other property.   | Ensure dust control measures are in place during construction.<br>Ensure air quality monitoring is carried out in compliance with project procedures.   |
|   | Visible dust due to works.   | Empower workforce to identify and manage potential impacts.<br>Communicate dust management procedures where required.   |
| Lighting  | Visual impacts from on-site lighting used at night.  | Maximising day works whilst avoiding traffic impacts.<br>Provide impacted stakeholders with early notification about out of hours activities.   |
|   | New lighting introduced where previously there was none.   | Ensure lighting is directed away from impacted stakeholders.<br>Ensure lighting is addressed as part of regular engagement with key stakeholders.   |
| Traffic and Pedestrians   | Public safety concerns with increased construction traffic on local / arterial roads.                                  | Ensure Traffic Management Plan and communication of plans is implemented as required.   |
|   | Changed traffic conditions   | Ensure expectations regarding behaviour are clearly communicated to all staff during inductions.  |
|   | Construction traffic noise disruption to local residents   | Provide project hotline and email address to facilitate enquiries and complaints.<br>Conduct noise monitoring as required.  |
|   | Incident response  | Engage with traffic agencies and regulatory bodies as required.   |
|   | Emergency Services Access  | Regular engagement with key agencies (i.e. TfNSW) around traffic management to support coordinated messaging and collateral development, and effective complaints handling.   |
| Emergency Services<br><br>Ambulance<br>Police Force<br>Fire and Rescue<br><br>State Emergency Service (SES) | Emergency services access and incident response.   | Project specific briefings for Emergency Services throughout life of project.<br>Site visits by Emergency Services at project start up to support site and access familiarisation.<br>Project specific notifications to be shared with Emergency Services where required.   |
| Construction site   | Driver and community complaints that the section of road, traffic management and construction site is messy and dirty. | Ensure expectations about site presentation is clearly communicated to all staff during inductions.<br>Management of email address and project hotline for receipt of enquiries and complaints.<br>Ensure enquiries and complaints about site presentation are addressed quickly and closed out with driver/community.<br>Engage with relevant contractor personnel to minimise and address dirt tracking onto surrounding roads. |

| Issue category                      | Specific issues   | Comment / mitigation measures  |
|-------------------------------------|---|--|
| Access                              | Changes to property access  | Maintain access for business owners and customers.   |
|                                     | Restrictions on access to local roads   | Ensure protocols are in place for traffic management staff to facilitate access by residents.  |
|                                     | Restricted access for business owners / customers   | Ensure site is secure with fencing to minimise risk of unauthorised access.  |
|                                     | Restricted access to road reservation to residents / businesses   | Communicate key site access points to relevant stakeholders as required.   |
|                                     | Unauthorised public accessing the construction site   | Ensure directional signage is in place as required to communicate changes in road network  |
| Cultural heritage                   | Disturbance of a registered site, items of importance   | Ensure compliance with Cultural Heritage Management Plans.   |
| Stakeholder management              | Key stakeholders haven't been identified and engaged or relationship is strained                              | Ensure WSA has ample opportunity to check and engage with stakeholders identified in this plan.<br>Contractors to consult with WSA about any stakeholders that may not have been identified.<br>Engage regularly with key stakeholders to ensure they are kept informed of Project activities and any issues are identified and addressed early. |
| Local government                    | Cumulative impacts to motorists and surrounding local road network during Construction                        | Project specific briefings as required throughout planning and until project is complete.  |
|                                     | Potential impact to nearby residents and businesses during construction                                       |  |
|                                     | Degradation and maintenance of local roads during construction  |  |
|                                     | Representations in media, to local members, Minister for Local Government, Australian Government elected reps |  |
| Government Departments and Agencies | Alignment with other planning activities in the area  | Project specific briefings as required.  |
|                                     | Environmental impacts<br>Aboriginal and European heritage impacts   |  |
|                                     | Construction timelines  |  |
| Businesses                          | Potential impact to trade during construction   | Briefings as required throughout planning and construction.  |
|                                     | Construction impacts including changed traffic conditions, access arrangements, noise, dust, and vibration.   |  |

## 9 Implementation Elements

### 9.1 CSEP Implementation

Successful implementation of the overarching objectives of the CSEP will be achieved collectively by the WSA and Construction teams through:

- The operation of the WSA Experience Centre to provide the local community, businesses, schools and other interested parties with an opportunity to learn about the airport, provide feedback and participate in airport-related activities throughout the development and delivery phases.
- Liaison with relevant state and local government agencies regarding future access arrangements from The Northern Road and Elizabeth Drive;
- Liaison with relevant state and local government agencies to develop and deliver innovative solutions to on-ground transport, passenger rail links, motorway and local road upgrades and opportunities to engage with business, educational institutions and industry on potential collaboration opportunities;
- Scheduling of communication activities to align with the lead times required for approvals processes and timeframes as outlined in Appendix A: Communication Timeframes;
- Identifying work programs that will affect, or have the potential to affect, or are of interest to key stakeholders and the community;
- Coordinating closely with construction contractor/s and environment teams on identification of emerging and key issues and milestones, in addition to identification of work activities that will affect, or have the potential to affect, or are of interest to key stakeholders, surrounding residents, businesses, schools and the community;
- Identifying and acquiring the necessary resources, training and equipment needed to achieve the required level of delivery;
- Proactively identifying, monitoring and managing emerging issues and situations that present potential risk to the delivery of the project.

The CSEP is a dynamic document that will be reviewed on an annual basis and if required, amended to ensure that it continues to meet its objectives and goals.

### 9.2 Stakeholder Engagement on Social and Planning Issues

WSA will engage with a range of government agencies and organisations to inform their planning and look for opportunities for improved community outcomes. These organisations include local councils, state government agencies, educational facilities, agencies and organisations responsible for affordable housing and other social services, emergency services, and peak bodies representing business and non-government organisations. This includes engagement on key issues such as:

- Potential housing and accommodation requirements for the construction workforce and potential impacts on housing and other social services;
- Potential employment opportunities for local residents;
- Potential business opportunities for local businesses; and
- Plans for development on the airport site and how this might impact on local and state government land use planning around the airport site.

In addition, WSA's Reconciliation Action Plan (RAP) contains a range of measures to engage First Nations stakeholders, organisation and communities for a range of outcomes, including leveraging the opportunities created by the airport for positive socio-economic outcomes for Aboriginal people.

#### **WSA Stakeholder Planning Forum (SPF)**

The role of the SPF is to ensure regular and strategic engagement between WSA, the Australian and NSW governments, local governments and other relevant organisations that will be directly affected by or have a role in the development of WSI.

The SPF provides a forum for WSA and the parties involved either directly or indirectly as part of the project's construction, to exchange construction related information and updates including planning, design, delivery schedules, progress and strategic objectives.

The SPF will build on, rather than replace, existing consultative and stakeholder engagement mechanisms. Other consultative forums such as the Forum on Western Sydney Airport (FoWSA) will provide updates to the community.

The SPF will be consultative and advisory only. It is not a formal decision-making, dispute resolution, or approvals body and has no formal power to direct any of its members. WSA will be required to consider (but is not obliged to address) all input and comments it receives via the Forum.

The SPF may consider the following matters:

- planning and development issues;
- ground transport, public transport and other road issues;
- environmental issues arising from airport construction;
- land use planning issues in the vicinity of the airport, and future development on- and off-airport; and
- government regulatory and policy issues.

The SPF is chaired by the Chief Corporate Affairs Officer or their delegate.

### **External Government Communication Meetings**

Engagement with various Australian and NSW government agencies and organisations will be essential to assisting with the provision of transport services, the broader Aerotropolis planning, planning for corridor protection (road, rail and pipelines) and for the provision of coordinated timely information to stakeholders and community members in Western Sydney. These meetings will be held as required, bilaterally between the airport and individual organisations, or by bringing together a number of parties on specific opportunities or issues.

- Western Parkland City Authority (WPCA).
- Western Sydney Investment Attraction Office.
- Communication Interface Coordination Group (WSA, Sydney Metro, TfNSW, Sydney Water, etc.)
- Western Sydney City Deal Communication and Engagement Sub-committee.
- Local Government engagement meetings and updates.
- Other relevant federal and government agencies, including, but not limited to: Transport for NSW, Sydney Metro, DPIE and Sydney Water.



## 10 Complaints Management

### 10.1 Complaints Process

A Complaints and Enquiries Procedure, consistent with AS 4269: Complaints Handling, has been developed in accordance with the requirements of Construction Condition No. 15 (Airport Plan, Section 3.10.2).

WSA defines a complaint as any interaction with a stakeholder who expresses dissatisfaction with the project. A complaint is also defined by whether a response or resolution is requested, either stated so by the complainant, or implied.

As per the Airport Plan, WSA will acknowledge complaints within 24 hours so that stakeholders and the community know their concerns are being considered and mitigated where possible. This demonstrates our shared commitment to working with the community to manage the impact of WSA construction through to becoming an operational Airport in late 2026.

Throughout construction, WSA (and its Contractors) will have contact with multiple and varied internal and external stakeholders. All complaints received and responded to will be managed in accordance with WSA's complaint guidelines and procedures unless otherwise determined by the Executive General Manager Corporate Affairs.

