



Western Sydney Airport

Community and Stakeholder Engagement Plan

December 2019



Document Control

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Plan Authorisation

Position	Name	Signature	Date
General Manager Stakeholder and Community Engagement	N Ryan		06/12/2019

Glossary and Definitions

Item	Definition
Airport	The airport located at the Airport Site. Note: The Airport is referred to in the Act as Sydney West Airport and also commonly known as Western Sydney Airport
Airports Act	Airports Act 1996 (Cth)
Airport Lease	An airport lease for the Airport granted under section 13 of the Act
Airport Lessee Company	The company that is granted a lease over the Airport Site
Airport Site	The site for Sydney West Airport as defined in the Act
Approver	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; and For other matters – the Infrastructure Minister or an SES employee in the Infrastructure Department.
Apron	The part of an airport used for: <ul style="list-style-type: none"> a. the purposes of enabling passengers to embark/disembark an aircraft; b. loading cargo onto, or unloading cargo from, aircraft; and/or c. refuelling, parking or carrying out maintenance on aircraft
Associated Site	An 'associated site for Sydney West Airport' as set out in section 96L of the Act
Bulk Earthworks	The large scale earthworks required to flatten the Stage 1 area in preparation for further construction works as described in section 6 of the Construction Plan.
Conditions	A condition set out in Part 3 of the Airport Plan in accordance with section 96C of the Act
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 approved in accordance with Condition 1.
Construction Period	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.
EEW	The Phase of the Stage 1 Development that involves early earthworks as described in section [6] of the Construction Plan
Environment Minister	The Minister responsible for the EPBC Act
Environmental Impact Statement	The environmental impact statement prepared in relation to the Airport under the EPBC Act
the EPBC Act	Environment Protection and Biodiversity Conservation Act 1999 (Cth)
Infrastructure Department	The department responsible for administering the Airports Act, currently the Australian Government Department of Infrastructure, Regional Development and Cities.
Infrastructure Minister	The Minister responsible for the Act from time to time
Laws	Statutes, regulations, rules, bylaws and other subordinate legislation of the Commonwealth or a state or territory
Main Construction Works	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

Item	Definition
Preparatory Activities	<p>The following:</p> <ul style="list-style-type: none"> a) day-to-day site and property management activities; b) site investigations, surveys (including dilapidation surveys), monitoring, and related works (e.g. geotechnical or other investigative drilling, excavation, or salvage); 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); d) enabling preparatory activities such as: <ul style="list-style-type: none"> i. demolition or relocation of existing structures (including buildings, services, utilities and roads); 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 iii. application of environmental impact mitigation measures; and e) any other activities which an Approver determines are Preparatory Activities
Sydney West Airport	The Airport. Note: this is the name used in the Act. The Airport is also commonly known as Western Sydney Airport or Western Sydney International (Nancy-Bird Walton) Airport
Western Sydney Airport (WSA) or Western Sydney International (Nancy - Bird Walton) Airport (WSI)	The Airport. Note: Under the Act the Airport is referred to as Sydney West Airport
WSA	<p>WSA Co Limited (ACN 618 989 272), the entity responsible for constructing and operating the Airport in accordance with the Airport Plan.</p> <p>For the purposes of the Airports Act 1996 (Cth), WSA is the “airport-lessee company” for WSI</p>

Acronyms and abbreviations

Item	Definition
ALC	Airport Lessee Company
ALER	Airfield lighting equipment room
ARFFS	Aviation Rescue and Firefighting Services
ATC	Air traffic control
ATCT	Air traffic control tower
BEC	Bulk Earthworks Contract
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations 1998
CEMP	Construction Environmental Management Plan
CSEP	Community and Stakeholder Engagement Plan
EIS	Environmental Impact Statement
GSE	Ground support equipment
ha	Hectares
HIAL	High intensity approach lighting
ISO 14001	AS/NZS ISO 14001:2015 – Environmental Management Systems
km	Kilometres
m, m ² and m ³	Metres, square metres and cubic metres
ML and ML/d	Megalitres and megalitres per day
OU	Odour unit
SES Officer	An SES employee under the Public Service Act 1999 (Cth)

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1 Introduction

1.1 Background

In April 2014 the Australian Government announced that the Commonwealth-owned land at Badgerys Creek will be the site for a second Sydney Airport. The Badgerys Creek airport site was selected following extensive studies completed over a number of decades.

In December 2016 pursuant to the Airports Act, the Minister for Urban Infrastructure determined the Airport Plan, which sets the environmental and planning authorisation for the development of Stage 1 of the Western Sydney Airport (WSA Stage 1). Part 3 of the Airport Plan outlines the conditions for the design, construction and operation of the Stage 1 development of the airport that must be complied with, regardless of who is delivering the works. These include strict environmental standards and implementation of 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 under the EPBC Act in September 2016, following a public exhibition period during which almost 5,000 submissions were received. The EIS considered potential impacts during construction activities for the site and operation of the Stage 1 and long-term development of the proposed airport. In determining the Airport Plan the Minister for Urban Infrastructure 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 to develop and operate the airport. WSA is responsible for constructing and operating Western Sydney Airport in accordance with the Airport Plan.

The Western Sydney Airport 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.

Stage 1 will include major site preparation, removing or relocating infrastructure from the site and earthworks to prepare the airport site, establishing the Airport with a single 3.7-kilometre runway located in the north-western portion of the Airport 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 Stage 1 development).

The scope of works for the Stage 1 development is defined in the Airport Plan and will generally include the investigation, design, construction and commissioning of:

- Bulk earthworks to move and redistribute more than 20 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;
- Appropriate airport and aviation support facilities;
- Drainage and utilities infrastructure; and
- Car parking, on-site roads, Experience Centre 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 set out in the Construction Conditions for the Stage 1 development of the Western Sydney Airport detailed in Section 3.10.2 of the Airport Plan. Specifically, Section 3.10.2 Condition 15(1) of the Airport Plan requires that this plan 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 development. The CSEP functions as part of an integrated management system that includes CEMPs (Construction Environment Management Plan) and a Construction Plan. Collectively, these plans provide the overall environmental management approach and requirements for the Project. 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.

