



# Community Engagement and Communication Protocol

**BINGO Industries EASTERN CREEK ECOLOGY PARK**

**2021-2022**

**Prepared:**

<b>Reviewed</b>	<b>Date</b>

## 1. Introduction

BINGO committed to maintaining best practice communication with the local community and is committed to ensuring the commitments in this Community and Communication Protocol are met.

The Facility includes a major resource recovery facility (RRF) and general solid waste (non-putrescible) landfill. The RRF includes two materials processing centres (MPC). The site is approximately 52.4 hectares.

The original project approval was granted by the Minister for Planning in 2009 (MP 06\_0139) and operations commenced in 2012. Numerous modifications to the project approval have been granted, the most recent being Modification 8. To better respond to increasing market demand for waste management services, project approval is currently being sought for further modifications.

Dial A Dump (EC) Pty Ltd a wholly owned subsidiary of BINGO is also the licence holder of Environment Protection License (EPL) 20121 and 13426. The Facility is approved to accept up to 2 million tonnes per annum of construction, demolition, commercial and industrial and green waste. The Facility's landfill is currently capped at 1,000,000 tonnes per annum.

This document outlines a strategy for community engagement and communications as part of the ongoing operation of the Facility and any proposed modifications to its operation. The Strategy responds to NSW EPA and NSW Department of Planning Industry and Environment requirements for ongoing genuine dialogue and consultation with key stakeholders in accordance with the 'good neighbour' principle.

The Community Engagement and Communications Protocol provides a framework to:

1. Guide information provision and communications
2. Engage with key stakeholders, residents and neighbours and keep them up to date with activities on and issues impacting the site
3. Support a clear and consistent approach which meets required standards of quality and offers avenues for feedback and dialogue
4. Manage potential risks proactively and positively
5. Outline complaints management procedures and protocols
6. Comply with project requirements
7. Provide appropriate authorities and auditors with verification that required community and stakeholder consultation and communications will be addressed.
8. Provide relevant contact details to make enquiries and complaints and to provide any feedback

## 2. Stakeholders

In assessing the location around the facility where people may live or work, a range of stakeholders have been identified including:

- a) Residential households in Minchinbury and Erskine Park

- b) Schools and community centres – including the Erskine Park High School, James Erskine Primary School, Erskine Park Community Centre and Hall, Minchinbury Public School, St Anthony’s Early Learning Centre and Minchinbury Neighbourhood Centre.
- c) Council and Government – including Blacktown City Council, NSW EPA, NSW DPE, and elected political representatives.
- d) Businesses – including Erskine Park Shopping Centre and Minchinbury Shopping Centre. Minchinbury Hometown is also located in the precinct, as are a number of supermarkets, cafes and restaurants, newsagents, hair salons, automotive and building trades and other small businesses.
- e) Industrial landowners and users – including Frasers Property, Fulton Hogan, Hanson, Jacfin etc. A number of warehousing, logistics and distribution type businesses also occupy land in the area close to the site.

This Protocol includes activities and strategies to inform, consult and involve stakeholders during the ongoing operation and any future phases of the Facility.

### **3. Communications and Consultation Activities**

BINGO is in the process of appointing a Community Engagement Manager at Eastern Creek to manage community engagement activities and to be a key point of contact for the general public.

Key mechanisms and activities for community consultation and communications include:

#### **1. Website**

The BINGO website is maintained to provide the wider community with access to the facility’s monitoring results, details of current activities, policies, environmental management plans and strategy, complaints register and any other information in relation to the site operation that may be considered of interest to the community.

It is the responsibility of the Community Engagement Manager to maintain the website with assistance from the SEQ team.

#### **2. Letterbox and email notifications**

Where a particular planned activity has potential to have a direct affect on immediate or near neighbours, advice will be provided to affected community members and stakeholders via mail, letterbox or email notification. Notices will include details of the activity, timing, duration and contacts for further information. Impacted community members and stakeholders will be notified of the planned activity at least seven (7) days prior to the commencement of the likely impact.

It is the responsibility of Community Engagement Manager to update letterbox and email communications.

#### **3. Signage**

Appropriate signage, including variable message signs, will be erected to provide information on key changes in place or to be anticipated.