There are a number of complaint or information channels available as outlined below. These channels will be used in all footers on external-facing communications.

The contact number for WSA's 1800 number will be displayed on signs around the Airport Site.

### 10.2 Complaints channels

#### Telephone Contacts

A toll-free information line (1800 972 972) is available for 24 hours a day, seven days a week for construction information as well as complaints and feedback. This line is monitored by suitably trained staff who refer calls to relevant community engagement team members as required. This call centre was established in 2018.

In the case of an emergency, the relevant Contractor's team will be notified immediately 24-hours a day, seven days a week.

Calls that are not directly related to contractor activities will be triaged to WSA and other stakeholders where appropriate. If a call is received in error by the relevant contractor, sufficient contact details of the caller should at a minimum, be recorded and emailed through to [info@wsaco.com.au](mailto:info@wsaco.com.au) for response. All incoming calls are logged in the stakeholder database.

#### Email and written contacts

While contractors may have their own general enquiries, procurement, employment or other email addresses, the WSA Project phone number (1800 972 972) and general email ([info@wsaco.com.au](mailto:info@wsaco.com.au)) will be published on all external communications. Complaints made via email will be acknowledged within 24 hours, and during business hours only.

WSA and others may forward community and stakeholder emails, received via their own channels, relating to the contractors' work, through to the nominated email. Emails and responses will be uploaded into the stakeholder database within 48 hours.

#### Project Website

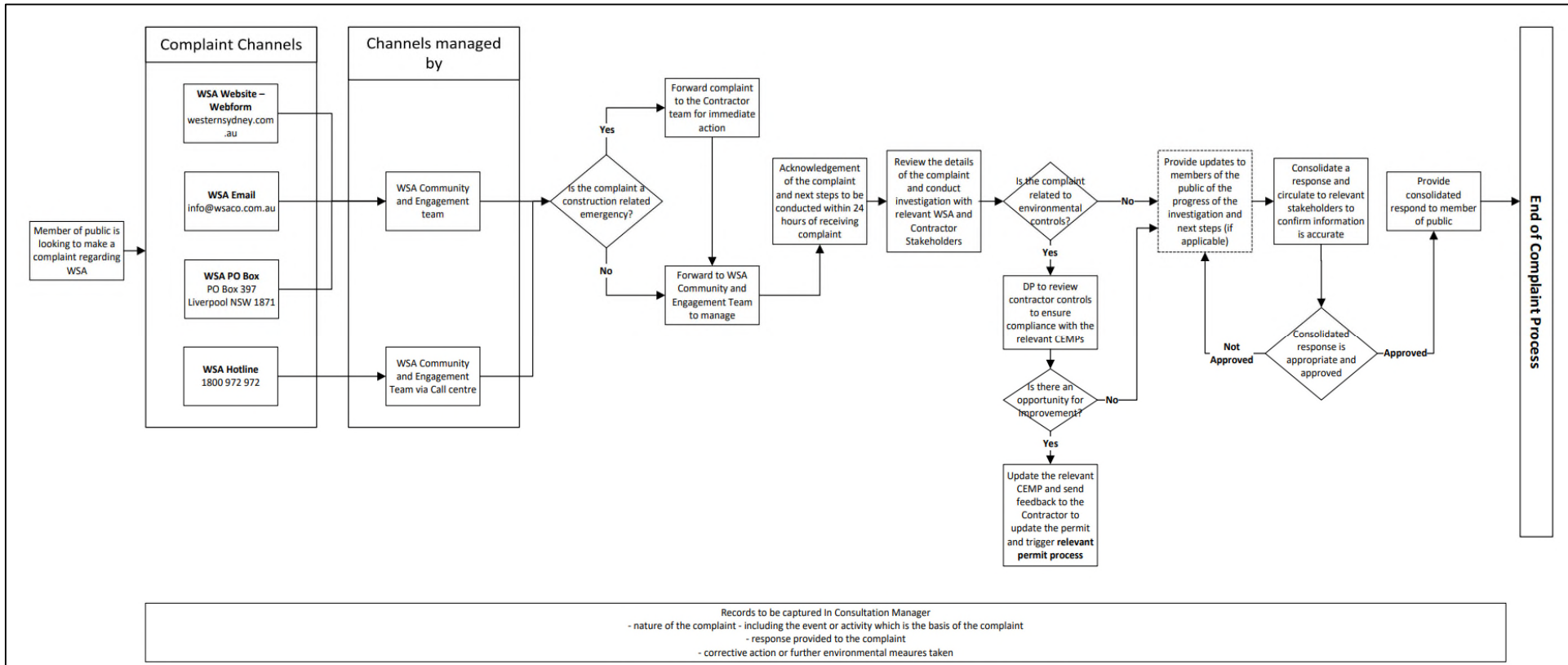
A project website ([www.westernsydney.com.au](http://www.westernsydney.com.au)) has been established and will provide the community with up-to-date information on construction activities. Contact details for lodging and managing complaints is also included on this website.

