

# **FENWICKS MARINA**

## **MARINA MANAGEMENT PLAN**

**Report by Andrew Fenwick**

**December 2009**

**HAWKESBURY RIVER HOLDINGS PTY  
LIMITED**

**ABN 30 000 722 387**

**ACN 000 722 387**

**ENVIRONMENTAL PLAN OF MANAGEMENT**

**FENWICKS MARINA**

**MISSION STATEMENT**

Fenwicks Marina strives to exceed the expectations of all our customers in the provision of quality services. Our organisation works as a partner with the wider boating community and the general public to continually improve the health of Australia's premier waterway. Fenwicks Marina is committed to enhancing the environment in which we work for the overall enjoyment and benefit of all stakeholders and community groups.

**The purpose:** to make a positive difference in the community and encourage all staff to achieve their highest potential

**The business:** providing the best quality services to our customers and the wider boating community and maintain the working environment in pristine condition

**The values:** employees who are confident, competent, and caring of the environment and customers; leadership and standards of excellence in the community

The management plan of Hawkesbury River Holdings Pty Limited<sup>1</sup>, trading as Fenwicks Marina, uses the word 'the company' in reference to all issues, policies and regulations.

This management plan has been prepared for Planning NSW and for the exclusive use of the company in setting strategic direction policies. It will assist the company in adopting best practice in all operations and be a pro-active partner in the maintenance and provision of quality boating services on the Hawkesbury River.

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# 1. Introduction

Fenwicks Marina is situated at Nos 31 – 33 Brooklyn Road Brooklyn being a total of 7054 square metres. The southern boundary of the property fronts to with Brooklyn Road and the northern water frontage to Sandbrook Inlet. The site has minimal fall and drains from Brooklyn Road into Sandbrook Inlet.

Two cottages are situated on the land close to Brooklyn Road, one being occupied the other is not. There is car parking and working hardstand between the cottages and the Marina building, this office complex standing approximately 26 metres back from the waters edge. The Marina building of 470 square metres provides workshops and amenities for all the boating operations undertaken and they are manned every day of the year except Christmas day.

A lease from the Department of Land and Water Conservation is held for the area of 4200 square metres over the water where the floating marina is situated. The whole site was developed in the mid 1980s by Doug and Andrew Fenwick and is still managed and operated by the family. (See Appendix 1 for the site plan and Appendix 2 for a copy of the lease from the Department of Land and Water Conservation.)

This document has been prepared by Andrew Fenwick with the aim of providing a holistic plan of management for the site. The report takes into consideration the whole environmental and statutory requirements and demonstrates the company's intention of minimising and managing potential impacts in the most efficient and effective manner. Planning New South Wales requires a commitment to these policies as a condition of their consent to the regularise the company's repair and maintenance operations.

The following publications have been used in the preparation of this document: Environmental Impact Statement (EIS) Regularisation of Repair and Maintenance Operations at Fenwicks Marina; Planning Consultants Design Collaboration; Environmental Action For Marinas, Boatsheds and Slipways EPA 2007; Marina Association of New South Wales, Model for Marinas Environmental Guidelines for Marinas, Boat Servicing and Boat Owners Code of Practice; Australian Government Department of the

Environment and Water Resources 2009, and ANZECC Strategy to protect the marine environment (code of practice for antifouling and in-water hull cleaning and maintenance) 1997.

This plan also recognises the assistance of other members of the Boating Industry Association of New South Wales in networking to continually develop environmental policies and best practice principles.

## **2. MARINA OPERATIONS**

### **2.1 Berthing of vessels**

- On a Pacific marina (Bellingham) fully floating pontoon systems which is anchored by Koppes double treated marine piles
- Cruisers and yachts to approximately 50 feet
- Refer to berth management plan page 28

### **2.2 Fuelling boats**

- From three 10,000 litre in-ground tanks
- Diesel, unleaded and PULP replacement fuels are available.

### **2.3 Travel lift and hardstand**

- Lifting carried out by a 45 ton crib paint travel lift, accommodating vessels to 20 metres in length
- There is a 10 spot hardstand and wash-down bay covering 1400 square metres
- A mobile boat cover is used to mitigate effects associated with repair and maintenance activities
- A mobile crane is used for general duties in the yard
- A fork lift is used to support the setting up of vessels on the hardstand and for movement of gear around the marina

### **2.4 Repair and maintenance provided**

- Defouling and recoating of antifouling
- Detailing and painting services
- Mechanical and engineering (tenant Callaghans Marina Services)

- Shipwright services for repair, maintenance and refurbishment of vessels (tenant Andelane Pty Limited Trading as Andrew Botting Shipwrights)
- Cover makers and marine trimming (tenant Bayside Marine)
- Electrical services (Ocean Marine Electrical, Dave Apperly)
- Contractors who provide services such as metal fabrication, electrical and electronics, and painting and paint removal