It is the responsibility of the Site to maintain site signage with the assistance of Marketing and SEQ.

**4. Email and Phone - Complaints and Enquiry**

Phone and email contact details are provided on the website for enquiries and complaints.

On receipt of an email, the email will be logged and handled in accordance with site procedures. Complaints are noted in the Complaints Register which is updated monthly on the BINGO website.

All complaints are investigated and followed up with the complainant when contact details are provided. (see Section 4 below).

**5. Community Open Days**

Community open days and community BBQs are an effective way to engage with local neighbours and residents, offer site tours and educate the community about the operations and benefits of resource recovery and responsible waste management.

In this way we hope to encourage the community to contact BINGO provide clear and easy to locate contact information and build relationships with the community and stakeholders and demystify the process of resource recovery recycling and waste management. The frequency of open day events will be determined by the level of community interest and issues for which community input is sought.

A Community Information Centre is currently being considered and BINGO operates and School education program which is available to primary schools.

These programs are the responsibility of the BINGO Marketing team.

**6. Community Consultative Committee**

If a major modification to the Facility is sought which would impact stakeholders, a Community Consultation program will be developed specific to the consultation needs of that development.

A Committee is proposed to build relationships, ensure key neighbours and other stakeholders are informed and have a forum to ask questions and for BINGO to provide ongoing updates and mechanisms for feedback.

The Committee may include representatives from surrounding residences, landowners, Council and agencies. Residents would be invited through mailouts, doorknocks and stakeholder analysis. Minutes of any proceedings would be made available on the website and in community newsletters

The Community Engagement Manager will have responsibility for the administration and management of the Community Consultation Committee

and will assist the Committee to develop a Charter to guide their scope, meetings and agenda

Individual communications and engagement plans will be implemented for specific issues and activities, including proposed modifications, developments or amendments at the site or to BINGO's existing licenses.

## 7. Environment Protection Licence Conditions

Pursuant to the landfill EPL, BINGO will continue to keep the community updated with respect to the proactive odour management measures taken on site which, at the time of writing this protocol, include three permanent flares and a gas collection system.

These updates include, but will not be limited to, notifying the community in the event the gas collection system installed within the landfill is temporarily not operating and/or requires maintenance.

These updates will be provided on our website.

## 4. Complaints Management Process

The community may make a complaint or enquiry via telephone, the BINGO website or by email to [enquiries@BINGOindustries.com.au](mailto:enquiries@BINGOindustries.com.au). The BINGO website provides further information on how to contact BINGO

Any complaint or enquiry relating to environmental management or performance is to be relayed to BINGO to enable any concerns to be followed up and acted on as soon as possible.

All employees are responsible for ensuring the prompt relaying of complaints.

All complaints are to be appropriately investigated and actioned. The complainant will receive a response unless requested to the contrary or the complainant has opted not to provide contact details.

A Complaints Register (updated monthly) is available on the website, and will contain:

- The date and time of the complaint
- The means by which (how) the complaint was made
- Any personal details of the complainant that were provided by the complainant or if no such details a note to that effect including also whether the person advises that the details can be published
- The nature of the complaint
- the action taken (if any) including any follow up with the complainant and or reasons why no action was taken.

All complaints are communicated to the site and relevant BINGO personnel and management.

### **Dispute Resolution**

In the event of a disagreement or unresolved complaint, BINGO will undertake the necessary liaison and communication by an agreed means to reach a resolution.

In the case where a dispute is not able to be resolved in this manner to the satisfaction of the Complainant, the advice and involvement of a third impartial party may be sought.

Unresolved complaints may be referred to the NSW Department of Planning, Industry and Environment and or the NSW Environment Protection Authority.

### **Monitoring and Compliance Reporting**

The various community consultation measures identified above will ensure that:

- Any complaints are logged and appropriately recorded;
- All relevant initial data is obtained in order to determine whether the complaint can be verified and is related to the site and or sufficient information has been provided to investigate the complaint;
- An effective complaint investigation is carried out as soon as possible; and
- If, as a result of investigation, it is identified that corrections or improvements are to be made, then appropriate measures are implemented.