### **Complaints handling procedure for Environmental Complaints**

For all complaints made about issues relating to construction impacts around air quality, vibration, water issues and noise, it is expected the relevant contractor's team will immediately inform the WSA Community Engagement team. The WSA Community Engagement team and WSA Environment team will work with the contractor's Environment teams to ensure all complaints are handled appropriately on a case-by-case basis.

### **Escalating Complaints Process**

The complaints escalation process for all stages of the project is managed as per below Figure 1, unless updated by WSA.



**Figure 1 Escalating Complaints Process**

### **10.3 Recording Complaints in the Stakeholder Database**

All community contact, including complaints and representations, with any stakeholder will be recorded in a stakeholder database. This database will also act as the complaint register.

All contact entries will include the following information (where available):

- The nature of the complaint, including the event or activity which is the basis of the complaint.
- The response provided to the complainant.
- The corrective action or further environmental actions taken.

The complaints register will be made available to the Infrastructure Department when requested.

The database is to be treated in the same manner as other project correspondence in respect to privacy and accurate and appropriate recording of community and stakeholder interactions.

### **10.4 Incident Reporting**

All stakeholder and community incidents and unresolved complaints received and noted via the public communication channels must be raised to WSA and reported to relevant agencies, if required.

## **11 Industry Participation Plan**

WSI will be a major catalyst for growth and development in Western Sydney and WSA will focus on optimising the benefit of Western Sydney Airport on employment and investment in the region.

WSA will effectively integrate with new and existing initiatives in the Western Sydney area to ensure long-term planning considers the airport's economic, social and environmental impact in Western Sydney.

The Airport Plan authorises the development of the airport under the Airports Act 1996. There are over 40 mandatory conditions within the Airport Plan, one of which requires WSA, the airport developer, to work and engage with the community and stakeholders to deliver:

- A plan to maximise local employment and business opportunities throughout construction and operation.
- An Australian Industry Participation Plan. This has been developed and includes consideration of local industry participation.

The Airport Plan also requires WSA to implement an equal opportunity policy, which is addressed in Chapter 12.

### **11.1 Equal Opportunity**

Western Sydney Airport is expected to be a major jobs generator during its construction phase and into full operations.

It is also expected to be a catalyst for the Western Sydney Aerotropolis and be a conduit for industries, business and the health and innovation sectors to connect with education and training providers to simultaneously achieve natural growth in the region's employment.

WSA will undertake:

- A Diversity and Inclusion and an Equal Opportunity policy, including training and suitable employment opportunities for Indigenous people and people with disadvantages.
- The AIPP which also sets the expectation that sustainability targets be identified and established for the construction and operation of the Stage 1 Airport Development.

Targets for workforce include:

- Number of learning workers;
- Proportion of local workforce from Western Sydney; and
- Workforce diversity, including opportunities for Aboriginal and Torres Strait Islander people, people with disabilities, from socially disadvantaged backgrounds, and opportunities for women to work in non-traditional roles.

## **11.2 Employment Targets**

WSA will report against a range of workforce targets from 2021. These include:

- During the construction phase, 30% of employees will be local residents of Western Sydney (in operation WSA will have a target that 50% of employees are local residents from Western Sydney);
- At least 3% of all contracts during construction are to be with First Nations businesses
- 20% of workforce to be made up of learning workers; and
- 10% diversity target which includes 2.4% Aboriginal and Torres Strait Islander workers.

Major contractors will be required to comply with and report against these targets on a regular basis.

## **11.3 Initiatives to reach employment targets**

### **Preparation**

- Early interactions with preschools and primary schools,
- Involvement in Science, Technology, Engineering and Mathematics (STEM) programs,
- Participation in career open days,
- Pre-employment programs,
- Work experience, traineeship, internship and graduate programs,
- Workforce planning and capability development upskilling the workforce.

### **Partnerships**

- Western Sydney City Deal,
- TAFE partnerships,
- University partnerships,
- Traineeships, internships and graduate programs with a focus on local and Aboriginal workforce targets.

### **Positioning**

- Contractual obligations of all contractors and suppliers enforced,
- Lead the Skills Taskforce cohort – local, state and federal agencies together with education providers
- Partner with employment and training providers.