## **2.5 Loading and unloading of vessels on road transport**

- Power and sail
- Ranging from runabouts to 16 metres in length

## **2.6 Brokerage – Boat sales**

- Occupying office space in the marina building complex
- We provide a work boat berth for their customer service craft

## **2.7 Amenities for customers and visitors**

- Fully equipped bathrooms with showers for both men and women
- Seating and access to barbeque unit
- LP gas refill facility
- Vending machines for snacks and drinks
- Stocks of paints and materials

## **2.8 Car parking**

- Sealed and drained for use by employees, tenants, customers and visitors

## **2.9 Provision of boating information and educational material to customers, tenants and contractors**

- Signage
- A regular newsletter

### **3. Relevant Statutory Requirements that apply to these operations**

#### **3.1 Fire Department (Building Code of Australia C1 E1)**

##### **Fire fighting equipment**

- Fire hose reels on floating marina
- Fire extinguishers in all workshops, storage containers and fuel wharf
- Mobile petrol fire pump

#### **3.2 Dept of Environment and Climate Change (DECC) formally the Environmental Protection Authority**

##### **(Protection of Environment Operations Act 1997 [as amended])**

Scheduled activity as defined by the Environmental Planning and Assessment Regulation 2000 requiring a licence. This licence No. 10894 was granted in January 2001.

- Dust and odours. These are maintained within the perimeters of the property
- Noise. New South Wales EPA Industrial Noise Policy 2000. Within the approval for operating repair and maintenance on No. 33 Brooklyn Road we have 49.5 decibel reading ( $L_{Aeq}$ ) which is 54.5 decibel tonally adjusted at the nearest receiver. The nearest receiver will be the proposed housing development on No.35 Brooklyn Road.<sup>2</sup>
- Waste water and first flush. The EPA licence has Pollution Reduction Program requirements which are noted on the licence. These have been addressed under the WWMA report by GBA, being part of the Design Collaborative Environmental Impact Statement July 2002

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<sup>2</sup> See VIPAC report dated November 2009.

### **3.3 Protection of the Environment Operations (Underground Petroleum Storage Systems) Regulation 2008**

Fenwicks Marina fuel storage system's environment protection plan includes:

- (a) a loss monitoring procedure;
- (b) an incident management procedure;
- (c) a maintenance schedule which includes cathodic protection for tanks and pipe work, all inspected annually;
- (d) adequate safety for spillage from the system should such an event occur,
- (e) a plan of the storage site that includes the locations of each of the following:
  - (i) the storage system,
  - (ii) all buildings and associated infrastructure,
  - (iii) all fences and gates,
  - (iv) all pumps, bunding and emergency electrical switching.

### **3.4 Work Cover New South Wales**

**(Occupational Health and Safety Act 2000, and the Occupational Health and Safety Regulation 2001.)**

- Three fuel tanks with capacity each of 10,000 litres. Dangerous Goods licence (No.35/025839)
- Employee working conditions
- Employee workers' compensation insurance (Allianz policy No. MNO 072078421)
- Safety
- Licences to operate equipment
  - Travel lift (no longer required)
  - Mobile crane (All hydraulic to 20 tons)
  - Fork lift (All hydraulic to 5 tons)

### **3.5 Waterways**

- Sewerage and waste water guidelines (Blue paper 2002)

- Two commercial moorings (Nos. CL54641/1 and CL5464/2) serviced yearly as per conditions by Hawkesbury Maritime Services

### **3.6 Trade Practices**

#### **Trade Practices Act 1974.**

- Business operations

### **3.7 New South Wales Office of Fair Trading**

#### **Registration under the Business Names Act 1962.**

- Certificate of registration of business name No. J8064545

### **3.8 Sydney Water**

#### **The protection of the water supply**

- Water supply to the property is protected by an R.P.Z.D. valve (backflow prevention device),
- Serviced annually (BAC Plumbing)

## **4. Set Standards and Performance Measures**

**(For each of the environmental issues)**

### **4.1 Fire**

- Fire response plan is posted at appropriate locations throughout the marina complex and bowser wharf.
- Employees and tenants to understand the response plan and participate in regular training and drills
- Fire reels that cover all areas of the floating wharves
- Suitable extinguishers are provided at fuel wharf and in the workshops of the marina complex (see the site plan in the Appendix)
- Supply and maintain auxiliary powered fire pump with suitable suction and a discharge hose

### **4.2 Liquid Waste**

- Oil or hydrocarbon thinners waste is stored in secured bunded store and disposed of by a licensed waste oil contractor, evidenced by tracking documents
- Jet washing is generally carried out on the concrete washdown bay area. All waste is drained firstly through a solid settlement pit before being pumped to a balance tank. The water is then cleaned through our waste water treatment plant and is available for re-use. Any excess treated water can be used on site for general garden maintenance and similar tasks.
- The Department of Environment and Climate Change waste management focus provides a clear and consistent regulatory and policy framework that minimises harm to the environment and delivers greater waste avoidance and resource recovery. To meet the requirements of this legislation as set out in the Protection of the Environmental Operations Act 1997 the company undertook most of the recommendations of Gary Blumberg and Associates Pty Limited in

the HWWMA report and any remaining tasks will be completed. (Refer to Section 10 for detailed comments.)

