
ENVIRONMENTAL MANAGEMENT PLAN

Melbourne Markets

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Amendment Register

Version	Amendment	Date	Authorised by
0	Draft Contents	26/05/2014	Draft
1.1	Draft - J Shelley	27/06/2014	Draft
1.2	Draft – D Richards	04/07/2014	D.Owen
1.3	Draft – D Richards	1/08/2014	D.Owen
1.4	Site Operations Updated	12/05/2015	D.Owen
2	Final version incorporating MMA comments	27/05/2015	D.Owen
3	Annual Review	01/09/2016	D Owen

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1 Distribution and Amendments

1.1 Controlled Copy

The electronic copy of the Environmental Management Plan (EMP) held by Plenary Asset Management Pty Ltd (PAM) is the only controlled copy. The PAM Administrator is responsible for the control of this Manual in accordance with the document control procedures listed in the Quality Manual.

1.2 Uncontrolled Copy

All other copies of the EMP, both printed and electronic copies, are uncontrolled copies and are not subject to automatic amendment. The holder of an uncontrolled copy is responsible for verifying its currency against the controlled copy.

1.3 Review, Amendment and Endorsement

The EMP is to be reviewed and updated annually or more frequently as required to meet PAM Policies, the law or any other regulatory of industry practices, and as reasonably requested by the Melbourne Market Authority (MMA).

Amended versions of the EMP are to be approved by the PAM Contract Manager.

Obsolete versions of this Manual will be identified and archived in accordance with the document control procedures listed in the Quality Manual.

1.4 Document Precedence

The EMP is not intended to supersede the Facilities Management Agreement. PAM acknowledges that nothing in this document abrogates or diminishes the responsibilities of the Parties under the Facilities Management Agreement.

If any ambiguity, inconsistency or conflict of obligations arises between the EMP and the Facilities Management Agreement, then the Facilities Management Agreement takes precedence over the EMP in resolving that ambiguity, inconsistency or conflict.

1.5 Distribution List

Advice that the EMP is revised will be distributed to the following appointments:

- MMA Chief Operating Officer;
- PAM Contract Manager;
- PAM Compliance and Systems Manager.

2 Terms and Definitions

For the purpose of the EMP the following terms and definitions will apply:

Employee	PAM employees or Subcontractor employees or the employees of other Subcontractors under the Subcontractor control.
Environmental Aspect	Any element of an organisation's activities, products or services which can interact with the environment.
Environmental Impact	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's environmental aspects.
Facilities Manager (FM)	The senior on-site Plenary Asset Management manager or representative responsible for the delivery of the facilities management services.
Facilities Management Services	Any of the services delivered by Plenary Asset Management or contracted to the Subcontractor.
Facilities Management Agreement	Agreement between the Melbourne Market Authority and Plenary Asset Management in relation to the Melbourne Market Sites.
Facilities	Melbourne Market Site, 35 Produce Drive, Epping.
Facilities Users	means all persons falling within any of the categories described below: <ul style="list-style-type: none"> - Market personnel, tenants, licensees and authorised market users (Market User); - employees, contractors, subcontractors and authorised officers employed or contracted in relation to the Facilities or the delivery of the Facilities Management Services; - visitors to the Facility for any purpose; and - any person who has dealings with MMA or PAM in relation to the Facilities.
Hazard	is anything that has the potential to cause injury or illness to a person or damage to plant or property.
Market Land	the common area land and premises contained within the Melbourne Markets boundaries as defined by the Act, and includes all land managed by MMA.
Melbourne Markets	Melbourne Markets comprises the Wholesale Fruit and Vegetable Market, National Flower Centre and associated warehousing and other businesses.

Melbourne Market Authority	the body corporate established by the MMA Act whose functions include to control, maintain and manage the Market and the Market Land.
Plenary Asset Management (PAM) Team	Plenary Asset Management (PAM) Contract, Facilities, Market Operations, Services and Compliance and Systems Managers.
Services	the performance of the Mobilisation Services, the Transition Services, the Full Services, and obligations of PAM in the Agreement expressly stated to form part of the Services, and any New Services ordered by MMA under clause 17.
Subcontractor	the subcontractors (and their employees), consultants, suppliers etc. engaged by or performing Subcontracted Services under a Pass Through/ Subcontractor Agreement with PAM Plenary Asset Management to perform works or services on the Melbourne Market Sites.
Tenant	a person(s) or business that is legally contracted in a lease or licence arrangement with MMA for space on Market Land.

