



Eastland
Port

Environmental Management Plan

62 Dunstan Road Aggregate Yard

Revision No: 1

Date of Issue: 11 November 2019

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1 Introduction

1.1 Purpose

The purpose of this Environmental Management Plan (EMP) is to provide a framework for environmental management of the Eastland Port Aggregate Yard located at 62 Dunstan Rd, Matawhero. It sets out how we will:

- identify and minimise environmental hazards, potential environmental impacts and protect the local environment and community
- implement and manage operations to achieve environmental best practice outcomes while fully meeting and complying with:
 - company commitments and policies, systems, objectives, procedures and minimum standards
 - relevant legislation, resource consents and permitted activity rules and regulation requirements, and
 - project/contract specifications
- identify and realise resource efficiency opportunities, including waste minimisation and recovery, and fuel and energy use.

1.2 Scope

The EMP is the co-ordinating document for all issues relating to the operational environmental management of all activities undertaken on the 62 Dunstan Road Site. This EMP shall apply to all personnel on the site.

1.3 Distribution

This document will be maintained electronically on the project file. Copies of this plan shall be individually registered and issued on a controlled distribution list below.

All other copies must be stamped UNCONTROLLED and are available for general reference only. Consequently, they should not be relied upon, as sections of the document may have been superseded.

Distribution is as follows

Distribution

Project File

Project Manager

Gisborne District Council

1.4 Revision

The EMP will be reviewed as necessary to ensure its currency. The Project Manager must authorise any changes to the EMP.



- Copies of revised documents are to be issued to all holders of the EMP as per the above distribution list.
- The current revision status of this EMP is set out in title block on the front cover.
- A revision register will be maintained (Section 13).

1.5 Definitions

Environmental Hazards: Is an aspect of an activity, task or process with potential negative impacts on the environment.

Environmental Opportunity: Is an aspect of an activity, task or process with potential beneficial impacts on the environment and the business

Environmental Management: Is the control, training and monitoring of measures implemented to minimise, avoid or improve adverse environmental impacts. These may be socio-economic, cultural, physical or biological.

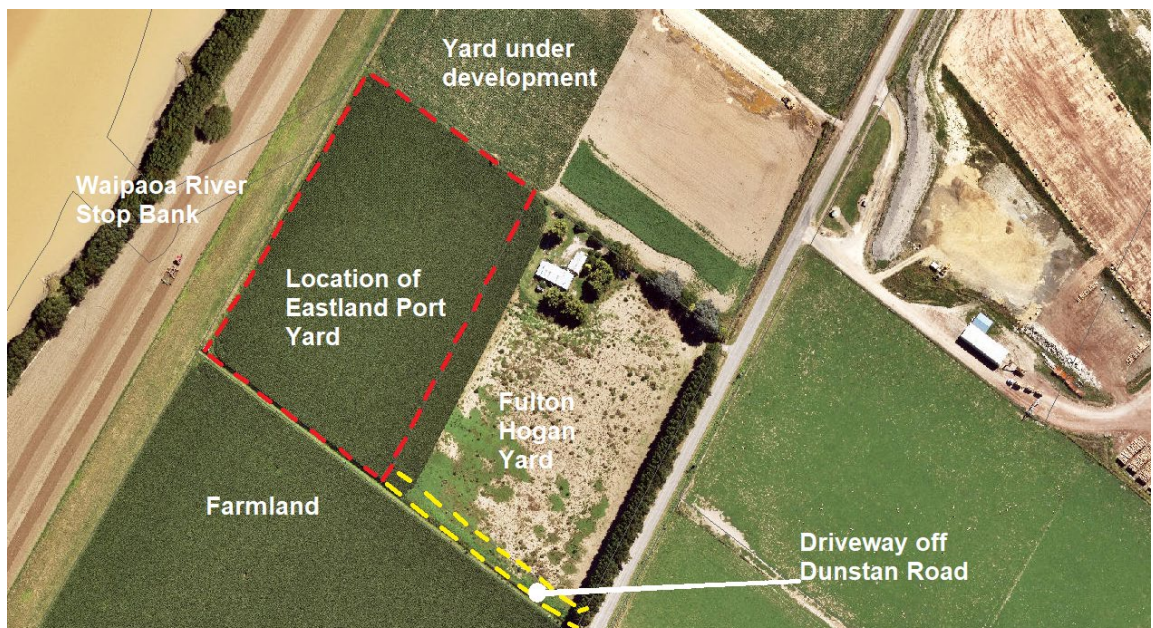
HSE: Is an acronym for Health, Safety and Environment. It is used in the context of integrating systems or processes that are common to both disciplines.