- Solvents. Minimisation of solvent waste is carried out by use of a “ERS” gun and brush washing tub. This is designed to reuse solvents and is regularly maintained by a service agreement with ERS.

### **4.3 Solid Waste**

- Solid settlement pits are pumped out as required, using an authorised licenced waste contractor. The tracking docketts are filed
- Solid waste is stored in suitable sealed and marked containers for removal by authorised licenced contractors
- The recycling of metals, paper, glass, plastic and timber is diligently carried out
- There is adequate storage and removal of recycled garbage
- Employee training with regards to re-use of materials is encouraged and on-going

### **4.4 Boat sewerage and bilge water**

- The marina will alert customers, visitors, tenants and employees to the POEO legislation that makes it an offence to discharge bilge water or sewerage into the Sandbrook Inlet
- Where possible the company will mitigate against contamination of the waters by boat owners and users of this marina facility in order to maintain, if not improve, water quality within Sandbrook Inlet.
- Black water discharge is available at Kangaroo Point via a Council facility.

#### **4.5 Hardstand runoff. Designated work area.**

- Implement the recommendations of the HWWMA report by GBA as regards to staging and time frames of implementation. (Refer to section 10 for details of implementation of these items.)
- Regular maintenance and clean up is scheduled and documented.
- Best practice principles are employed in line with Fenwicks Marina's Level 3 Accreditation under the Clean Marina program of the Marina Industries Association of Australia.

#### **4.6 Fuel storage and dispensing**

- This area is subject to strict environmental conditions that prevent contamination of the surrounding soil and water and meets the requirements of the EPA Pollution Reduction Program 4(b). This requirement has been met.
- The company maintains a Dangerous Goods licence
- The company does meet its legal obligations for the storage and dispensing of fuel.

#### **4.7 Noise dust and air emissions**

- Implement the recommendations of VIPAC Engineers and Scientists Pty Limited report dated 6 June 2002
  - Erect a 3 metre fence running parallel to and with 1 metre separation from the currently specified 2.4 metre boundary fence – This recommendation is currently subject to a boundary re-alignment and Deed of Agreement with adjoining property owner.
  - Using an angled configuration for the boats, which would be lowered to the hardstand to give acoustic shielding over much of the operation – Is part of our overall Hardstand Management Plan

- Regular operational maintenance and quiet tool selection strategies are implemented at the site wherever possible
- A wind sock has been installed to show the wind direction
- Uncontrolled dust generating activities are performed only during favourable wind directions
- The company uses an enclosure during unfavourable wind directions for dust generating activities, fitted with an extraction system
- Spray painting is performed in an enclosure and only during favourable wind directions – in order to spray paint during unfavourable wind conditions, the enclosure would need improved sealing and an extraction system fitted with a carbon filter. The company does not spray paint during unfavourable wind conditions.
- Cease minor spray painting activities in the open unless during favourable wind directions
  - Increase the use of vacuum sanding equipment
- Observe in-water maintenance restrictions
- Use of mobile cover on the hardstand
- Ensure all rules and regulations published by the company are adhered to.

## **5. Actions and measures to mitigate environmental damage**

### **Overview**

This section describes the actions and measures implemented to mitigate any potential detrimental impacts of the marina's operations on the environment and to ensure these operations meet the relevant standards and/or performance measures.

### **5.1 Fire measures and procedures**

- The company maintains fire response plan notices in appropriate locations around the marina and review these regularly. (See Appendix 3 for the fire plan.)
- On-going training is provided for employees and the company works with local volunteer fire brigades in developing appropriate responses.
- Maintain in good working order the fire reels on the marina. Ensure these reels are tested twice every year and inspected by staff every week.
- All fire reels are clearly marked "Fire use only".
- There are three fire hose reels on the marina. There are three x 9 kg dry powder extinguishers located in the first floor workshop office, the container store and the waste water treatment plant. Also 3 x 9 kg foam extinguishers stored in the fire box at the fuel dock, the waste water treatment plant and the power tool container. These are inspected every six months.
- Signage on the fuel dock to include the words: "No Smoking"; "No Naked Flames"; and "Stop Engines Prior to Refuelling".
- Staff test weekly the operation of emergency power shut-off at the fuel dock.
- Emergency spill kit on the fuel dock, is kept available during operating hours and the contents of the kit checked daily.
- Fuel hoses and bund under the bowsers are checked every week.

- Testing and inspection of mechanical fire pump is included on the yearly maintenance chart.