3 Introduction

The Melbourne Market Authority (MMA) appointed Plenary Asset Management Pty Ltd (PAM) as the Service Provider to perform the Services required by the MMA in accordance with the terms and conditions of the Facilities Management Agreement (Agreement), dated 17 December 2013.

PAM is required to develop and maintain an Environmental Management Plan for the Melbourne Market located at 35 Produce Drive, Epping for the MMA approval in accordance with the Specification (Annexure 1) to the Agreement.

3.1 Purpose and Scope

The purpose of this EMP is to detail the manner by which PAM will discharge its responsibilities and obligations to facilitate sound environmental management for all activities associated with the delivery of the Services on behalf of the MMA to the Melbourne Market Site for the term of the Agreement.

This EMP includes a management system which has been developed in the framework of AS/NZS ISO 14001:2004 (*Environmental Management Systems – specifications with guidance for use*) and is integrated into PAM's Quality Management System.

3.2 Normative References

The PAM EMP has been guided by the AS/NZS ISO 14001:2004 (*Environmental Management Systems – specifications with guidance for use*) and is integrated into PAM's Quality Management System and Risk Management System.

The following documents were referenced in the development of this EMP:

- Specification (Annexure 1) to the Agreement
- MMA Corporate and Strategic Plan 2013-2016
- MMA Environmental Policy
- MMA Emergency Procedures Manual
- Report on Audit of Safety for the proposed Water Quality Treatment and Retarding Basin and associated Frog Habitat Swale, Melbourne Market Epping
- Melbourne Wholesale Market – Environmental Noise Management Plan V2
- Waste Management Strategy
- Rainwater and Stormwater Harvesting Scheme Review and Risk Assessment October 2012.

3.3 Supporting Documents

The PAM documents which support this EMP are listed in **Appendix 2 – Document References**

3.4 Facilities Management Agreement Overview

In accordance with Item 7.3.1 of the Specification, PAM must develop and maintain an appropriate Environmental Management Plan (EMP). The Melbourne Market has a range of activities which require careful management and monitoring to ensure that water, air and noise quality are maintained within legislative requirements.

The location of the Melbourne Market Site is within close proximity to residential areas and requires close monitoring of environmental standards and performance. Noise levels are of a particular concern, as are water and air quality issues.

3.5 Strategic Context

The MMA's function includes to control, maintain and manage the Melbourne Wholesale Fruit, Vegetable and Flower Market (the Melbourne Market) and Market Land.

The MMA is responsible for:

- Development and promulgation of policy with regards to environmental management
- Approval of the EMP
- Relationships with statutory authorities on environmental issues.

PAM is appointed as the Service Provider to perform the Services required by the MMA in accordance with the terms and conditions of the Agreement.

PAM is responsible for:

- Development of the EMP for the Melbourne Market site
- Monitoring of environmental issues (including air, noise and water quality)
- Development of reporting requirements for the MMA to submit to regulatory authorities to the satisfaction of the MMA.

3.6 Environmental Sustainability Design

In accordance with Item 2.4 of the Specification, PAM supports the MMA's aim to proactively improve environmental sustainability as part of its corporate social responsibility and to leverage the Services towards achieving this aim by:

- Measuring environmental metrics on behalf of the MMA
- Accepting responsibility for those environmental elements within its control
- Developing contracts with Subcontractors that reflect the MMA's position on environmental management issues and ensuring compliance with the letter and intent of those contracts
- Working with the MMA to achieve relevant environmental ratings
- Assisting the MMA with the implementation of new environmental initiatives
- Acting in accordance with the MMA's environmental sustainability principles and philosophies, as identified in the MMA's Corporate and Strategic Plan 2013-2016.

3.7 MMA Environmental Policy

The MMA's Environmental Policy is located on the MMA's SharePoint.