## 12 Monitoring, Auditing and Reporting

### 12.1 Internal Communications

Clear lines of communication throughout all levels and functions (eg employees and sub-contracted service providers) are key to minimising community impacts and achieving continual improvements in stakeholder and community engagement activities.

WSA Community Engagement staff will be embedded in the contractor organisations to ensure access to early information about community facing issues on site, and findings and changes to construction activities to improve community outcomes. There will also be the opportunity to participate in contractor toolbox talks which will be undertaken in accordance with workplace protocols.

The WSA Community Engagement and Social Impact team will work with the WSA People and Culture team to assist with employment target activities. Additionally, the Corporate Affairs team will assist in the preparation and delivery of all aspects of the industry and business engagement.

### 12.2 Monitoring and Reporting

Monitoring and reporting will be undertaken to measure effectiveness and facilitate continuous improvement in community and stakeholder engagement.

A summary of the inspection, monitoring and reporting requirements is provided below, with details of how they apply to community and stakeholder engagement where applicable.

### 12.3 Monitoring and Review

WSA will monitor the performance and effectiveness of the community engagement activities on a regular basis. WSA will modify processes and communication channels in light of any feedback or issues identified in the monitoring process. Performance indicators that will be monitored include the responsiveness and effectiveness of communication with stakeholders and the community as well as information flow.

Key elements of the evaluation will include examining the adequacy of the CSEP and its implementation in achieving the intent of the consultation as evidenced by the:

- Availability, quality and timely distribution of information to stakeholders and the community,
- Currency and accuracy of the enquiries and complaints management system,
- Nature of the issues/complaints and level of responsiveness and appropriateness of action taken by the Community Engagement team,
- Response timeframes and quality of responses,
- Quality of reporting,
- Feedback received on the value of updates and other public information, responsiveness of the construction and community engagement teams and attendance at WSA /WSU information sessions or meetings with stakeholders.

Appropriate modifications to the CSEP will be made in light of any review in accordance with the Airport Plan.

A summary of monitoring required under this CSEP is provided in **Table 12**.

**Table 12: CSEP Monitoring**

| Monitoring requirement  | Timing / Frequency | Responsibility   |
|---|--------------------|--|
| Stakeholder engagement on social impacts and outcomes (via stakeholder database and meeting notes / minutes).             | Monthly            | WSA General Manager – Community Engagement and Social Impact (or delegate) |
| Complaints and complaints processes/registration under the complaints management system.                                  | Monthly            | WSA General Manager – Community Engagement and Social Impact (or delegate) |
| Local employment and business opportunity strategies and outcomes (via Stakeholder database and meeting notes / minutes). | Monthly            | WSA General Manager – Community Engagement and Social Impact (or delegate) |
| NSW and local government liaison processes and outcomes.  | Monthly            | WSA General Manager – Community Engagement and Social Impact (or delegate) |

## 12.4 Auditing

Refer to section 8.2 of the SEMF for auditing requirements, including internal audits, independent audits and audits to be undertaken by contractors.

## 12.5 Reporting

A summary of reporting required under this CSEP is provided in **Table 13**.

**Table 13: CSEP reporting**

| Action               | Scope   | Timing / Frequency | Responsibility         |
|----------------------|---|--------------------|------------------------|
| Monthly reporting    | A report detailing social impacts and outcomes will be produced monthly. These monthly reports will include: <ul style="list-style-type: none"> <li>• A summary of stakeholder and community feedback from all sources.</li> <li>• A summary of all complaints and enquiries received during the month, the means by which they were addressed or responded to and whether complaint resolution was reached.</li> <li>• Any other information considered relevant including notices and other community contact.</li> </ul> | Monthly            | WSA                    |
| Annual reporting     | An annual report will be prepared and submitted to the Secretary of the relevant department/s in relation to compliance with this CSEP.   | Annually           | WSA                    |
| Complaints reporting | Recording of complaints and stakeholder interactions.   | As required        | WSA<br>All Contractors |

## **13 Roles and Responsibilities**

This chapter contains information indicative of the roles and responsibilities expected to be fulfilled while implementing this CSEP.

WSA will ensure enough resources are allocated on an ongoing basis to ensure effective implementation by both WSA and the responsible contractors.

### **13.1 WSA Corporate Affairs**

WSA Corporate Affairs is responsible for the following:

- Approve the CSEP for submission to the approver,
- Endorse the CSEP and associated operational plans,
- Provide required resources to ensure the delivery of the CSEP,
- Develop and support strategies to meet these objectives and targets,
- Encourage innovation in community engagement and ensure that initiatives are incorporated in the approach to project management and performance,
- Coordinate ongoing training in community engagement and First Nations engagement awareness for all levels of WSA staff,
- Develop and review documents for WSA (eg. reports, newsletters, procedures etc),
- Ensure compliance of activities with the CSEP,
- Maintain a complaint register on any environmental and social impact-based complaints.