This plan is to be read in conjunction with the WSA Construction Plan, including its attached Site Environmental Management Framework, and all relevant CEMP documents as indicated in Table 1, which highlights relationships and linkages of this CSEP with other CEMPs and management plans, within the environmental management framework, including key cross-referencing to Airport Plan and EIS requirements.

Table 1 CSEP relationship with other CEMP documentation

CEMP or plan	Airport Plan Condition (3.10.2)	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
Community and Stakeholder Engagement (this plan)	15	28-20	28-21
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	The CSEP provides for the development and maintenance of a complaint log and includes specific measures for how complaints will be managed.
	Environmental Control Measures	Describe procedures for notifying residents of construction activities likely to affect their amenity including noise, dust, traffic and vibration.
	Communications and Complaints Management	Describe the processes for managing complaints, stakeholder engagement and

CEMP or other plan	CEMP operational control element	Key CSEP function
		emerging environmental management issues as they arise.
European Heritage CEMP	Communications and Complaints Management	This CSEP is to be read in conjunction with the European Heritage CEMP. Describe 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, e.g. vegetation clearing. Consultation requirements for the development of illegal waste dumping prevention strategy
	Communications and Complaints Management	Describe the processes for managing complaints, stakeholder engagement and emerging environmental management issues as they arise.
Biodiversity CEMP	Communications and Complaints Management	The CSEP provides for the development of a complaints log and includes specific measures for how complaints will be managed.
	Communications and Complaints Management	Describe the processes for managing complaints, stakeholder engagement and emerging environmental management issues as they arise.
Soil and Water CEMP	Communications and Complaints Management	Describe the processes for managing complaints, stakeholder engagement and emerging environmental management issues as they arise.
	Communications and Complaints Management	The CSEP provides for the development and maintenance of a complaints log and includes specific measures for how complaints will be managed.
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	The CSEP provides for the development of a complaints log and includes specific measures for how complaints will be managed.
	Environmental Control Measures	Community Awareness. A community awareness program on overall traffic issues approved and implemented prior to Main Construction Works.

CEMP or other plan	CEMP operational control element	Key CSEP function
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	The process for managing complaints, stakeholder engagement, and emerging environmental management issues as they arise.
	Communications and Complaints Management	The CSEP provides for the development and maintenance of a complaints log and includes specific measures for how complaints will be managed.
Aboriginal Cultural Heritage Management Program	<p>Communications and Complaints Management</p> <p>Environmental Control Measures</p>	<p>This CSEP is also to be read in conjunction with the Aboriginal Stakeholder Consultation and Engagement Plan, which is part of the Aboriginal Cultural Heritage Management Program for the Western Sydney Airport. Research and plans implemented under this program include:</p> <ul style="list-style-type: none"> • Management of topsoil containing relatively high Aboriginal artefact density • Aboriginal Archaeological Survey and Salvage Program • Aboriginal cultural heritage site induction process • Evaluation of ISSP fieldwork allocation to Aboriginal stakeholders and field composition • Aboriginal Cultural Heritage Oral History Plan • Aboriginal stakeholder consultation and engagement plan • Aboriginal Cultural Heritage Keeping Place (the Commonwealth is responsible for consultation and engagement in relation to an Aboriginal cultural heritage Keeping Place). <p>Describe the processes for managing complaints, stakeholder engagement and emerging environmental management issues as they arise.</p>
Visual and Landscape CEMP	Communications and Complaints Management	Describe the process for managing complaints, stakeholder engagement and emerging environmental issues as they arise.
	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.
<p>Monitoring will be undertaken throughout the construction period to ensure compliance with the complaints process outlined in the CSEP.</p>		

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 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 the airport.

The CSEP is the overarching plan that guides individual strategies and communication sub-plans that will be implemented by the contractor/s. Such sub-plans will include events and activities such as:

- Targeted work notifications and consultations e.g. 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 e.g. significant milestones, Aboriginal Cultural Heritage finds, milestone events etc.

This plan details the management requirements that must be satisfied in order to demonstrate compliance with the conditions of approval as set out in Construction Condition 15 of Section 3.10.2 of the Airport Plan for the construction of the Stage 1 development of the Western Sydney Airport.

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 Executive General Manager Corporate Affairs prior to submission to Western Sydney Unit, Australian Government Department of Infrastructure, Regional Development and Cities (Infrastructure Department).

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 www.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 Development as progressing generally from the north-east to the south-west of the Airport Site, allowing for the relocation of The Northern Road and a TransGrid transmission line.

The delivery of the Stage 1 Development will be through a packaging strategy with a wide variety of package sizes, risk profiles and contracting entities. Each package 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 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
- Airside precinct
- Ground transport
- Other building activities
- Terminal
- Aviation support facilities

Details of the Project construction activities, staging and programming including the phases of works 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 the** Bulk Earthworks, Early Earthworks and Material Importation phases of works as described in Section 6 of the Construction Plan (WSA00-WSA-00000-CN-PLN-000001). 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

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 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 airport makes a positive contribution to the changing identity and character of Western Sydney.