Key elements of the policy are communicated to PAM Site Personnel and Subcontractors in their respective site induction training programs.

3.8 Statutory and Legislative Requirements

3.8.1 State Legislation

The Environment Protection Authority of Victoria (EPAV) established under the Environment Protection Act 1970 exists to predominantly administer the provisions of the Environment Protection Act and "to be responsible for and to co-ordinate all activities relating to the discharge of wastes into the environment and the generation, storage, treatment, transport and disposal of industrial waste and the emission of noise and protecting and improving the quality of the environment". In addition to the Environment Protection Act, delivery of the Services shall comply with all other relevant Victorian legislation and regulations, including the following:

Relevant Acts (as applicable)

- Environmental Protection Act 1970
- Planning and Environment Act 1987
- Flora and Fauna Guarantee Act 1988
- Aboriginal Heritage Act 2006
- Wildlife Act 1975

Relevant Policies (as applicable)

- State Environment Protection Policy (Air Quality Management), December 2001
- State Environment Protection Policy (Prevention and Management of Contamination of Land), June 2002
- State Environment Protection Policy (Control of Noise from Commerce, Industry and Trade), October 2001
- State Environment Protection Policy (Waters of Victoria), June 2003
- State Environment Protection Policy (Groundwaters of Victoria), December 1997
- Industrial Waste Management Policy (Prescribed Industrial Waste), December 2000
- Industrial Waste Management Policy (Waste Acid Sulfate Soil), August 1999

Other relevant guidelines

- Victoria's Native Vegetation Management – A Framework for Action (2003)
- EPAV Publication 480, Environmental Guidelines for Major Construction Sites, December 1995

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- Urban Stormwater Best Practice Environmental Management Guidelines (CSIRO, 1999)
 - Landcom (2004) “The Blue Book”, Managing Urban Stormwater: Soils and Construction, 4th Edition, March 2004, and
 - City of Whittlesea Planning Scheme, Site Specific Provisions (SSP), as they apply under the Planning and Environment Act 1987

4 Site Details

The EMP pertains to the following site location.

Address: **35 Produce Drive Epping VIC, 3076**



Market Site areas encompassed by the EMP are:

Area	Description
<i>Trading Floor Complex</i>	Wholesale trading floor Growers stand area Flower market
<i>Recycling Transfer Station</i>	All recycling (waste) management components
<i>Roads, car parks and landscaping</i>	All roadways and car parks throughout the site
<i>Proximity Warehousing</i>	All warehousing managed by the MMA
<i>Developer owner warehousing</i>	All warehousing managed by third party developers

5 Environmental Planning

5.1 Management Commitment

PAM is committed to the maintenance of environmental management standards and compliance with the EMP Objectives. PAM shall set environmental targets, identify management initiatives and conduct regular reviews of the EMP for the MMA approval. PAM shall provide all data information as required under the EMP and/or regulatory requirements necessary for the MMA to meet its environmental reporting obligations.

5.2 Environmental Management Plan Objectives

PAM shall implement and maintain an EMP that:

- Ensures the delivery of the Services has minimum possible negative impact upon the environment within its control
- Ensures full compliance with all relevant environmental legislation at all times
- Monitors and reports environmental issues within a robust risk management framework
- Identifies initiatives to improve the environmental sustainability of the Services.

5.3 Environmental Aspects and Impacts

The potential environmental risks associated with the site operational activities that are under the control of PAM are identified and assessed using the Environmental Aspects and Potential Impacts Analysis. These environmental hazards are assessed using the MMA's Risk Matrix to determine the risk of their impacts on the environment.

Refer to **Appendix 1 - Environmental Aspects and Potential Impacts Analysis**

5.4 Environmental Targets

The environmental objectives and quantifiable targets have been developed by PAM in consultation with and for MMA approval. The following environmental targets consider objects set out in the MMA's Environmental Policy as well as this EMP's objectives:

<p>MMA Environmental Policy Objective 1: Reduce recyclable materials generated by Market Users going to landfill</p>	<p>Environmental Target 1: Encourage waste segregation with a goal of zero recyclable waste to landfill</p>	<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • A measure of waste separator removal from site (75%)
<p>MMA Environmental Policy Objective 2: Reduce resource consumption</p>	<p>Environmental Target 2: Monitor resource usage to identify consumption trends</p>	<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • 90% of resource consumption is monitored on site.
<p>MMA Environmental Policy Objective 3: Prevent illegal breaches</p>	<p>Environmental Target 3: PAM meets all its legislative requirements for the New Melbourne Market Site</p>	<p>Key Performance Indicators</p> <ul style="list-style-type: none"> • 100% of PAM's legislative and regulatory reporting requirements are met. • Non-conformances relating to environmental issues are closed out within agreed timeframes.