## **5.2 Liquid waste**

- The company will implement a first flush system as per the recommendations of the HWWMA carried out by GBA.
- Oil and hydrocarbon waste is the responsibility of the company's workshop lessee Callaghans Marine Services (CMS), carrying out the mechanical repairs and maintenance at the complex. Several 205 litre waste drums are set up in a secured area with all-weather cover and bunding. This facility is made available for tenants and other marina customers. The workshop lessee has an arrangement with Australian Waste Oil for the collection of oil and hydrocarbons on a regular basis. CMS is to keep receipts from the contractor covering removal of this waste and to make these available if required by any relevant authority.
- The company has implemented the recommendations of the WWMA report by GBA and the company endeavours to comply with the POEO legislation in regards to preventing pollution of the waters from activities undertaken on the hardstand area and as stated in PRP2 of the company's licence. (Refer to Section 10 and detailed comments.)
- Regular cleaning of settlement pits by licenced contractor. The company files documentary evidence of disposal and makes this available for audit by the authorities as and when required.
- The company minimises the use of solvents for cleaning by educating employees and continuing the use of a spray gun and brush cleaning machine which reuses solvents. This is recognised as the most efficient and effective cleaning method. A licenced contractor services the unit regularly. (Environmental Recovery Services (ERS).)
- Any used solvents are stored in sealed drums and disposed of by the licenced contractor.

### **5.3 Solid waste**

- Solid waste is contained in bins with lids on the hardstand and these are checked regularly.
- The 3 cubic metre bin is emptied weekly by the local council contractor.
- Every effort is made to remove metals, paper, cardboard, glass, plastic and timber, all of which are recycled.
- Educate employees on re-use of disposable items such as:
  - paint brushes, roller sleeves and trays
  - anodes that still have sufficient life
  - the use of drop sheets rather than plastic and paper
  - lightly soiled rags
- Signage is placed at relevant areas and all employees and tenants are educated on the benefits of recycling through the regular company newsletters.
- Contractors collect old batteries and metals.
- Council provides for the removal of paper, plastic and glass.
- Timber wood shavings, where practical, are used as mulch on the marina complex gardens.
- Solid settlement pits are pumped out regularly by authorised licenced contractors (Coopers Environmental Waste Recycling Pty Ltd) and tracking docketts are retained by the company in the EPA folder and made available for audit by the relevant authorities.
- Solid waste that is deemed to be hazardous is kept in a sealed and secure storage container and removed by a licenced authorised contractor.
- Solid uncontaminated waste is disposed of with the general garbage, and removed by the council contractor.

### **5.4 Boat sewerage and bilge water**

- The discharge of sewerage from boat holding tanks can be carried out at Kangaroo Point public pump-out station. This facility also has a receptacle to accept waste from portable toilets.

- Marina staff inspect all moored vessels every morning and afternoon to ensure their safety and security. This includes a visual inspection for any sign of pollution in the water in or around the marina.
- In the event of any inadvertent spillage, staff are trained in quick containment responses.
- The company maintains three emergency spill kits, one being permanently affixed to the fuel wharf. These kits contain absorbent wipes and a 20 metre retaining boom. The Eurotech mobile kit contains: bilge ropes and mini booms; floor sweep; containment socks; and absorbent pillows and wipes. The company also stores a 20 metre boom kit at the marina.
- Prior to occupying a berth all marina customers sign a BIA agreement which states in part that the licensee agrees that:

*(i) during the term of this agreement and while the Craft is moored, stored or berthed at the Facilities, it shall not carry out or have carried out repairs and/or maintenance on the craft without the prior implied or express authority of the Licensor or its authorised agent*

*(j) the Licensor shall note that under the Pollution of the Environment Act (1997), and in addition, all subsequent and relevant legislation, all forms of pollution are prohibited. Any person or Licensor contravening this legislation leaves themselves open to action by Council or the EPA.*

*(l) it shall promptly comply with the requirements of all statutes, regulations and by-laws relating to the use and occupation of the Property. Without limiting the generality of the foregoing, the Licensee shall comply with and cause all of its employees, agents, contractors and invitees to comply with the provisions of any legislation and regulations made thereunder relating to pollution affecting any part of the environment and however caused including but not being limited to the Pollution and Environment Act (1997) and Environmental Protection Act, State Pollution Control Commission Act 1970 and under the Maritime Services Act 1935. The Licensee shall indemnify and keep indemnified the Licensor from and against all actions, claims, demands, losses, damages, costs and expenses for which the Licensor shall or may become liable in respect or arising from any act, omission, neglect, breach or default by the Licensee, its employees, agents, contractors or invitees under this clause.*

## **5.5 Hardstand run-off and maintenance procedures**

The company has implemented a first flush system prescribed by GBA in the recommendations of the HWWMA dated May 2002.

- The hardstand is sited above high water.