2 Operation Description

The project site is located at 62 Dunstan Rd, Matawhero; situated behind Fulton Hogan's aggregate storage yard and bounded by a mixture of agricultural farming and storage yards. The site is bordered by Fulton Hogan to the East, the Waipoa River stop bank to the West and private properties to the remaining boundaries.

The work carried out under this project comprises of, but not limited to, the following activities:

- Earthworks and stabilisation (Bulk Fill & Subgrade prep)
- Clearance of re-growth vegetation
- Stockpiling



3 Management Structure and Responsibility

3.1 Environmental Management Structure

The project environmental management will be undertaken using a 'Team Approach' principal. The team approach is a concept whereby planning and implementation of all the environmental control methodologies and measures are undertaken by an experienced and involved team to ensure that all relevant aspects of the Project are taken into consideration as part of these decisions.

This will ensure that adequate resources, commitment and expertise are provided to erosion and sediment controls from start to finish of the Project (design through to dis-establishment).

The Eastland Port team will be headed by:

Project Manager:	Mark Richards – 027 393 3394
Health, Safety and Environmental (HSE) Manager:	John Gordon – 021 815 867
Yard Manager:	Rod Blake – 021 760 038

3.2 3.2. General Responsibilities

HSE responsibilities are summarised below.

All Managers are responsible for the following:

- Ensuring appropriate diligence of all employees while at work
- Ensuring HSE hazards are identified and managed systematically
- Developing procedures for dealing with hazards and emergencies
- Providing and maintaining materials, equipment and facilities for the protection of people and the environment, and responding to emergencies
- Ensuring plant and equipment provided is safe, maintained and operated appropriately
- Identifying and enforcing all the relevant Acts, Regulations, Codes and Guidelines that relate to the operations
- Ensuring that they are familiar with, and comply with, the requirements of this Plan
- Ensuring accurate reporting and recording of all incidents.

All employees are responsible for:

- Taking personal responsibility for controlling hazards
- Working in a safe manner
- Ensuring all work is carried out in compliance with laws, rules, procedures and work instructions, client specifications or standards prepared for a particular job
- Promptly reporting all hazards, incidents, close calls, potential problems and spills for investigation and correction
- Always applying Stay Safe principles (What am I doing? What could go wrong? How could it be done safer?) to HSE hazards
- Stopping work if they believe on reasonable grounds that they are about to expose people, plant or the environment to unsafe conditions, e.g. uncontrolled hazardous substances, spills or wastes, inability of themselves or others to perform their duties in a safe manner due to a lack of training, education and support.



3.3 Contractors

All contractors shall be engaged as per Eastland Port's Standard Contract Agreements. This requires that all contractors and suppliers have a signed Agreement and produce evidence of required insurances.

Contractors shall comply with all legal and Eastland Port requirements. Contractors will be required to operate in a manner that is in line with the requirements of this EMP.

Eastland Port may request that contractors provide an EMP or Hazard Register for their work activities, should those work activities provide a risk to the environment. Every contractor is required to complete and submit a Task Risk Assessment prior to engagement.

Contractors are required to report all incidents to their Eastland Port Manager as soon as practicable and safe to do so.

4 Environmental Commitments

4.1 Organisational Commitments

Eastland Port is committed to undertaking our operations in a manner that meets our Environmental Policy and achieves the purpose of this by:

- Promoting a high level of environmental awareness in staff
- Integrating responsible environmental management into all aspects of works
- Complying with relevant legislation, resource consents, rules and regulations, codes of practice
- Minimising the effects of our works on the environment
- Maintaining a harmonious relationship with the local community, stakeholders and regulators.