5.5 Compliance

To maintain legal compliance the PAM Site Management and Subcontractors are required to comply with relevant environmental legislative and regulatory requirements applicable to the delivery of the Services in accordance with the Agreement.

The EMP outlines those elements of ISO 14001:2004 relevant to maintaining environmental targets and objectives, and a program to achieving those targets and objectives.

The Compliance and Systems Manager shall ensure the EMP is reviewed at least annually to confirm obligations relevant to the delivery of the Services at the Melbourne Market Site.

6 Environmental Risk Management

6.1 Environmental Risk Assessment (ERA)

6.1.1 Process

The process for managing environmental risks is detailed in PAM's Risk Management Plan

The process includes:

- Identifying the environmental risk
- Analysing the environmental risk, including
 - assessing the adequacy and effectiveness existing controls to mitigate the risk
 - assessing the likelihood of the risk occurring and the consequence of that risk should it occur
 - determining the level of the risk
- evaluating the level of the environmental risk, and
- reporting all 'high' and 'extreme' level risks immediately to the PAM Contract Manager and the MMA's Chief Operating Officer.

6.2 Environmental Risk Treatment

The process for managing environmental risks is the same process detailed in PAM's Risk Management Plan.

The process includes:

- Recording the risk, including risk level and existing risk controls
- Developing, implementing and monitoring the Risk Control Plans which details the actions to manage the risk.

7 Implementation and Operation

7.1 Environmental Management Responsibilities

The MMA and PAM responsibilities are defined in section 3.5.

In the context of the Agreement, the PAM Contract Manager is responsible for the delivery of Services including the obligations under Item 7.3.3 of the Specification. The Contract Manager is supported by PAM Site Management and Subcontractors.

To ensure the successful implementation of the EMP, PAM roles and responsibility are defined, documented and communicated in accordance with the relevant PAM procedures and per employee/subcontractor agreements.

7.1.1 Specific Responsibilities

Specific PAM responsibilities are included below:

Position	Responsibilities
All	<ul style="list-style-type: none"> • Immediately report all environmental risks and hazards to a Market Relations Officer, PAM's Help Desk, Customer Service or Security Control Room • Comply with PAM documented procedures • Ensure all works associated with the Services are delivered in accordance with the compliance obligations and documented procedures
Market Operations / Customer Services Officers Help Desk operator Facilities Management Manager	<ul style="list-style-type: none"> • Report all significant environmental risks and hazards immediately to the Market Operations Manager. • Comply with PAM documented procedures • Ensure all works associated with the Services are delivered in accordance with the compliance obligations and documented procedures
PAM Facilities/ Services / Market Operations Managers (PAM Managers)	<ul style="list-style-type: none"> • Develop and maintain Site Risk Management Registers and Risk Control Plans including environmental risks in accordance with PAM Risk Management Plan. • Ensure relevant PAM team members are aware of and implement the Risk Control Plans. • Provide support to PAM team members in developing site specific Risk Control Plans. • Ensure all high and extreme risks are reported immediately to the CMM. • Monitor, review and report on Risk Registers and Risk Control Plans to the CMM.