- The scraping and jet washing is carried out on a specially designed bay area where waste generated can be treated in the waste water treatment plant and disposed of correctly.
- The vessels on the hardstand are placed in a neatly organised plan that allows easy access and efficient workflow ensuring that at all times any operational effects are mitigated.
- A ride-on vacuum sweeper is employed to maximise the cleaning of surfaces thus keeping the work area tidy.
- Housekeeping practices ensure all areas of the hardstand are kept in good condition, tidy and clean.
- Large drip trays are employed for all work with the potential to leak oil onto the hardstand.
- The use of tarpaulins or drop sheets can provide extra protection in certain circumstances.
- Signs indicate the working hardstand area and discourage unauthorised entry
- Sacrificial anodes do not need to be removed or covered now as all water and waste from jet washing of vessels goes through the waste water treatment plant.
- All jet wash operators are trained to work efficiently in order to minimise water use and ensure that untreated waste does not pollute the waters of the inlet.
- Jet washing is limited to the removal of mud, weed and general marine growth. It is not be used to remove topside paints and finishes, as this operation is carried out in a controlled area away from the waterfront, and using appropriate measures of containment.
- Perimeter drains and kerb entry baskets are cleaned out at least every week.

## **5.6 Fuel storage, service and maintenance procedures**

- As per the company's EPA license under the PRP 4(b) a bund under the fuel bowsers has been installed with a water resistant cover.

- Included within the bowser bund is an area designated for refuelling jerry cans and hand held fuel tanks.
- The bowser bund is checked weekly and the cleaning and replacement of hydrocarbon socks replaced as and when required.
- The refuelling of vessels must be carried out only at the fuel wharf and only from the marina pumps. No vessel within the limits of the marina is permitted to refuel other than at the designated area.
- Fuelling is to be stopped immediately if the vessel's tanks have insufficient venting which results in continuous blow-back. The owner or operator of the vessel is to be informed that refuelling will not be carried out until the problem is rectified.
- Security and integrity of pumps and lines are to be ascertained by staff at the start and close of each day's operations.
- The emergency spill kit must be readily available at all times when fuelling is being carried out.
- Signage on the fuel wharf to include: "No Smoking"; "No Naked Flames"; "Engines must be switched off before refuelling".
- The company maintains a current Dangerous Goods licence.
- Inspection and preventative maintenance is included on yearly maintenance chart.
- Fuel is delivered and unloaded by a registered and trained fuel supplier who carries a fuel spill kit in accordance with Work Cover requirements.
- Unloading is supervised by a senior member of the marina management.
- In the event of a spillage or fuel line rupture marina staff are trained to:
  - a. Isolate power by depressing the emergency button on the fuel wharf.
  - b. Close all valves.
  - c. Initiate action to clean up the fuel spillage with the use of the spill kit equipment.
  - d. Notify senior management and/or the EPA as per the requirement of the EPA licence.

- e. File an incident report

## **5.7 Noise, dust and air emission measures and procedures**

### **5.7A Noise**

- All users of the hardstand are made aware of the company's maximum  $L_{Aeq}$  noise level.
- Signage must notify users that noise restrictions apply to this facility as follows:
  - Monday to Friday: 7.30am to 5.00pm
  - Saturday: 7.30am to 1.30pm
  - Sunday and Public holidays: No noise related work
- Boat owners and users of the hardstand facility are required to have read and accepted the rules and regulations that apply to the hardstand area. (See Appendix 4 for confirmation regulations.)
- Vessels on the hardstand are set up as low as practical, as this will assist in the mitigation of noise.
- Whenever practical, noise can be shielded by other vessels to assist in meeting noise reduction objectives.
- Abrasive blasting must be restricted to underwater and topside areas of vessels and is of limited duration in order to reduce to a minimum any annoying or offensive noise from the operation.
- The mobile boat cover is used where practical to assist with the mitigation of noise.
- Regular operational maintenance and strategies for the selection of quiet tools is a policy of the company.
- Boat transportation companies and their drivers are made aware of the noise and size limitations prior to their arrival at the site.
- Only minor repairs are sprayed in the open and only during favourable wind conditions.
- Excessive running of engines/generators while on the hardstand is not permitted.

- The marina business is manned every day except Christmas day. This allows constant monitoring of visitors and users at the marina and assists in protecting of the amenity of the surrounding area.
- Where practical, tarpaulins and screens are employed to reduce dust emissions.

### **5.7B Dust and air emission**

- Management must consider the direction of wind and weather when undertaking work with the potential for dust or emissions to carry to neighbouring properties
- Vacuum extraction sanders are used wherever possible
- Employ wet sanding if practical
- Tarpaulins and/or screens, if necessary, are used to assist in containment
- Brush and rollers are used for applications of antifouling paint. The use of airless application is only carried out where finish is an issue, and then only during favourable weather conditions.
- Vessels are placed on the hardstand to best manage possible effects of dust and/or odour.
- Consideration is given to all other issues as documented in section 4.7.<sup>3</sup>

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<sup>3</sup> It should be noted that the company has a yearly maintenance wall chart used to promote and record action on many of the items listed above. A copy of Regulations for Marina usage (see Appendix 5) and Weekend Job List (see Appendix 6) covers much of these requirements and is give to all new berthing customers/tenants and is also displayed on the company's notice board.