## 14 Action Plan

This section will provide an overview of the CSEP Action Plan for the Stage 1 Airport Development. It is anticipated the relevant contractor/s will provide a staged action plan that responds to the stages of the construction package over the duration of the work and include milestones and particularly impactful works. An action plan with key milestones will be fully developed in line with the works program.

### 14.1 Communication Tools

The key tools to be used for consulting and communicating with the community and key stakeholders are summarised in **Table 14**.

**Table 14: Communication Tools**

| Tool   | Description  | Audience                           | Indicative frequency/ timing |
|--|--|------------------------------------|------------------------------|
| Contact details                                    | Where appropriate, all communications materials will include the following contact details as a minimum: <ul style="list-style-type: none"> <li>• 24-hour toll free information line</li> <li>• the WSA website <b>westernsydney.com.au</b> and email address</li> </ul>   | Wider community<br>Local residents | Ongoing                      |
| 24-hour information line                           | All calls will be answered by the WSA call centre for general enquiries and construction enquiries will be referred directly to the relevant Contractor.<br><br>All feedback calls received will be recorded in the stakeholder management system. Details of the call will be included against caller names (if provided), including contact details and a description of the nature of the call.<br><br>Relevant CE staff responsible for answering calls sent through from the call centre/reception will be trained on 'etiquette' for speaking with stakeholders as per a set of agreed responses/key messages which will evolve over the program of works. | All                                | Ongoing                      |
| Website  | The relevant CE staff will provide information on current work programs for use on the WSA website.<br><br>All notifications and community engagement activities must be uploaded onto the website at least 5 business days prior to commencement of works.  | Wider community                    | Review and update weekly     |
| Media release                                      | Media releases may be issued by WSA and/or minister's office at key operational milestones.<br><br>The proposed content of media releases is outlined below: <ul style="list-style-type: none"> <li>• Works/project commencement.</li> <li>• Overview of works/project.</li> <li>• Need for works/project.</li> <li>• Progress of works/milestone achievements.</li> </ul>   | All                                | At major milestones          |
| Letterbox work notifications and community updates | Letterbox notifications will be used to inform those directly affected of any activities that may impact on individual properties, residents and businesses.<br><br>These notifications may be general in nature or, where properties are directly affected, targeted to the individual property owner. These notifications will be  | Close residents and businesses     | As required                  |

| Tool                                       | Description  | Audience   | Indicative frequency/ timing   |
|--|--|--|--|
|  | <p>distributed at least 7 days prior to the commencement of any new or significant works.</p> <p>The notifications will be drafted by WSA Community Engagement staff and will approved by the WSA General Manager – Community Engagement and Partnerships in advance.</p> <p>The notification will include the nature of the work and why it is necessary, expected duration, how works will be managed to minimise impacts to residents, details of any changes to service and/or arrangements for traffic along Badgerys Creek Road and Elizabeth Drive.</p>   |  |  |
| Doorknocks                                 | <p>WSA Community Engagement staff will doorknock directly affected residents and businesses where there is a significant impact to a stakeholder and/or localised works, particularly around traffic impacts and environmental issues. This will be carried out with COVID safe procedures in place.</p>   | Directly affected residents and businesses   | As required  |
| Fact sheets                                | <p>WSA Community Engagement staff will develop construction specific factsheets for use on the WSA website with support from relevant contractor staff.</p>  | Wider community  | As required  |
| Stakeholder briefings and drop-in sessions | <p>Key stakeholders, including business and community groups, local councils, sensitive receivers, would be given the opportunity to receive briefings on works and its potential impacts. These meetings will be led by WSA, and MP briefings will be assisted by MTIP where required.</p> <p>Meetings will be established with councils, MPs and regulatory authorities for the duration of the project as required.</p> <p>Relevant Contractor staff are expected to be involved in meetings with TfNSW and Liverpool Council where discussions and associated work approvals may impact the community and motorists in the area.</p> <p>WSA will also hold drop-in information sessions at various locations from time to time to inform the community and stakeholders of airport progress.</p> | <p>Local, state and Federal Government</p> <p>Business groups</p> <p>Community</p> | <p>For notification of planned works and service changes</p> <p>At major milestone</p> <p>As programmed (councils, regulatory authorities)</p> |
| On-site meetings                           | <p>On-site meetings will be undertaken to discuss measures to minimise the impact on a specific localised area.</p> <p>Results of the on-site meetings will be communicated to the attendees and within relevant communication materials as appropriate. Eg. environmental issues and dust complaints.</p>   | Affected property owners   | As required  |
| Stakeholder database                       | <p>WSA Community Engagement staff will record details of stakeholders and stakeholder interactions.</p> <p>Correspondence details will be entered into the database within 24 business hours of receipt. Actions resulting from the correspondence will be recorded in this system and an outstanding actions report used to track and ensure actions are responded to within committed timeframes.</p> <p>Email responses to individuals or groups will be as per a set of WSA agreed responses/key messages.</p>   | <p>WSA</p> <p>Relevant Contractor</p>  | <p>Ongoing</p> <p>Monitor, receive and log all feedback daily in stakeholder management system</p>   |