	<ul style="list-style-type: none"> • Monitor and audit that all PAM personnel and subcontractors are qualified/certified to undertake their task. • Monitor and audit works associated with the Services are delivered in accordance with the compliance obligations and requirements documented in the PAM procedures • Report on the effectiveness of Risk Control Plans to the CMM.
PAM Compliance & Systems Manager (CSM)	<ul style="list-style-type: none"> • Confirm Risk Management Registers and Risk Control Plans are developed, reviewed and updated where necessary • monitor and audit the implementation of site specific Risk Registers and Risk Control Plans • Undertake an annual review and update of Risk Registers and Risk Control Plans • Ensure risk awareness training conducted for all PAM personnel and subcontractors • Ensure all 'high' and 'extreme' level risks are reported immediately to Contract Manager
PAM Contract Manager (CM)	<ul style="list-style-type: none"> • Review all audits undertaken by the CMM • Monitor the implementation and reviews of Risk Registers and Risk Control Plans through reporting. • ensure all risks assessed as 'high' and 'extreme' are reported to PAM and MMA COOs

7.2 Competence, Training and Awareness

The Contract Manager (or PAM Representative) shall, prior to the engagement of Site Personnel and Subcontractors, confirm that individual members hold the necessary and current qualifications, licences etc. applicable to position to be appointed to or for the service to be delivered.

The Contract Manager shall ensure that all Site Personnel and Subcontractors involved in the delivery of the Services:

- Are appropriately qualified and experienced to undertake their relevant tasks
- Receive environmental awareness training as part of induction at commencement of work at the Melbourne Market Site, for example
 - general environmental awareness
 - environmental incident management and reporting procedures
 - hazardous chemicals and spill management procedures
 - recycling/ waste separation protocols

- Are aware of the necessary emergency response procedures in the event of an environment incident.

The Facilities Management Team are responsible for ensuring details of inductions, qualifications/licences including re-certification dates are entered into the PAM approved software tool.

PAM Site Management team shall ensure all PAM Personnel and Subcontractors are trained and competent in the delivery of the Services, including relevant environmental awareness procedures and applicable MMA protocols at or prior to commencement of delivery of services.

The PAM Site Management team shall ensure all Personnel and Subcontractors acknowledge their understanding of the training received by completing the induction in the PAM approved software tool.

The training programs are reviewed on a regular basis by the Contract Manager assisted by the Compliance and Systems Manager to ensure it meets on-going MMA and site requirements, with any training deficiencies identified through the performance monitoring process and new or refresher training requirements identified and actioned.

7.3 Emergency Preparedness and Response

The MMA Emergency Procedures Manual details the emergency procedures to be implemented in response to an environmental incident within the site boundaries including:

- First Aid
- Incident reporting
- Emergency Contacts including EPA Victoria and MFB
- Hazardous substances/Spill management procedures
- Utilities-related emergencies
- Emergency response procedures including the use of fire fighting equipment and responding to spills
- Notification procedures for project personnel and relevant authorities including the EPA
- Recording and reporting emergency incidents and 'near misses' (with associated responses and other relevant information)
- Warden training and awareness.
- Ammonia Leak Action Plan

In the event of a significant environmental incident, the MMA's Emergency procedures are used to manage the immediate threat and ensure the appropriate mitigation strategies are put in place to minimise the immediate threat.

PAM is required to monitor and report on the environmental performance of the Melbourne Market Site to ensure MMA meets its environmental reporting obligations.

7.4 Environmental Incident Reporting

All Facilities Users must report to PAM all environmental incidents and near misses that have the potential to impact the facilities and/or safety of people.

All significant environmental incidents must be reported immediately to the PAM Contract Manager and MMA COO (or Representative) in accordance with the Incident Reporting procedure who shall liaise with the appropriate authorities and where appropriate EPA Victoria.

Where required under the Environmental Protection Act a copy of the Incident Reporting procedure shall be forwarded via MMA to the EPA within 24 hours of completion and any other instructions from EPA addressed.

All complaints received via the PAM Help Desk are managed in accordance with the relevant PAM procedures.

Environmental management issues/incidents are included in the Monthly Contract Management Report by the Contract Manager in accordance with Monthly Reporting procedure. Monthly reporting is reviewed by the Contract Management Group.

7.5 Communications

7.5.1 Internal Communication

The PAM Contract Manager uses the induction training programs and regular site meetings to provide PAM Personnel and Subcontractors with an opportunity to communicate and environmental requirements and to raise issues or suggested improvements.

All complaints received via the PAM Help Desk are managed in accordance with relevant PAM procedures.