## **6. Measures and Procedures to deal with Complaints**

### **Overview**

The following measures and procedures are designed to register, report and respond to complaints made during marina operations.

### **6.1 Pollution complaints**

The following issues as per the EPA licence must be addressed when recording any complaint:

- 1 - The company keeps a legible record of all complaints made to the company or agent of the company in relation to pollution arising from any activity to which this licence applies.
- 2 - The records include details of the following:
  - The date and time of the complaint;
  - The method by which the complaint was made;
  - Any personal details of the complaint which were provided by the complainant or, if no such details were provided, a note to that effect;
  - The nature of the complaint;
  - The action taken by the company in relation to the complaint, including any follow-up contact with the complainant; and
  - If no action was taken by the company, the reasons why no action was taken.
- 3 - The record of a complaint must be kept for at least four years after the complaint was made.

### **6.2 Personnel**

- The company will comply with WorkCover regulations and their recommendations at all times.
- Emergency telephone numbers are available at the complex reception and store. Educational instructions on safety is given to all employees.

- A senior member of staff is always available, either on site or via telephone, to advise on matters that may be of concern.

## **7. Roles, responsibilities, authority and accountability**

### **Overview**

The company is owned by Doug and Andrew Fenwick both being directors of the Holding Company and daily operations are managed by Andrew Fenwick, Figure 7.1 sets out the organisational chart for the company. Details of responsibility, authority and accountability for all key personnel involved in the marina operations are set out below and relate to the numbers captioned on the organisational chart.

1. The managing director (Andrew Fenwick) has overall responsibility for all facets of the day-to-day operations at the marina. In particular, the following responsibilities are covered by this position:
  - Development of processes and procedures for overall marina operations
  - Overall supervision of office administration and marina operations
  - Liaise with tenants in regards to administration and operational procedures.
  - Assist the yard manager to liaise with customers and marina clients and also with scheduling of the day-to-day work flow.
  - Provide human resource services for employees for all employment related issues.
  - Is responsible for the marketing functions and outside investments of the company
2. Both directors of the company are responsible for:
  - Working on strategic planning and continuing development
  - Responsible for financial planning and budgeting
3. Operations Administrator is responsible for:
  - Liaise with the Operations Manager on the day-to-day work flow

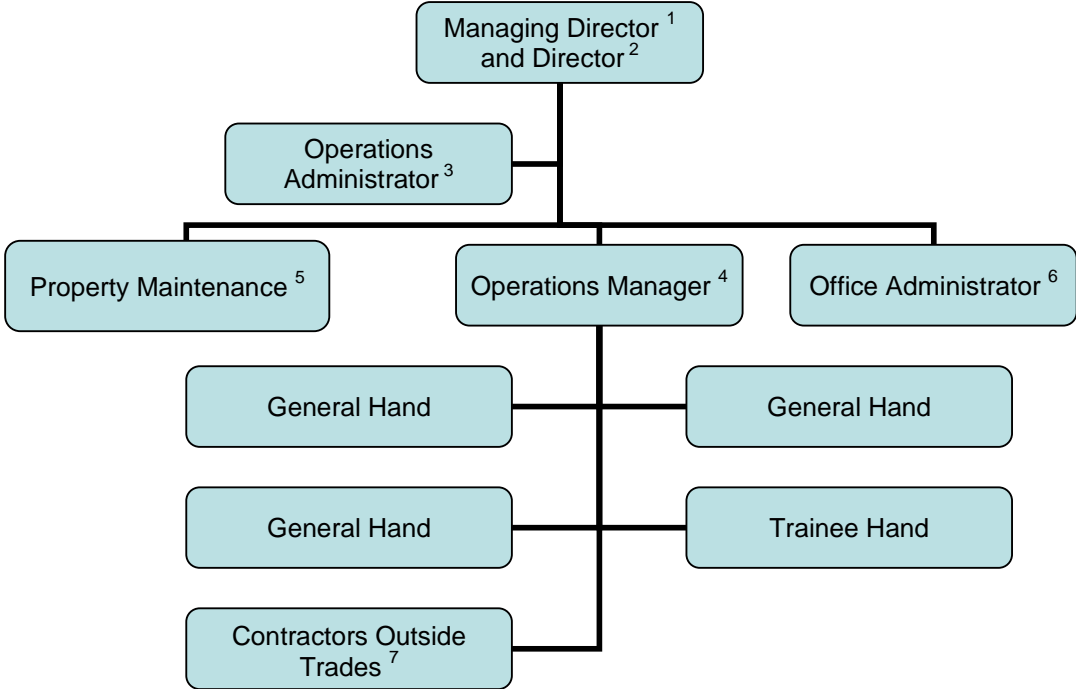
- Manage the computerised booking slips and client confirmation sheets
  - Ordering and inventory control
  - Ensure all forms are updated and printed and available for daily use
4. The Operations Manager is responsible for:
- The day-to-day flow of work within the yard
  - Liaise with the Operations Administrator
  - Liaise with customers and marina clients
  - Assist in the evaluation of systems and processes
  - Liaise with property maintenance personnel to ensure that the yearly maintenance schedule is completed as planned and updated accordingly
  - Provide training and induction of employees
  - 
  - Assist in the assessment and performance appraisal of employees
5. The property maintenance personnel:
- Responsible for the maintenance of all gardens, lawns and the general yard
  - Completion and update of yearly maintenance scheduled items and/or the organising of staff or contractors to perform tasks required
  - Assist the company to meet objective for waste minimisation
  - Liaise with Operations Manager and senior management to develop and improve maintenance processes and procedures
  - Assist in training staff for emergency response procedures
  - Maintains and repairs all equipment
  - Monitors and maintains the waste water treatment process.
6. Office Administrator is responsible for:
- Maintain control of debtors and creditors