The organisational commitments shall be taken into account during the setting of Dunstan Road Yard objectives and targets.

4.2 Objectives and Targets

The Project Manager is responsible for setting and communicating the following objectives and targets, and the means for achieving them, to staff.

4.2.1 Objectives

The environmental objectives of the Dunstan Road Yard upgrade for the contract are:

- Environmental monitoring results within Resource Consent limits
- Incidents recorded/reported
- No community complaints
- No non-conformances from regulators
- No unconsented discharge off site
- Audits completed and action items completed within allocated time frame (where practicable)
- Evidence of staff inductions including site environmental requirements
- Weather monitoring and risk assessments completed
- Necessary signage in place



- All daily and weekly monitoring completed and corrective actions implemented.
- Stabilise disturbed areas as soon as possible following completion of works
- Copies of project resource consents maintained on site at all times

4.2.2 Targets

The environmental Targets for Dunstan Road Aggregate Yard upgrade for the contract are:

- 100% Compliance with consent conditions and management plan requirements
- 100% Compliance with audit schedules
- No uncontrolled discharge off site
- No community complaints

4.3 Review of Objectives and Targets

Objectives and targets are periodically monitored and revised where necessary, using the following methods as appropriate:

- Audits
- Management reporting
- Monitoring programme
- Action plans
- Management Review Meetings.

5 Planning and Hazard and Opportunity Identification

Environmental planning for Dunstan Road Aggregate Yard upgrade has been undertaken utilising documentation from relevant legislation, the relevant environmental guidelines and our industry experience.

5.1 Legal and other requirements

The following legislation, resource consents, regulations, plans and standards are relevant to the Dunstan Road Aggregate Yard upgrade:

- Resource Consent Conditions (Appendix 4)
 - LU-2019-108989-00
 - DL-2019-108990-00
 - DW-2019-108991-00
 - WI-2019-109207-00
 - NC-2019-109202-00
- Any related Permitted Activity rules or other relevant Regional or District Plans or bylaw requirements
- Codes of practice and industry guidelines (such as BRANZ Guidelines for assessing and managing asbestos in soil)
- Any Health and Safety at Work Act and Regulations (Hazardous Substances) and HSNO Act and Regulation requirements.



5.1.1 Liaison with Regulatory agencies

The Dunstan Road Yard upgrade HSE Manager (John Gordon) will liaise and respond to any requests from regulatory agencies relating to incidents, complaints or resource consents. Should the HSE Manager be unavailable, then the relevant Project Manager shall be the point of contact.

5.2 Identification of Environmental Hazards

Environmental hazards and efficiency opportunities associated with the Dunstan Road Aggregate Yard upgrade have been identified and assessed. This Hazard management process uses a Task Safety Analysis approach to identifying hazards.

Identified hazards and their associated controls are recorded in the Operational Hazards Register below/in Appendix 1 and managed in conjunction with Health and Safety hazards.

Significant environmental hazards associated with the Dunstan Road Yard upgrade are detailed below.

- Dust Management
- Fuel/oil spills
- Sediment discharge
- Release of hazardous substances to the environment (including asbestos)

5.3 Significant efficiency opportunities

The following efficiency opportunities and potential cost savings have been identified:

- Minimising waste and increasing waste diversion (avoidance, reduction, reuse, recycling)
- Reuse of site won materials e.g. topsoil, gravels.
- Staged stabilisation of disturbed areas

5.4 Environmental management sub-plans

The following environmental sub-plans are proposed as stand-alone appendices to this EMP. Each sub-plan will, where appropriate, include an incident response plan.

- Hazardous Substances Management Plan (Appendix 2)
- Dust Management Plan (Appendix 2)
- Noise Management Plan (Appendix 2)
- Archaeological Management Plan (Appendix 2)
- Erosion and Sediment Control Plan (Appendix 2)
- Contaminated Site Management Plan (Appendix 2)

6 Management and Control of Environmental Hazards

6.1 Significant Environmental Hazard Operating Guidelines

Operating Guidelines have been developed for significant environmental hazards as a means of outlining how to safely carry out work without causing harm to the environment.



