

August 2016

## Good Neighbour Procedures - ELF Farm Supplies' Mulgrave facility upgrade

### Purpose

The purpose of this document is to outline the good neighbour procedures that will inform the construction management of ELF Farm Supplies Mulgrave facility upgrade.

The entire construction process will be guided by a robust and statutory binding construction plan which outlines requirements such as the timing of deliveries, noise regulations and work times.

This good neighbour procedure goes one step further, by outlining an approach to building strong relationships and communication channels with neighbours, encouraging a beyond-requirement approach to stakeholder engagement. It recognises that residents and businesses that are in close proximity to our site may have a stronger interest in, and potentially be impacted by, our construction works.

By identifying and pre-emptively managing the interests and concerns of our immediate neighbours we will be able to minimise the negative impacts construction may have on them and demonstrate our commitment to being a responsible local business and a good neighbour.

Our Good Neighbour Procedures goal: Elf Farm Supplies is committed to best practice construction that keeps our neighbours informed and at the forefront of construction decisions.

### Construction site

ELF Farm Supplies Mulgrave facility is located at 108 Mulgrave Rd, Mulgrave, NSW. It is bounded by farmland to the north, west and south and by the Hawkesbury Valley Way to the east. Mulgrave train station and its corresponding car park is located to the south east. South of Elf Farm Supplies, Mulgrave Road has one cross section, Groves Avenue South before becoming a no-through road. These streets are primarily lined with industrial and agricultural businesses.



**Birds eye view of Elf Farm Supplies' Mulgrave facility from the east**

## Construction works

From this September, Elf Farm Supplies will begin upgrading its Mulgrave facility to better manage odour produced on site. The upgrade is forecast to take between 18 to 24 months and will involve:

- Installing a biofilter and ammonia scrubbers
- Installing roofing and building new tunnels to fully enclose operations
- Undertaking landscaping and other minor works.

As much as possible, this work will be undertaken concurrently to minimise the time need to complete the construction.

## Good neighbour procedure

The cornerstone of this good neighbour procedure is personal, two-way communication between the construction project team and our neighbours.

### **In the early stages of construction**

The Owner and Environmental Manager will door knock neighbours located on the section of Mulgrave Road within 100 metres of the site. Properties located on this road close to the site are deemed the most likely to be impacted by construction works due to increased truck movement, workers on site, noise, and/or dust.

The Owner and Environmental Manager will door knock neighbours to introduce themselves and hand deliver a pamphlet which provides direct contact details for the office. This will ensure neighbours can make contact with the Environmental Manager should they have any questions, concerns or wish to report a complaint. Included in the pamphlet will be a summary of the construction that will be taking place.

Neighbours will also be invited to provide their email contact details so that they can receive regular status updates.

The door knocking activity and subsequent correspondence with neighbours will allow the Environmental Manager to build an understanding of immediate neighbours needs and experiences in relation to the construction. This will inform the ongoing design and implementation of impact mitigation strategies.

### **During specific construction events**

Immediately prior to the start of specific construction events that EFS believe will impact on the immediate neighbours, the neighbours will be advised.

Once construction has commenced, the Environmental Manager will monitor its impact by contacting neighbours to seek feedback on the impact.

Any issues raised by neighbours will be recorded and investigated by the Environmental Manager. A response will be provided within three days. The response will provide details of the actions that can be taken to resolve the issues or lessen its impact. If no improvement actions can be taken, this will be communicated as will the length of time the impact is expected to be present.

Registered issues will be monitored to identify any systemic matters that need to be addressed.