- Produce monthly accounts and monitor the timely collection of all outstanding amounts
- Liaise with yard manager to assist in inventory control and the preparation of preferred supplier lists
- Assist with human resource issues, payroll and all remuneration for leave
- Sort and direct all mail received for the company and tenants in the complex

#### 7. Contractors and outside trades

- All contractors are asked to register with the main office when arriving on site. While on the property they will be under the immediate supervision of the tenant if so organised, or the yard manager if organised by the company or a marina client.

Figure 7.1 Fenwicks Marina Organisational Chart



## **8. Berthing management plan**

### **Overview**

The aim of the company is to provide quality berthing facilities, which assist our customers to maximise use and enjoyment of their boats. The company will maintain and improve these facilities in line with customer expectations and statutory requirements. All aspects of the company's operations aim to achieve these goals.

### **8.1 Berthing regulations**

- The company ensures that all berths are clearly marked to allow identification
- Accurate records are kept of berth holders and essential details for ease of contact
- All berth holders have a copy of the company's 'Regulations for Marina Usage' (see Appendix 5) and management does its best to ensure that these customers abide by these rules.
- Visual inspection of the floating marina and vessels moored at the marina is carried out at the start and close of each day of operation.
- The company encourages berthing clients to leave a spare key at the complex for emergency access to craft moored on the marina. A register is kept to keep account of time and date when keys are used.
- The company provides marina supervision every day of the year except Christmas day.
- All customers are required to sign a BIA Berthing/Mooring Agreement.
- Clear and unobstructed access is provided to the marina.
- Garbage and recycling facilities are provided for all berthing clients.
- Adequate signage is placed to assist in the efficient and effective operations of the marina and protect the environment.
- The company ensures that only minor repairs and maintenance are carried out on the water, and then only in the appropriate area.

- All contractors wishing entry to the floating marina must be made aware of the Regulations for Marina Use and have the appropriate public liability and workers' compensation insurance.
- Excessive running of generators at the marina is not permitted.

## 9. Noise management plan

- Employees, tenants, boat owners and contractors are made aware of noise restrictions
  - Operating hours
  - Restrictions on weekends and public holidays
  - Maximum  $L_{Aeq}$  (15 minutes) at the boundary of No.35
  - The users of the hardstand must sign a hardstand confirmation
- The company has reconfigured the hardstand layout to allow shielding of noise-related work through the positioning of other vessels
- Vessels are placed as low as practical to assist in mitigating noise
- When purchasing new tools or equipment, company policy requires prior investigation of all practical quieter tool performance
- To remind users of the hardstand of noise policy and restrictions, clear signage is maintained
- Complaints, verbal or written in regards to noise, are dealt with as per section 6.1
- On completion and occupation of proposed houses at No. 35 Brooklyn Road, the company will erect a three metre lap and cap timer fence to further mitigate noise from operations. The developers of that site have agreed to undertake this as part of their development plan.
- Management and/or staff attend relevant industry training or seminars to expand their knowledge and skill base and introduce them to innovative procedures and best practice with regards to noise minimisation

## 10. Water Quality Management Plan

- Implement the recommendations from the GBA HWWMA report described as an eight-point plan:
  - Completion of hardstand sealing - DONE
  - Bunding improvement - DONE
  - Staged installation of first flush storage and waste water treatment system, including water recycling - DONE
  - Interim disposal of treated waste water to waterway – No longer required
  - Trade waste disposal of treated effluent to sewer immediately this facility becomes available. – Negotiations to be carried out with DECC to remove the requirement for disposal of excess waste to sewer by increasing on-site storage and re-use.
  - Water quality monitoring – DONE annually by Marine Pollution Research
  - Implementation of solid waste management measures in accordance with EPA (1999) - DONE
  - Environmental management education and awareness – Carried out regularly
- Kerb entry filter baskets and settlement pits are cleaned regularly and pumped out by the licenced operator (Coopers Environmental Waste Recycling Pty Ltd). Tracking documentary evidence on a Waste Data Form is filed for audit purposes.)
- The company participates in Sydney Water's stream watch program by carrying out regular water testing around the marina and Sandbrook Inlet
- Employees and customers are instructed in ways of minimising the use of biodegradable detergents for washing and cleaning of boats
- The company ensures that the users of the marina abide by the Regulations for Marina Usage (see Appendix 5)
- The EPA is notified of any notable spills occurring in the waters and the company responds by containing and cleaning up