Any mandatory Guidelines relevant to our environmental hazards are communicated to relevant personnel and contractors through inductions, training and meetings. Copies of relevant guidelines can be provided upon request.

6.2 Contaminated Soils Management

All contaminated material to be carted to site will be below BRANZ health guideline values for asbestos. The soil testing regime will be in accordance with BRANZ guidelines and the Contaminated Land Management Guidelines and written confirmation will be received from the Contaminated Land Specialist verifying that material is suitable to transport to the Dunstan Road Aggregate Yard site prior to removal of soils.

Disposal of contaminated material to the Dunstan Road Aggregate Yard site will be undertaken in strict accordance with a site specific Contaminated Sites Management Plan. The CSMP will need to be approved by GDC prior to contaminated fill works commencing.

Note 1: Proposed soils to be used for bulk fill and sub grade preparation works are originating from the Eastland Port site which have been assessed as having asbestos levels below health guideline values for a portion of the volume.

6.3 Dust Management (including carting of excavated material to site)

Works are to be undertaken in general accordance with Dunstan Road Aggregate Yard Dust Management Plan. These controls include;

- Staging of works to limit area of disturbance
- Maintain surface moisture content within stockpiles and exposed areas
- Maintain surface moisture content within truck loads (where this is not possible, covers are to be used for all truck and trailer units carting excavated material)
- Use nominated truck haul route to better manage dust emissions
- Reduced speed limits on site, restrict access and install applicable signage
- Daily inspections and maintenance of access roads to ensure no tracking of material off site
- Daily weather monitoring and planning of site activities accordingly.

6.4 Cement Stabilisation (if required)

Effective controls to prevent environmental impacts from the use of lime and cement stabilisation require good pre-planning and active management of the worksite while the stabilisation process is occurring and until the stabilised surface has fully cured and been sealed.

To ensure that this critical environmental risk is appropriately controlled in all circumstances the contractor shall provide a cement stabilisation procedure which is to be followed in conjunction with all other applicable plans (e.g. dust control plan).

The cement stabilisation procedure controls shall include:

- Clear allocation of responsibilities prior to, during and following stabilisation works to ensure that controls are effectively implemented throughout the risk period,
- Assessment of the local conditions at each job site,
- Controls to be implemented prior to stabilising,



- Review of the site/job Hazard ID applicable to the stabilisation work to ensure it includes all relevant hazards such as run-off, spill, dust and noise,
- Appropriate site induction/prestart meeting content for staff working on and around stabilisation operations,
- A process to manage the site between the completion of stabilising and full curing and sealing of the site, and,
- Emergency response procedures and contact numbers in event of run-off or a spill.

6.5 Noise Management

Works are to be undertaken in general accordance with the Dunstan Road Aggregate Yard Noise and Vibration Management Plan. These controls include;

- Daily plant inspections and scheduled maintenance completed
- Staff briefed on operating hours of Dunstan Road Yard and crew to work in accordance with the consented operating hours
- Noise levels monitored against consent condition requirements, (where high-risk activities are taking place) and as a result of a complaint.

6.6 Erosion and Sediment Control and Access Management

Works are to be undertaken in general accordance with Dunstan Road Aggregate Yard Erosion and Sediment Control Plan.

Note: Other than stripping re-growth vegetation, there are no earthworks into natural ground levels apart from the creation of swales, novaflow drainage, sediment retention ponds and concrete wash water ponds on site taking place as part of these works. The majority of the works involve filling up to sub base levels and stockpiling of material on site.

In addition to these sediment retention controls outlined in the plan, Eastland Port will ensure;

- Daily inspections and maintenance of access roads when carting material to ensure no tracking of material off site
- Weekly inspections of drainage swales when fill works are taking place to ensure drainage flow paths are still effective
- Daily weather monitoring and planning of site activities accordingly
- Maintain surface moisture content within stockpiles and exposed areas to limit dust exposure risk
- Keep stockpile heights to a minimum

6.7 Accidental Discovery Protocol

Works are to be undertaken in general accordance with the Dunstan Road Aggregate Yard Archaeological Management Plan.