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

Table 3 CSEP strategies

Objective	Strategy
Maximise local and regional community awareness of construction activities	<ul style="list-style-type: none"> ● Establish a professional and competent community engagement team. ● Ensure that all members of the project team are informed about community engagement and how to respond. ● Provide accurate and timely information about the project. ● Provide information about the ways in which the community can obtain information about the project. ● 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.
Maintain positive relations with the local community	<ul style="list-style-type: none"> ● Engage in an open, honest and inclusive manner. ● Provide detailed briefings at key points on planned works and potential impacts and seek feedback from the relevant stakeholders. ● Develop a close working relationship with Liverpool and Penrith councils through regular updates and meetings. ● Use a wide range of tools to communicate with the broadest possible audience, particularly in relation to planned works and potential impacts.
Respond quickly and effectively to community complaints	<ul style="list-style-type: none"> ● Promptly respond to enquiries and complaints.
Coordinate communication and stakeholder engagement activities across all CEMPs	<ul style="list-style-type: none"> ● Identify and manage emerging issues. ● Ensure relevant stakeholders/community are informed in advance about planned works and potential impacts.
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"> ● 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.
Ensure the airport makes a positive contribution to the changing identity and character of Western Sydney	<ul style="list-style-type: none"> ● Ensure outcomes of consultation are integrated into operational decisions. ● Engage in an open, honest and inclusive manner. ● 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.

4 Legal and other requirements

4.1 Legislation and Guidelines

The Western Sydney Airport is being developed under the Airport Plan determined under the *Airports Act 1996*. Legislation and regulations and their relevance to this plan are summarised in Table 4.

Table 4 Principal legislation and relevance

Legislation or regulation	Relevance	CSEP compliance provisions
Commonwealth		
Airports Act 1996	<p>The Airports Act and Airports Regulations 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.</p> <p>The Airport Plan prepared under the Airports Act authorises the development of Stage 1 of Western Sydney Airport 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 are applicable if these measures are not complied with.</p>	This CSEP forms part of the overall WSA Co management system which has as a target, full compliance with the Airport Plan.
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 Airport Plan above.

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

Table 5 Relevant guidelines and standards

Guidelines and standards
<ul style="list-style-type: none"> IAP2 Core Values of Public Participation (International Association for Public Participation 2007) – it is the intention of WSA Co to adopt Collaboration level participation guidelines under the IAP2 standards. This reflects WSA Co's commitment to working collaboratively with its stakeholders and providing ongoing opportunities to engage and participate in the development of the Airport.
<ul style="list-style-type: none"> IAP2 Code of Ethics for Public Participation Practitioners (International Association for Public Participation 2007)

4.2 Approvals and other specifications

Approvals and other specifications relevant to this plan include:

- Functional Specifications;
- Western Sydney Airport Plan (2016);

- Western Sydney Airport Environmental Impact Statement;
- WSA Sustainability Plan;
- WSA Site Environmental Management Framework; and
- WSA Construction Plan.

4.3 Airport Plan Conditions

Conditions relevant to community and stakeholder management during construction are provided in Table 6. 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 6 Conditions relevant to community and stakeholder management

Condition No.	Condition	Timing	Responsibility
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
15.1	The Site Occupier must not: Commence Main Construction Works until a Community and Stakeholder Engagement Plan has been prepared and approved in accordance with this condition; or Carry out any development described in Part 3 of the Airport Plan inconsistently with the approved Community and Stakeholder Engagement Plan.	Prior to Main Construction Works	WSA
15.2	The Site Occupier must: Prepare, and Submit to an Approver for approval; a Community and Stakeholder Engagement Plan in relation to the carrying out of the developments described in Part 3 of the Airport Plan.	Prior to Main Construction Works	WSA
15.3	The criteria for approval of the Community and Stakeholder Engagement Plan are that an Approver is satisfied that: <ul style="list-style-type: none"> • 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 • the Community and Stakeholder Engagement Plan complies with Table 28-21 in Chapter 28 of the EIS and is otherwise appropriate. 	Prior to Main Construction Works	Approver
35	Consultation on plans: 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: (a) in preparing the plan, has: (i) consulted with any NSW Government agencies specified by the NSW Department of Premier and Cabinet; and (ii) in the case of the Biodiversity CEMP, Biodiversity, Land and Safety OEMP, Soil and Water CEMP and Soil and Water OEMP, also consulted the Environment Department and OEHP; and (b) has provided: (i) the Approver; and (ii) each consulted agency, with an explanation of how any responses have been addressed.	Prior to Main Construction Works	Approver and WSA

4.3.1 Environmental Impact Statement requirements

The requirements of community and stakeholder management to be considered and addressed during the construction phase of the Stage 1 development are included in the EIS, specifically Table 28-20. A summary of these requirements and how they have been addressed in this CSEP is presented in Table 7.

Table 7 Summary of community and stakeholder engagement management requirements

EIS Reference	Topic	Summary	CSEP Reference
Table 28-20	Implementation framework	<p>The Community and Stakeholder Engagement Plan will be developed prior to commencement of Main Construction Works for the Stage 1 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.</p> <p>The Community and Stakeholder Engagement Plan will as a minimum:</p> <ul style="list-style-type: none"> • Detail the management and mitigation measures to be implemented, including the measures and sub-plans in [EIS] Table 28-21 • Describe the process for managing complaints, stakeholder engagement, and emerging issues as they arise • Specify the process for monitoring implementation, reporting, and auditing • Identify the party responsible for implementing the Community and Stakeholder Engagement Plan. 	This CSEP
			CSEP Chapter 8
			CSEP Chapter 10
			CSEP Chapter 13
Table 28-20	Monitoring	Specific monitoring requirements will be developed in specific plans and procedures outlined in [EIS] Table 28–21.	CSEP Chapter 13
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.	CSEP Chapter 13
Table 28-20	Responsibility	<p>Responsibilities in relation to the Community and Stakeholder Engagement Plan include:</p> <ul style="list-style-type: none"> • the Community and Stakeholder Engagement Plan will be submitted for approval to the Infrastructure Minister or an 	This document

EIS Reference	Topic	Summary	CSEP Reference
		<p>SES Officer in the Department of Infrastructure, Regional Development and Cities; and</p> <ul style="list-style-type: none"> the D&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. 	

All contracts will include performance criteria requiring compliance with this plan and associated plans, which will be monitored on an ongoing basis.