- Complaints whether verbal or written, in regards to water quality are dealt with as per section 6.1

## **11. Air quality management plan**

- Implement the recommendations made in section 5.5, Fenwicks Marina Noise and Air Quality Impact Statement (VIPAC) dated 6 June 2002
  - Install a wind sock to show the wind direction - DONE
  - Perform uncontrolled dust generating activities only during favourable wind directions – POLICY adhered to
  - Use an enclosure during unfavourable wind directions for dust generating activities, preferably fitted with an extraction system - DONE
  - Spray painting to be performed in an enclosure and only during favourable wind directions – in order to spray paint during unfavourable wind conditions, the enclosure would need improved sealing and an extraction system fitted with a carbon filter - DONE
  - Cease minor spray painting activities in the open unless during favourable wind directions – POLICY adhered to
  - Increase the use of vacuum sanding equipment - DONE
- Employ tarpaulins and screens to assist in mitigating the effects of dust – POLICY adhered to
- Complaints whether verbal or written in regards to air quality are dealt with as per section 6.1

## **12. Waste Management Plan**

- Promote, educate and expand recycling and re-use of solid waste streams as described in section 5.3
- Provide processes and procedures to deal with liquid and solid waste removal (see notes in sections 5.2, 5.3, 5.4, 5.5)
- Minimise cross contamination of general waste with hazardous waste

- Ensure contractors employed by the company are approved to deal with the relevant waste being removed
- Provide appropriate containment and storage of waste prior to removal

## **13. Emergency Management Plan**

### **13.1 Fire**

- Ensure provision of adequate access for fire services within the marina
- Display fire plan throughout the marina (see Appendix 3)
- Annually review plans and procedures for fire control
- Staff and tenants must know where the response equipment is located and be trained to use this equipment and take preventative measures to limit damage

### **13.2 Water contaminated by fuel (or oil)**

In the event of a major spillage or a fuel line rupture, marina staff are trained to:

1. Press the emergency power isolation switch
2. Close off supply valves
3. Deploy the fuel containment boom
4. Initiate action to clean up the fuel spillage with the use of the spill kit
5. Inform the EPA as required under the company's licence
6. Complete an incident report

### **13.3 Water contaminated by oil (or fuel)**

Oil or fuel detected in the waters around the marina, staff are trained to:

1. Try and identify the source and if possible reduce the potential for further escape of oil
2. Deploy spill containment boom to prevent the spread of oil
3. Initiate action to clean up the spillage with the use of the spill kit
4. Inform the EPA as required under the company's licence
5. Complete an incident report

### **13.4 Land contaminated by fuel or oil**

For any spills on land staff are trained to:

1. Reduce the potential for further loss of fuel or oil by stopping losses at the source
2. Deploy spillage socks and mops to prevent material travelling across a larger area or into drains
3. Initiate action to clean up the spillage with the use of an Enretech floor sweep and containment socks
4. If the incident is considered to be of environmental harm, the company or employee must inform the EPA as required under the company's licence
5. Complete an incident report<sup>4</sup>
6. Review content annually to accurately reflect the marina operations.

Note: All materials used in the process of cleaning up after any spillages are to be disposed of by a licensed contractor in an appropriate manner.

## **14. Review Plan**

**Review the Planning document annually and complete the self assessment checklist to assist in evaluating our environmental performance.**

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<sup>4</sup> The EPA Pollution telephone service is 13 15 55

## Glossary

**ANZECC** – The Australian and New Zealand Environment and Conservation Council (Guidelines for Fresh and Marine Water Quality)

**ERS** – Environmental Recovery Services

**POEO** - Protection of the Environment Operations Act 1997 (licence No.10894)

**EIS** - Environmental Impact Statement

**EPA** - Environmental Protection Agency

**DLAWC** - Department of Land and Water Conservation

**PlanningNSW** – Planning New South Wales

**WWMA** – Waste Water Management Assessment by GBA, June 2002.

**HWWMA** - Hardstand Waste Water Management Assessment, by Gary Blumberg and Associates Pty Limited, May 2002

**PRP1** – Condition of licence under the Pollution Reduction Program

**PRP2** – Condition of licence under Pollution Reduction Program

**BIA** – Boating Industry of Australia

**GBA** – Gary Blumberg and Associates Pty Limited

**L<sub>Aeq</sub>** – The equivalent continuous noise level for the measurement period, weighted for duration and intensity.

**R.P.Z.D.** – Reduce pressure zone device.