Note: Other than stripping re-growth vegetation and the creation of drainage swales, there are no earthworks into natural ground level taking place as part of these works. All works involve filling up to sub base levels and stockpiling of material on site. Should discoveries be made during the course of these works (more-so likely from uncovering archaeological remains from the imported fill), Eastland Port will work in accordance with the Accidental Discovery Protocols as outlined in the Archaeological Management Plan in Appendix 2.



These controls are summarised as;

- Stop all works in the area and secure the site (tape it off).
- Immediately advise Eastland Port Project Manager of the find.
- The Eastland Port Project Manager will immediately contact the nominated Heritage New Zealand Area Archaeologist. Note: If human remains are discovered, the Police must also be contacted.
- Report all discoveries to the Environmental Manager and Project Manager.
- Only proceed with ground disturbance works once we have confirmation from the Archaeologist to proceed.

6.8 Hazardous Substance Management

Dunstan Road Aggregate Yard upgrade will be exposed to a limited number of potential hazardous materials in our operations.

Other than operating plant on site there are no chemicals or hazardous material intended to be stored and handled on site. Mobile spill kits are available in each major item of plant.

Potential sources of spills and leaks from the Dunstan Road Yard upgrade activities have been identified in the Hazardous Substances Register and include, but not limited too:

- Refuelling area
- Loading and unloading areas
- Transfer or pumping of fuels and raw materials
- Vehicles and equipment
- Waste storage and disposal activities.

6.8.1 Hazardous Substance Control

- A Safety Data Sheet (SDS) for each hazardous material will be retained by the Project Manager in an accessible location at the storage facility for that chemical. SDS's contain important information about the storage, handling and management measures.
- The storage of hazardous materials will be managed according to the manufacturer's requirements.
- Fueling will take place away from all drainage swales and sediment retention ponds (minimum of 5m buffer).

6.9 Spill Management

The rapid, careful and effective clean-up of any spills is equally important in reducing the potential for spilled substances to pollute receiving waters in an uncontrolled manner. Works are to be undertaken in general accordance with the Dunstan Road Yard Hazardous Substances Management Plan. These controls include:

- All personnel will inform their Site Supervisor of any spills and other incidents involving hazardous materials immediately, regardless of size
- Minor spills (e.g. < 5L) may be cleaned up easily using a spill kit, shovel and plastic bag
- Major spills (e.g. > 5L or any spill entering a stormwater drain or waterway) must be controlled and cleaned up in accordance with Eastland Port's spill response procedures.



- The relevant Manager must be notified immediately of any major spills or incidents involving hazardous materials
- The Gisborne District Council and Eastland Port will be notified of any major spills or incidents which have the potential to pollute or impact the environment
- All major spills (>5L) must have a Risk Manager Form raised and be investigated and reported in accordance with Eastland Port Policies.

6.10 Yard Management

The rapid, careful and effective clean-up of any spills is equally important in reducing the potential for spilled substances to pollute receiving waters in an uncontrolled manner. Works are to be undertaken in general accordance with the Dunstan Road Aggregate Yard Hazardous Substances Management Plan.

7 Incident, Emergency and Complaint Management

7.1 Incidents and Emergencies

Incidents and emergencies shall be managed in accordance with Eastland Port's policies and procedures. Refer to the Site Specific Safety Plan which has been made operation specific and is available in hard copy at the Port Office.

7.2 Complaints

All external complaints from stakeholders including the general public, neighbours, clients and regulators shall be recorded and a Complaints Register kept, refer Appendix 3 for copy of complaint register template. The Register shall record complaint details including:

- the date, time, position and nature of the complaint
- the name, phone number and address of the complainant, unless the complainant refuses to supply these details
- any remedial actions undertaken

Each complaint shall be investigated and reported in accordance with the procedures outlined in Section 10.

The Gisborne District Council shall be kept informed of:

- Complaints received
- Complaint details and the inclusion of this within project compliance reports
- Advising of proposed/implemented changes to improve position

8 Monitoring, Checking and Audits

Regular monitoring, inspections, and audits shall be conducted to ensure compliance with the requirements of this EMP, company standards, legal requirements (including resource consents) and contract specifications.