| Tool                        | Description   | Audience                            | Indicative frequency/ timing   |
|-----------------------------|---|-------------------------------------|--------------------------------|
| Site inspections            | Visits by members of the public and community groups may be arranged if required. WSA will work with the relevant Contractor staff to gain access.  | Wider community                     | As required                    |
| Site Signage                | WSA must approve all relevant contractor signage, and relevant contractor must adhere to the brand guidelines of WSA.   | Customers and community             | As required                    |
| Experience Centre           | The Experience Centre is open to the public Monday – Wednesday and on Saturdays and Sundays 10:00am – 4:00pm, and available for stakeholder bookings on Thursdays and Fridays or outside of public hours. | Local community and wider community | From Experience Centre opening |
| Variable Message Sign (VMS) | Relevant contractor should provide WSA with the locations and messages of VMS boards. VMS should be installed at least 5 days prior to major traffic changes.   | Motorists and local community       | As required                    |
| Live Traffic website        | Relevant contractor will work with the relevant traffic authority to ensure traffic changes are loaded to the <a href="http://www.livetraffic.com">www.livetraffic.com</a> website, as required.          | Motorists and local community       | As required                    |
| Social Media                | Where appropriate, information may be published on WSA's social media channels informing the public about upcoming community activities or events.  | General public                      | As required                    |

## **15 Training, Awareness and Inductions**

To ensure this WSA CSEP is effectively implemented, each level of management is responsible for ensuring all personnel reporting to them are aware of the requirements within. WSA will coordinate the necessary and relevant environmental training in conjunction with other training and development activities. A summary of these requirements is provided in the sections below.

### **15.1 Project Induction**

All project personnel working on the stage 1 development (including sub-contractors) are required to attend a compulsory project induction that includes a community engagement component prior to commencement of works on site.

Key elements of the induction training include:

- Being a good neighbour,
- Staff behaviour,
- Community enquiry and complaints handling procedures,
- Interface with the public and media,
- WSA will provide the relevant Contractor with a video as part of their own internal induction procedures.

Short-term visitors to site are required to be accompanied by inducted personnel at all times. A visitors' induction will also be undertaken for visitors on site for short periods as agreed with the WSA Safety Manager.

WSA Community Engagement staff will be responsible for providing the community and stakeholder engagement component of the Project inductions, ensuring the requirements of this plan are incorporated.

A WSA Induction and Training Register will be maintained at all times including the details of all personnel who have completed the WSA project induction and any other pertinent community and stakeholder engagement training and or awareness forums (workshops, presentations etc).

### **15.2 Aboriginal Cultural Heritage Awareness**

All staff should be aware of the specific plans and procedures surrounding topsoil management and unexpected finds as they relate to Aboriginal Cultural Heritage. All staff will be aware of and comply with any requirements of the Aboriginal Cultural Heritage CEMP.

### **15.3 Contractor Specific Site Inductions**

In addition to the WSA project induction, contractors will develop and implement their own community and stakeholder engagement training and induction program relevant to their scope of works.

A record of all inductions is to be maintained by the contractor and provided weekly to WSA.

Toolbox talks, training and awareness

Toolbox talks or similar will be one method of raising awareness and educating personnel on issues related to aspects of construction including community and stakeholder engagement. The toolbox talks are used to ensure community awareness continues throughout construction.

Toolbox attendance is mandatory, and attendees of toolbox talks are required to sign an attendance form and the records are maintained as part of the Induction and Training Register.

Community issues to be considered for toolbox talks may include (but are not limited to):

- Management of community enquiries;
- Complaints management requirements and processes;
- Adherence to working hours;
- Management of noisy works;
- Management of dusty works;

- General behaviour on site; and
- Importance of good house-keeping.