5 Consultation

5.1 Consultation requirements of this plan

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

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 2

A consultation plan outlining the process for engaging with stakeholders was prepared by the WSA Community and Engagement team. The plan and a scoping document outlining the Bulk Earthworks project and 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 the stakeholders on the level of impact that would result from the next phase of construction activities. Prior to contract award, stakeholders were invited to attend a site visit (bus tour) on 9 July 2019 to assist the stakeholders to understand the size and scale of the site elements. Following the Bulk Earthworks Contract (BEC), the CSEP was updated to reflect the next stage of construction. In October 2019, stakeholders were provided with the nine draft CSEP to review and were requested to provide comment. To facilitate the review stakeholders were invited to attend a workshop on 8th October 2019, where an overview of the Bulk Earthworks phase was presented and key aspects discussed. A summary of the stakeholder and government authority consultation which has informed the preparation of this CESP is presented in Table 8.

Table 8 CSEP consultation summary

Activity	Date	Invitees	Summary
Consultation prior to Rev 02 approval			
Site visit for stakeholders	9 July 2019	<ul style="list-style-type: none"> · Liverpool City Council · Penrith City Council · NSW Health · NSW Aboriginal Affairs · Transport for NSW (RMS) · Western Sydney Unit · Department of Energy and Environment · South Western Sydney Local Health District · Rural Fire Service · DFSI – Waste Assets Management Corporation · NSW Government Architect · Planning and Environment (OEH) · Western Sydney Planning Partnership (DPE/GSC/Councils) · Department of Primary Industries – Water 	As part of the continuous improvement of the consultation process, a site visit (bus tour) for stakeholders was organised. This has been included due to the good feedback from the last CEMP round where a workshop was held. It is a useful element to assist stakeholders to understand size and scale and also have discussions related to site elements as they are seen during the bus tour.

Activity	Date	Invitees	Summary
		<ul style="list-style-type: none"> · Greater Sydney Commission · City Deal Alliance (Councils) · Planning and Environment 	
CEMPs provided to stakeholders for comment	October 2019	<ul style="list-style-type: none"> • Liverpool City Council • Penrith City Council • NSW Health • NSW Aboriginal Affairs • Transport for NSW (RMS) • Western Sydney Unit • Department of Energy and Environment • South Western Sydney Local Health District • Rural Fire Service • DFSI – Waste Assets Management Corporation • NSW Government Architect • Planning and Environment (OEH) • Western Sydney Planning Partnership (DPE/GSC/Councils) • Department of Primary Industries – Water • Greater Sydney Commission • City Deal Alliance (Councils) 	<p>Key themes:</p> <ul style="list-style-type: none"> - Noise during out of hours construction; - Water quality and water source - Air quality and dust management - Source of imported material - Biodiversity surveys <p>Heritage management</p>
Stakeholder Workshop	8 th October 2019	<ul style="list-style-type: none"> • Department of Planning Industry and Environment 	

5.3 CEMP Consultation

Airport Plan Condition 35 outlines the consultation requirements during the preparation of CEMPs and requires consultation with any NSW Government agencies as specified by the NSW DPC.

Section 1.5 of each CEMP includes Section 35 requirements and provides a summary of the consultation undertaken in the preparation and amendments 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 (OEH 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 Stakeholders of WSA Co

WSA Co stakeholders include but are not limited to:

- Adjacent residents and businesses
- Shareholder Ministers and their departments
- Western Sydney Unit, 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
- Potential customers (airlines, businesses and passengers)

6 Community and Stakeholder Engagement Requirements

Actions that will be implemented prior to and during construction are detailed below in Table 9 and are consistent with those provided in Table 28-21 in Chapter 28 of the EIS, as per construction Condition 15 of the Airport Plan.

Table 9 Community and Stakeholder Engagement Actions from EIS Table 28-21

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, agencies and organisations responsible for affordable housing and other social services, 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"> • potential housing and accommodation requirements for the construction workforce and potential effects on housing and other social services; • potential employment opportunities for local residents; • potential business opportunities for local business; 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. 	Pre-construction Construction	CSEP 9	WSA / All 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"> • a project website will be established to provide the community with up-to-date information on construction activities and provide the name and 	Construction	CSEP 10	WSA / All Contractors

Topic	Mitigation Measures	Timing	Implementation	Responsibility
	<p>contact details for the person(s) responsible for managing complaints;</p> <ul style="list-style-type: none"> the name and contact details of the person(s) responsible for managing the complaints will be displayed on signs at multiple locations along the Airport Site boundary; and multiple channels will be established to allow for complaints to be made including a 1800 toll free number, email, online form and postal address. 			
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"> complaints are responded to within 48 hours of receipt, whenever possible; complaints are to be investigated in an appropriate manner and timeframe; 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. 	Construction	CSEP 10	WSA / All Contractors
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"> the nature of the complaint, including the event or activity which is the basis of the complaint; the response provided to the complainant; and any corrective action or further environmental measures taken. <p>The complaints register will be made available to the Department as requested.</p>	Construction	CSEP 10	WSA / All Contractors

Topic	Mitigation Measures	Timing	Implementation	Responsibility
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"> liaison with relevant State and local government agencies regarding future access arrangements from The Northern Road and Elizabeth Drive; 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 liaison with relevant State and local government agencies to identify opportunities for protection of a corridor for future fuel pipeline. 	Construction	CSEP 9	WSA / All Contractors
Local 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"> an Australian Industry Participation Plan that includes consideration of local industry participation an equal opportunity policy that includes training and suitable employment opportunities for Indigenous people and people with disadvantages. 	Pre-construction Construction	CSEP 11	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:

- Enhance the public image of WSA and the airport 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 Aboriginal people
- Facilitate an ongoing understanding of WSA and the airport
- 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 meet the balance of 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 in regard to the decision 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 Co or which contact method a stakeholder uses, the issues are dealt with in a timely and professional manner.