8.1 Environmental Monitoring

Environmental monitoring will be undertaken to check and observe the effects of the Dunstan Road Aggregate Yard upgrade work on the environment and community and assessed against prescribed consent and legislative limits. Monitoring will include:

- Daily dust monitoring
- Regular inspection of erosion and sediment control devices
- Regular inspection of mud tracking along the roading network
- Waste management practices on site
- Noise management
- Compliance with Consents and Site-Specific Environmental Management Plans (including the Contaminated Sites Management Plan).

Results and records of inspection will be stored in the project specific file.

8.2 Checks and Audits

Inspections and audits of operations will be carried out to verify the compliance with the requirements of this EMP, company standards, legal requirements (including resource consents) and Contract specifications. Audits will include contractor activities.

Managers, as part of their normal duties are required to regularly visit their sites in order to reinforce positive safety behaviours and to correct any unsafe behaviours observed.

Audit findings shall be documented and recorded using the iAuditor or Risk Manager forms. Any corrective and preventative actions identified during the audits shall be implemented as per Section 10.

9 Training, Induction and Communication

9.1 Training

Eastland Port will provide all staff working on the Dunstan Road Yard upgrade with training to raise their awareness of environmental issues, to understand their environmental responsibilities, the environmental hazards specific to their workplace and undertake their duties in a safe and environmentally responsible manner.

Records of training shall be kept and maintained in Project File.

Staff who are not competent will be trained and closely supervised until such time as they are assessed as competent.

To maintain and improve ALL staff (including contractors, Labour Hire, Casuals, Transferring Staff, and Temps) awareness of environmental issues, understand their environmental responsibilities, and undertake their duties in an environmentally responsible manner the following mediums are available:

- Formal skill training
- On the job training and experience
- Tool box meetings and discussion
- Training and Awareness literature (posters and leaflets).
- Contaminated Soils Awareness Training



- Spill kit use and response training
- Site Induction

9.2 Inductions

All staff and contractors working on this Project will have been inducted into Eastland Port and been provided with information and training to ensure the following:

- Eastland Port Mission Statement, Principles, Commitments and Policies
- awareness of site management issues relating to health, safety and environment
- understanding of the health, safety and environmental hazards specific to their workplace to ensure they can undertake their duties in a safe and environmentally responsible manner
- sufficient knowledge and experience of the work, including any plant, machinery, equipment, vehicles and substances involved, so that they are unlikely to cause harm to themselves or anyone else or the environment when carrying out the work
- understanding of their responsibilities and adherence to this EMP
- knowledge of actions to take if an emergency arises when any type of work is being carried out.

9.3 Communication

Communication shall be undertaken in accordance with the Resource Consent Conditions and Eastland Port policies.

EPL shall notify the Gisborne District Council Compliance and Monitoring Team in writing two weeks prior to the commencement of activities associated with this consent.

9.3.1 Daily Meetings

Daily meetings shall be the main form of communication to address changes to the EMP as well as discuss Health & Safety and Quality issues. These meetings are also a platform for staff to raise suggestions and innovative ideas to their direct management.

10 Corrective Action and Reporting

10.1 Non-Conformance, Corrective and Preventative Action

Non-conformances and new ideas may be identified as a result of:

- Internal or external audit/inspection findings
- Results of environmental monitoring
- Regulatory agency findings
- Complaints (internal or external) including from clients, the public or regulators
- Incidents such as spills or leaks, tree damage and stormwater/sewer network damage
- Close calls.
- Technology changes
- Progression of works and identifying opportunity



The Project Manager shall be responsible for ensuring timely notification of any Non- conformance to the District Council and proposed corrective and preventative actions derived therefrom. Receiving party to confirm acceptance of proposed actions.

10.2 Reporting

Environmental performance for the Dunstan Road Yard Aggregate upgrade project will be provided within the monthly project report in terms of:

- General comments highlighting events, actions, outcomes and status of compliance against consents for the period
- Measured performance against targets and audit frequency
- Training provided
- Sustainability performance
- Green alerts raised (project specific)

Copy of Monthly Report template can be provided upon request.