## **15.4 Daily Pre-start Meetings**

The pre-start meeting is a tool for informing the workforce of the day's activities, safe work practices, environmental protection practices, work area restrictions, activities that may affect the works, coordination issues with other trades, hazards and other information that may be relevant to the day's work.

Specifically, with regards to this CSEP, the daily pre-start forum can be used as an opportunity to discuss the following:

- Activity look-ahead to ensure community and stakeholder sensitivities are accounted for in work planning;
- Discussion regarding work activities during forecast inclement weather and measures to be implemented to avoid mud/sediment tracking; and
- Recent site observations/learnings with regards to community engagement.

## **16 Review and Continuous improvement**

### **16.1 Continuous Improvement**

Continuous improvement of this Plan will be achieved by the ongoing evaluation of community and stakeholder engagement management performance against policies, objectives and targets for the purpose of identifying opportunities for improvement.

The continuous improvement process will be designed to:

- Identify areas of opportunity for improvement of community and stakeholder engagement management and performance;
- Determine the cause or causes of non-conformances and deficiencies;
- Develop and implement a plan of corrective and preventative action to address any non-conformances and deficiencies;
- Verify the effectiveness of the corrective and preventative actions;
- Document any changes in procedures resulting from process improvement; and
- Make comparisons with objectives and targets.

### **16.2 Change Management**

Further refinements to the Stage 1 Airport development may result from detailed design refinement or changes identified during the construction phase of the works. Any design changes or changes in scope of works will be communicated to the WSA General Manager – Community Engagement and Partnerships.

WSA would be responsible for assessing any potential inconsistencies with the Airport Plan and formally seeking approval from the Minister for Infrastructure for any project modifications as required, prior to commencement of the scope of works in question.

### **16.3 Variation of Approved Plans**

WSA will seek approval for variation of an Approved Plan from the Minister for Infrastructure or an SES Officer in the Infrastructure Department by submitting a version of the plan with the proposed variation clearly marked. All variations to an Approved Plan must be approved in accordance with Condition 41 of the Airport Plan.

MTIP may vary an Approved Plan or request WSA prepare and seek approval for a specified variation if the Minister for Infrastructure or an SES Officer in the Infrastructure Department believes on reasonable grounds that:

- A Condition of Approval has been contravened and the nature of the contravention is relevant to the subject matter of the Approved Plan.
- The variation will address the contravention.
- WSA will comply with any such request within three months.

### **16.4 Review of Approved Plans**

As per the WSA EMS, review of all Approved Plans will be undertaken annually to ensure they continue to meet conditions set out in Section 3.11.2 of the Airport Plan (refer Condition 47). If the review identifies areas where the plan does not continue to meet the approval criteria for that Plan, a variation to the Approved Plan will be prepared and submitted for approval.

Under Condition 49 (4) of the Airport Plan, WSA is also required to review each Approved Plan at least every five years (from the date of approval). Findings of this review will be included in the Annual Report (refer Section 8.3 of the SEMF) and if needed, a variation to the Approved Plan will be prepared and submitted for approval.

Additionally, WSA may initiate reviews of Approved Plans at other times in response to improvement opportunities, non-conformances, and changes to scope of work or construction methodology or alterations to legal or contractual requirements.

Any changes identified and implemented through the variation and review process identified above will be communicated to relevant contractors through re-issue of the revised WSA Approved Plan and subsequent training and awareness (refer Section 4 of the SEMF).

## 17 References

Commonwealth Department of Infrastructure and Regional Development, 2016. *Airport Plan (December 2016)*.

Commonwealth Department of Infrastructure and Regional Development, 2016. *Western Sydney Airport Environmental Impact Statement, 2016*.

IAP2 Core Values of Public Participation (International Association for Public Participation 2007)

IAP2 Code of Ethics for Public Participation Practitioners (International Association for Public Participation 2007).



### Communication Timeframes

The timing of community and stakeholder information that will be produced by WSA is summarised below. This is subject to change at the discretion of WSA as required for operational reasons.

| Communication material                        | Distribution/ publication timeframes  |
|---|---|
| Work notifications                            | Minimum 7 days prior to commencement of works to neighbours in the vicinity of the airport site.  |
| Construction Activity Advertisements          | Advertisement to be published in local newspapers or online 5 days prior to traffic change or disruption.   |
| Website Copy                                  | All notifications, advertisements and updates to be published on the website within 24 hours of distribution.   |
| Community and Stakeholder Engagement Sessions | Advertised 7 to 10 days before the start of sessions. Notes and presentations to be provided to WSA by relevant Contractors within 10 days for upload to the website. |
| Signage                                       | VMS signage to be utilised as required – 5 days prior to traffic change or disruption.  |