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 are:

- Dust and air quality
- Operational noise and vibration
- 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 WSAs responsibility are outlined in Table 10.

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

Table 10 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 Promote key messages through regular engagement with stakeholders 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 Promote key messages through regular engagement with stakeholders Ensure all print communication includes messaging regarding project objectives/intentions
Noise	Noise from construction activity Breach of EPA guidelines	Maximising day works Provide impacted stakeholders with early notification about noisy activities
Working hours	Working outside normal working hours, breach of EPA guidelines	Maximising day works whilst avoiding traffic impacts Provide impacted stakeholders with early notification about out-of-hours activities
Personnel	Poor behaviour by staff / subcontractors Unauthorised staff member speaking to public/media	Ensure expectations regarding behaviour and engagement with the public/media are clearly communicated to all staff during inductions and reinforced regularly Address instances of poor behaviour by staff through performance management procedures Address instances of poor behaviour by subcontractors through contract management procedures
Vibration	Vibration from construction activities	Ensure pre-construction surveys are carried out where appropriate Ensure vibration monitoring is carried out in compliance with project procedures

Issue category	Specific issues	Comment / mitigation measures
Dust	Dust build up on houses, cars, local roads and other property	Ensure dust control measures are in place during construction Ensure air quality monitoring is carried out in compliance with project procedures Empower workforce to identify and manage potential impacts
Lighting	Visual impacts from on-site lighting used at night	Maximising day works whilst avoiding traffic impacts 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 Ensure lighting is addressed as part of regular engagement with key stakeholders
Traffic & Pedestrians	Public safety concerns with increased construction traffic on local / arterial roads	Ensure Traffic Management Plan and communication of plans is implemented as required Ensure expectations regarding behaviour are clearly communicated to all staff during inductions
	Changed traffic conditions	Provide project hotline and email address to facilitate enquiries and complaints
	Construction traffic noise disruption to local residents	Conduct noise monitoring as required
	Incident response	
	Emergency Services Access	
Emergency Services Ambulance Police Force Fire and Rescue State Emergency Service (SES)	Emergency services access and incident response	Project specific briefing throughout life of project Site visits at project start up Direct mail Project specific notifications
Construction site	Driver and community complaints that the section of road, traffic management and construction site is messy and dirty	Ensure expectations about site presentations are clearly communicated to all staff during inductions Management of email address and project hotline for receipt of enquiries and complaints Ensure enquiries and complaints about site presentation are addressed quickly and closed out with driver/community
Access	Changes to property access	Maintain access at all times 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	

Issue category	Specific issues	Comment / mitigation measures
	Unauthorised public accessing the construction site	
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 stakeholders identified in this plan Contractors to consult with WSA about any stakeholders that may not have been identified Assess which member of project team is best placed to manage relationships
Elected government representatives	Announcements such as construction timeframes and costs	Ensure compliance with WSA and DP communication approvals processes, as required.
	Potential impact to nearby residents and businesses during construction	
	Cumulative various impacts to stakeholders	
	Delay in construction timeframes and project completion	
	Maintenance and requests from council to upgrade local roads used during construction	
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 Aboriginal and European heritage impacts	

Issue category	Specific issues	Comment / mitigation measures
	Construction timelines	
Businesses	Potential impact to trade during construction Construction impacts including changed traffic conditions, access arrangements, noise, dust, and vibration.	Briefings as required throughout planning and construction

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 and promotion in 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 identify opportunities for corridor protection for the provision of a future rail connection to the airport site;
- Liaison with relevant State and local government agencies to identify opportunities for protection of a corridor for future fuel pipeline;
- 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.
- 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 allocation of funding to programs that may be impacted by construction activities. 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 is working closely with key local, State and Commonwealth agencies on the development of a range of socio-economic enrichment programs including an Aboriginal Engagement Masterplan, education planning forums to assist with meeting workforce planning targets, community grants and school education and involvement programs. These programs will be developed for commencement during the first 18 months of the construction phase.

9.2.1 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 utility providers that will be directly affected by or have a role in the development of Western Sydney Airport.

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 Forum 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 Executive Officer of WSA or his/her delegate.

Membership will include organisations whose work may be impacted by, or whose work may impact, the construction of Western Sydney Airport. While membership of the SPF may vary as construction progresses it will generally comprise the following members:

WSA :

- CEO
- EGM Corporate Affairs
- Chief Financial Officer
- General Manager Community and Stakeholder Engagement

Australian Government:

- Airservices Australia
- Australian Federal Police
- Bureau of Meteorology

- Department of Infrastructure, Regional Development and Cities;
- Department of Agriculture & Water Resources
- Department of Defence
- Department of Home Affairs

NSW Government:

- Department of the Premier and Cabinet
- Department of Planning and Environment
- Department of Industry
- Greater Sydney Commission
- Transport NSW;
- Roads and Maritime Services
- Western City Aerotropolis Authority

Local Government:

- Liverpool City Council
- Penrith City Council
- Wollondilly Shire Council

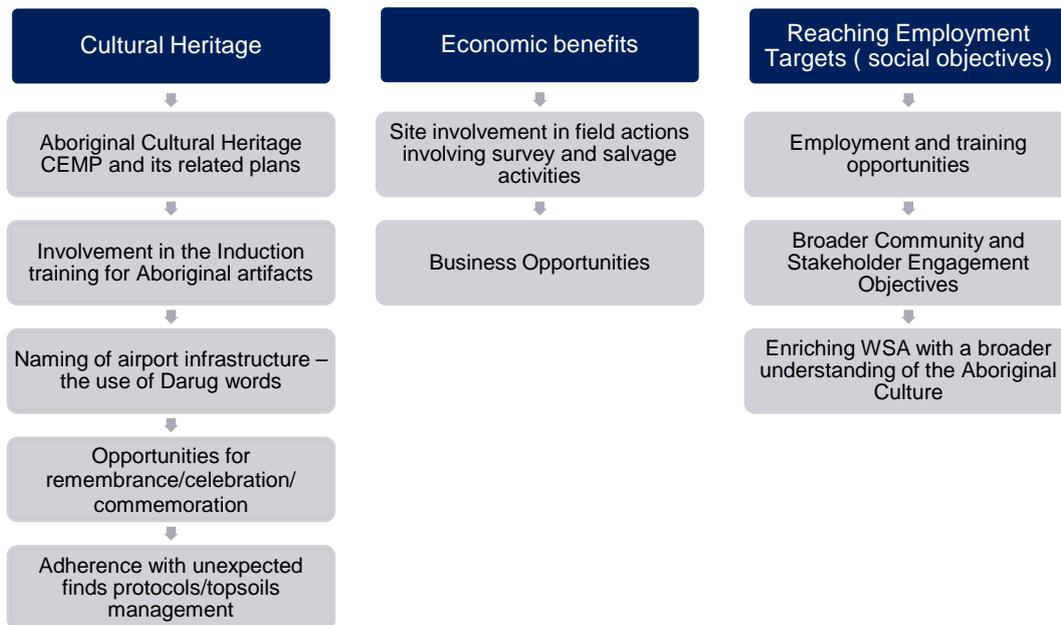
Utility Providers:

- Endeavour Energy
- Sydney Water
- TransGrid
- Telstra

9.2.2 Aboriginal Stakeholder Forum

The Aboriginal Stakeholder Forum (ASF) includes representatives who have indicated a connection to the land upon which the Western Sydney Airport is to be built. The forum includes provision for stakeholders to be involved in issues including site survey, salvage, archaeological investigations, artefact storage, commemorative activities and smoking ceremonies in accordance with the Aboriginal Cultural Heritage Management CEMP. The initial survey and salvage plan and associated sub plans were developed in consultation with stakeholders at forums.

Elements and objectives which will guide WSA and its contractors are below.



9.2.3 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 include membership of;

- Western Sydney Investment Attraction Office / Western City Aerotropolis Authority (WCAA)
 - WSA monthly meeting
 - Western Sydney Communication Coordination monthly meeting
 - Western Sydney Development Coordination forum
 - Western Sydney City Deal Communication and Engagement Sub-committee
 - Local Government engagement meetings and updates.

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).

As per the Airport Plan, WSA will acknowledge enquiries and complaints within 48 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 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 name and contact number of the person responsible for managing complaints will be displayed on signs around the Airport Site.

10.2 Complaints channels

10.2.1 Telephone Contacts

A toll-free information line (1800 972 972) will be available for 24 hours when the site is operating for 24 hours for construction information as well as complaints and feedback. This line is monitored by a suitably trained community engagement team member.

In late 2018, a call centre was established to manage all enquiries. The call centre transfers calls to relevant parties as appropriate or responds wherever possible.

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 for response. All incoming calls are logged in the stakeholder database (Consultation Manager).

10.2.2 Email and written contacts

The Bulk Earthworks Contractor will provide their own general enquiries and complaints email address for publication by WSA Contractors for all other packages of works will utilise the overall Project phone (1800 972 972) and email (info@wsaco.com.au). Emails will be responded to within 24 hours, and during business hours only. An online form and postal address will also be made available.

WSA and others may forward community and stakeholder emails, received via their own channels, relating to the contractors' work, through to the nominated email. It is expected that the Contractor will also record the response to the community or stakeholder email.

Emails and responses will be uploaded into the stakeholder database within 48 hours.

10.2.3 Project Website

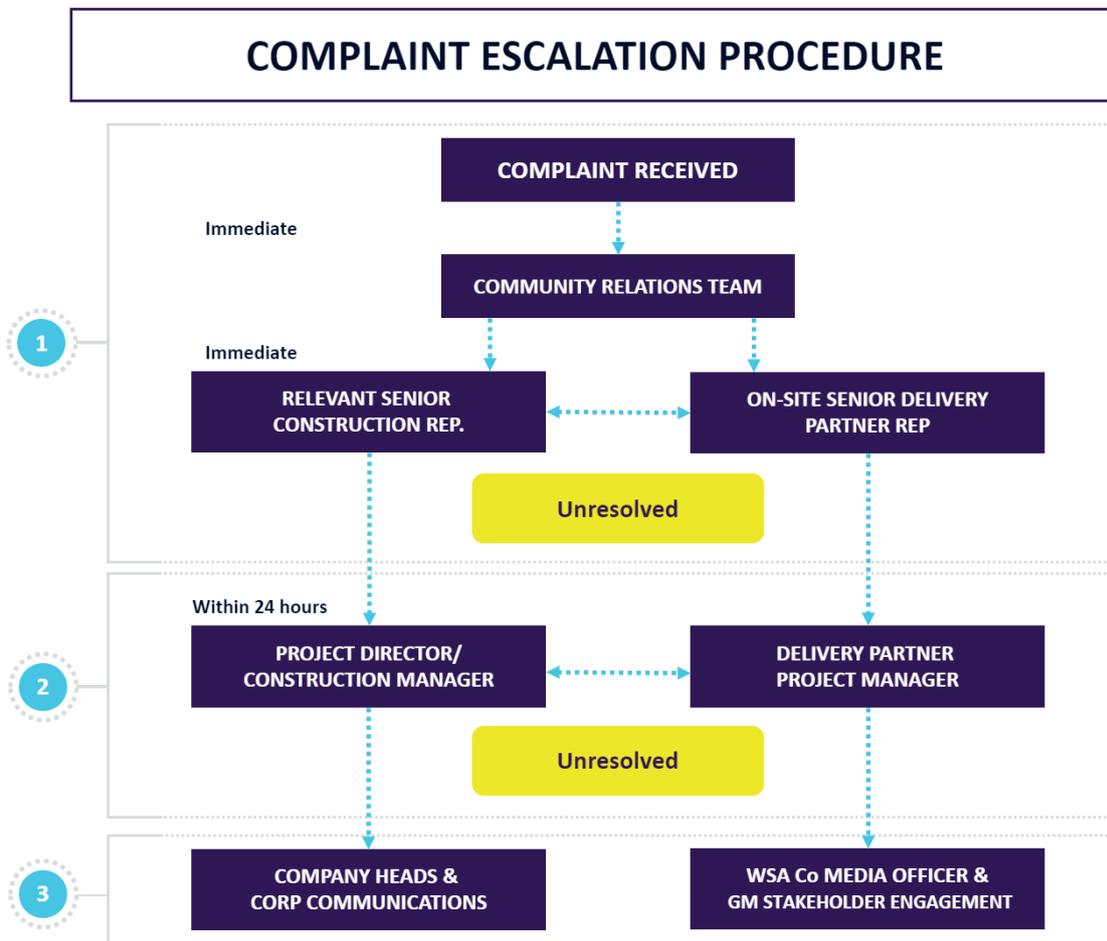
A project website (www.wsaco.com.au) has been established and will provide the community with up-to-date information on construction activities and will provide contact details for lodging and managing complaints.