11 Maintenance and Retention of Records

Environmental management records, which demonstrate implementation of the EMP shall be established, filed and maintained.

All records shall be retained in accordance with statutory requirements.

12 Environmental Management Plan Reviews

The effectiveness of the EMP, including reviews of routine monitoring and audit results and review of significant changes to activities on site or in response to incidents shall be reviewed by senior management on a monthly basis. Improvements shall be adopted as part of this process.



13 Document History and Details

Document History and Status

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1	10/10/2019	M Richards			For Submission

Revision Details

Revision	Details
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Document Details

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Author:	Mark Richards

External Approval

Regulator:	Gisborne District Council
Position:	
Name:	
Signature:	
Date:	



Appendices



Appendix 1 - Environmental Operational Hazard Register

Environmental Hazards Register for 62 Dusntan Yard upgrade

ACTIVITY	ENVIRONMENTAL HAZARD	POTENTIAL IMPACT	RISK	CONTROLS TO ELIMINATE, ISOLATE OR MINIMISE
<i>Earthworks/Excavation</i>	<i>Silt runoff from construction areas and stockpiles</i>	<i>Water pollution - stormwater, surface, or ground water</i>	High	<p>Controls inspected regularly</p> <p>Cover & fasten exposed stockpiles. Erosion and sediment control plan</p> <p>Install silt fences, retention ponds, catch & diversion bunds</p> <p>Review weather conditions and if heavy rain likely review controls (regular monitoring)</p>
<i>Operating Plant and Machinery</i>	<i>Noise</i>	<i>Hearing Loss Annoying neighbors</i>	Medium	<p>Maintain tools to reduce noise production</p> <p>Follow resource consent or RMP requirements</p> <p>Letter drop if required</p>
<i>Working with Hazardous Substances</i>	<i>Toxic discharge</i>	<i>Environmental Damage</i>	High	<p>Have dedicated storage and refueling area</p> <p>Spill kits available</p>
<i>Generating Waste</i>	<i>Unused resources</i>	<i>Sustainability and Use of Landfill Resources</i>	Medium	<p>Look at options for other places items can be used</p> <p>Reduce, re-use or recycle</p>



ACTIVITY	ENVIRONMENTAL HAZARD	POTENTIAL IMPACT	RISK	CONTROLS TO ELIMINATE, ISOLATE OR MINIMISE
Stabilisation	<i>Caustic material (lime/cement) Dust Noise</i>	<i>Environmental damage</i>	High	Containment measures in place to prevent damage to drains Stabilisation site- specific environmental plan including containment
				Inform residents and erect warning signs where required
Operation of Plant and Equipment -trucks, pavers, rollers, vehicles etc	<i>Energy use - fuels</i>	<i>Depletion of energy resources</i>	Medium	Efficient driving techniques Regular maintenance of trucks and vehicles and UHP plant
		<i>Depletion of natural resources</i>		
		<i>Water pollution - stormwater, surface or groundwater due to spills/leaks</i>		
		<i>Air pollution and greenhouse gas release</i>		
	<i>Spill or leak - fuel, oil, bitumen</i>	<i>Water pollution - stormwater, surface or groundwater</i>	Medium	Spill kits on site and convenient to work face Containment bunding
Contaminated Soils	<i>Asbestos / Contaminants (e.g. heavy metals)</i>	<i>Ecological harm Human health harm</i>	High	Restrict site access Works undertaken in accordance with the CSMP
				Contaminated Land Specialist Engaged



Appendix 2 – Environmental Management Sub-Plans

Provided separately.



Appendix 3 - Complaints Register

Number	Date	Enquiry From	Enquiry Type	Visit To	Correspondence To	Person Dealing with Enquiry	Nature of Enquiry/Communication	Any Actions Arising	Date Closed	Other Notes



Appendix 4 – Resource Consent Conditions Reference Table



End of document

This document is uncontrolled once downloaded or printed.

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