10.2.4 Complaints handling procedure for Environmental Complaints

For all complaints made about issues relating to construction impacts around air quality, vibration, water issued and noise, it is expected the construction community engagement (CE) team will immediately inform the WSA Community Engagement Manager (CEM). The Community Engagement Manager and WSA Environment team will work with the contractors' CE and environment teams to ensure all complaints are handled appropriately on a case-by-case basis.

10.2.5 Escalating complaints process

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



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 notified to the Infrastructure Department.

11 Industry Participation Plan

The airport 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 Co, 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. It will be published on WSA's website (www.wsaco.com.au).

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

11.1 Industry Communication and Engagement

WSA and its contractors will undertake the following activities to support industry participation.

11.1.1 Web-based activities

- Utilise the WSA website to detail the types of opportunities available to Western Sydney industry and how they can respond to these opportunities.
- Have a dedicated page on the website regarding industry support and opportunities.
- Proactively publicise the website.

11.1.2 Liaison with industry bodies

- WSA and its contractors will consult with the relevant industry associations and Australian industry to help identify capable and competitive Australian industry suitable to supply goods or services to the project.

11.1.3 Public information activities

- WSA will hold public/industry briefings, conferences and/or workshops to communicate the types of opportunities available to industry and information on how industry can respond to opportunities, including how to pre-qualify.
- Publish media releases/statements through main stream media (e.g. newspapers, industry magazines and/or business journals) detailing supply opportunities and how suppliers can respond to these opportunities.

12 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:

- 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 development.

Targets for workforce include:

- Number of learner workers;
- Proportion of workforce from Western Sydney; and
- Workforce diversity, including opportunities for Aboriginal people and people with disadvantages.

12.1 Employment Targets

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

- During the construction phase 30% of employees will be residents of Western Sydney
- From 2026 WSA will have a target that 50% of employees are from Western Sydney
- Aboriginal workers will make up at least 2.4% of total workforce on the construction phase
- At least 3% of all contracts during construction are to be with Indigenous firms
- 20% of workforce to be made up of learner workers
- 10% diversity target.

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

12.2 Initiatives to reach Employment Targets

12.2.1 Preparation

- Early interactions with preschools and primary schools
- Involvement in Science, Technology, Engineering and Mathematics (STEM) programs
- Participation in career open days
- Work experience and graduate programs
- Workforce planning and requirements

12.2.2 Partnerships

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

12.2.3 Positioning

- Contractual obligations of all contractors and suppliers enforced
- Be a key participant in the implementation of the Western Sydney Employment Hub and participation in the Western Sydney City Deal Skills Alliance.
- Partner with employment and training providers

13 Internal communications

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

The WSA Community and Stakeholder Engagement team will meet weekly with the WSA Construction team and project contractors to discuss any community facing issues on site, the 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 Co Community and Stakeholder Engagement 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.

13.1 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.

13.2 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 CE 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 11.

Table 11 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 and Stakeholder Engagement (or delegate)
Complaints and complaints processes/registration under the complaints management system.	Weekly	WSA General Manager, Community and Stakeholder Engagement (or delegate)
Local employment and business opportunity strategies and outcomes (via Stakeholder database and meeting notes / minutes).	Monthly	WSA General Manager, Community and Stakeholder Engagement (or delegate)
NSW and local government liaison processes and outcomes.	Monthly	WSA General Manager, Community and Stakeholder Engagement (or delegate)

13.3 Auditing

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

13.4 Reporting

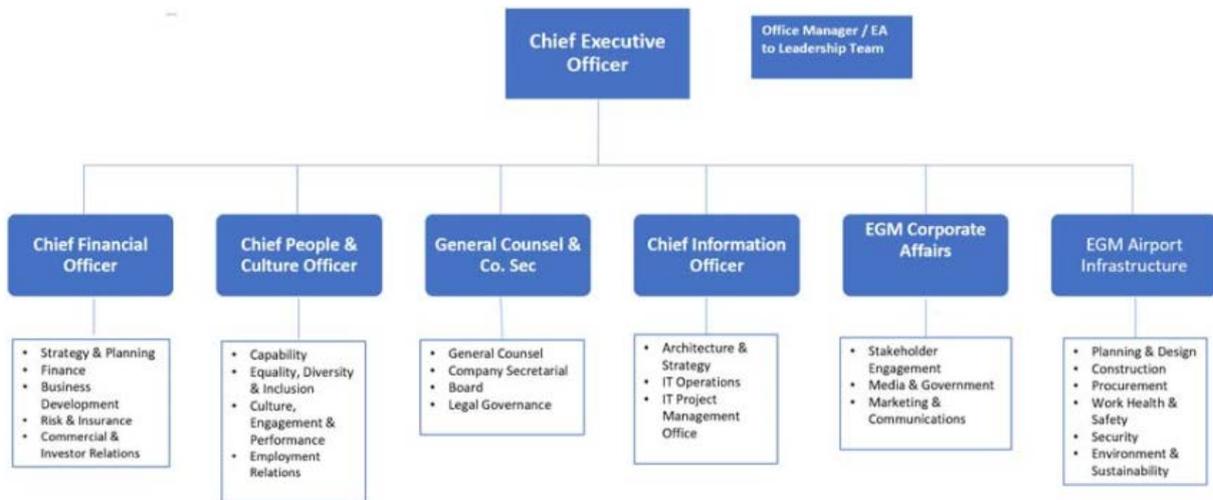
A summary of reporting required under this CSEP is provided in Table 12.

Table 12 CSEP reporting

Action	Scope	Timing / Frequency	Responsibility
Monthly reporting	<p>A report detailing social impacts and outcomes will be produced monthly. These monthly reports will include:</p> <ul style="list-style-type: none"> • A summary of stakeholder and community feedback from all sources. • 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. • Any other information considered relevant including notices and other community contact. 	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	Relevant contractor and WSA

14 WSA Roles and Responsibilities

This chapter contains information indicative of the roles and responsibilities expected to be fulfilled while implementing this CSEP. Titles and specific functions can be expected to change over time.



WSA Corporate Affairs

- 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 Aboriginal engagement awareness for all levels of WSA staff
- Develop and review documents for WSA (e.g. reports, newsletters, procedures etc)
- Ensure compliance of activities with the CSEP
- Maintain a complaint register on any environmental and social impact-based complaints

15 Action Plan

This section will provide an overview of the CSEP Action Plan for the Stage 1 development works. 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.

15.1 Communication Tools

The key tools to be used for consulting and communicating with the community and key stakeholders are summarised in Table 13.

Table 13 Communication tools

Tool	Description	Audience	Indicative frequency/ timing
Contact details	All communications materials will include the following contact details as a minimum: <ul style="list-style-type: none"> • 24-hour toll free information line • the WSA website westernsydney.com.au and email address 	Wider community 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. 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. 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. 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

Tool	Description	Audience	Indicative frequency/ timing
Media release	<p>Media releases may be issued by WSA and/or Minister's Office at key operational milestones.</p> <p>The proposed content of media releases is outlined below:</p> <ul style="list-style-type: none"> • Works/project commencement. • Overview of works/project. • Need for works/project. • Progress of works/milestone achievements. 	All	At major milestones
Letterbox work notifications and community updates	<p>Letterbox notifications will be used to inform those directly affected of any activities that may impact on individual properties, residents and businesses.</p> <p>These notifications may be general in nature or, where properties are directly affected, targeted to the individual property owner. These notifications will be distributed at least 7 days prior to the commencement of any works.</p> <p>The notifications will be drafted by relevant Contractor CE team member and will approved by the WSA CE Manager 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>	Close residents and businesses	As required
Doorknocks	The relevant CE team will door-knock 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.	Directly affected residents and businesses	As required
Fact sheets	The relevant Contractors CE team will assist WSA to develop construction specific factsheets for use on the WSA Co website	Wider community	As required
Stakeholder briefings and drop-in sessions	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 WSU.	Local, State and Federal Government Business groups Community	For notification of planned works and service changes At major milestone As programmed (councils, regulatory authorities)

Tool	Description	Audience	Indicative frequency/ timing
	<p>Regular meetings will be established with councils, MPs and regulatory authorities for the duration of the project.</p> <p>The relevant Contractor CE staff are expected to be involved in meetings with RMS 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>		
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 and the relevant Contractor will record details of stakeholders and stakeholder interactions.</p> <p>Correspondence details will be entered into the database within 24 business hours of receipt.</p> <p>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>	WSA Relevant Contractor	Ongoing Monitor, receive and log all feedback daily in stakeholder management system
Site inspections	<p>Visits by members of the public and community groups may be arranged if required. WSA will work with the relevant Contractor to gain access</p>	Wider community	As required
Site Signage	<p>WSA must approve all relevant Contractor signage, and relevant Contractor must adhere to the Brand Guidelines of WSA</p>	Customers and community	As required
Experience Centre	<p>The Experience Centre will be opened and staffed a minimum of four days per week 10:00am to 4:00pm.</p>	Local community and wider community	From Experience Centre opening

Tool	Description	Audience	Indicative frequency/ timing
Variable Message Sign (VMS)	Relevant Contractor should provide WSA Co 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 www.livetraffic.com website, as required.	Motorists and local community	As required

16 Training, awareness and site 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.

16.1 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.

The Community Engagement Manager (or delegate) 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).

16.2 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.

16.3 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 environment inductions is to be maintained by the contractor and provided weekly to WSA.

16.4 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.

16.5 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.

17 Review and improvement

17.1 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.

17.2 Change management

Further refinements to the Stage 1 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 and Stakeholder Engagement.

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

For works associated with the new Elizabeth Drive Intersection, Roads and Maritime Services will review all refinements that are deemed consistent with the Airport Plan.

17.3 Variation of approved plans

WSA will seek approval for variation of an Approved Plan from the Infrastructure Minister 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.

The Infrastructure Minister or an SES Officer in the Infrastructure Department may vary an Approved Plan or request WSA prepare and seek approval for a specified variation if the Infrastructure Minister 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.

17.4 Review of approved plans

WSA will review each approved plan at least every five years (from the date of approval) as required by the Airport Plan. A review will also be completed annually to ensure that it continues to meet the approval

criteria. 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.

WSA may initiate reviews of Approved Plans at other times in response to improvement opportunities, non-conformances, 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 programs.

18 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)

Appendix A

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 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