The MMA actively communicates with Market Users regarding environmental initiatives through various mediums and uses the customer feedback and improvement reporting system to provide an opportunity for environmental feedback from Market Users.

7.5.2 External Communication

PAM acknowledges that it is important to maintain two way communication with local residents regarding any potential environmental concerns associated with the activities occurring within the site. In particular the management of noise complaints will be a key activity due the potentially noisy activities at the Market site.

All complaints received via the PAM Help Desk are managed in accordance with the Helpdesk and Invoicing Manual

The MMA actively communicates with local residents which is detailed in the Environmental Management Communications Strategy. This strategy aims to build trust and cooperative relationships with the local community by resolving any potential issues quickly and effectively.

8 Checking, Improvement and Management Review

8.1 Monitoring and Measurement

Operational level environmental monitoring required under the EMP - air, noise and water quality measurement systems - are completed in accordance with planned maintenance, one-off or incident-related monitoring and all relevant reporting provided to MMA in accordance with the Monthly Reporting procedure. Monthly reporting is reviewed by the Contract Management Group and quarterly reporting (as required) is provided to the Relationship Management Group.

MMA will systematically review the proposed corrective and preventative actions arising from environmental incidents and complaints so the effectiveness of these actions is monitored. As part of this review the MMA will consider the effectiveness of the emergency response to any incident and seek to address any issues determined or raised.

8.2 Internal Audit

PAM conducts periodic and ad hoc audits to verify the correct and effective operation of the EMP to mitigate the environmental impacts and risks associated with the delivery of the Services. The internal audit process also provides vital input into the management review process.

The PAM Compliance and Systems Manager will confirm the frequency of audits based on the status and importance of the processes and the areas to be audited, as well as the results of previous audits. This process is undertaken in accordance with the Internal Audits procedure.

8.3 Data Analysis and Continuous Improvement

The data collected from the QFM Help Desk system, audits, subcontractor performance management and client feedback is analysed and evaluated with the aim to improve the environmental management associated with the delivery of the Services.

Continuous improvement is achieved by ensuring action is taken to correct the causes of existing nonconformities or to eliminate the causes of potential nonconformities identified from the data analysis.

The review of data and the implementation of corrective/preventive actions are undertaken in accordance with PAM procedures:

Records of all corrective and preventive action undertaken are maintained in accordance with PAM Quality procedures.

A key performance indicator for the site is to identify 1-3 environmental initiatives each year. The table below captures which initiatives the site will investigate and implement over a 12 month period. The details of these initiative can be found in

Appendix 3 – Environmental Initiatives

8.4 Nonconformity, Corrective and Preventative Action

The results of audits are evaluated to determine the action required to correct nonconformities or to prevent the occurrence of potential nonconformities identified by the audit. Any corrective/preventative actions identified shall be raised as Action Requests and managed through the QFM database.

8.5 Management Review

The PAM Contract Manager (or PAM Representative) is responsible for ensuring that all elements of the EMP are reviewed as required. These reviews may be undertaken by internal or external personnel in accordance with PAM's Quality Manual and comprise a mix of techniques including audits and reviews, analysis of data such as customer feedback, action requests and reviews initiated by meetings.

The EMP review may address some of the following (but not be limited to):

- Environmental objectives and targets
- Legislative changes
- Operational and resource changes (related to environmental management)
- Significant environmental aspects and impacts
- Environmental sustainability management
- Action Requests (including results/mitigations)
- Client/customer feedback/complaints
- Internal audit reports, and any incident and investigation report.

Appendix 1 - Environmental Aspects and Potential Impacts Analysis

The following key environmental aspects for the operational activities have been identified in the table below.

Environmental aspects that have been identified as a High or Extreme risk will be detailed in the Site Risk Register with an appropriate Risk Control Plan.

Activities	Environmental Aspects	Potential Environmental Impacts	Risk	Action Plan
Site Access / Traffic	Noise/vibrations from Vehicle movements (forklifts, trucks etc)	Noise nuisance to neighbours from vehicles traveling around the site	High	<ul style="list-style-type: none"> Melbourne Markets Noise Management Plan Noise monitoring system at Gate 1 and South east corner that records & produces reports MMA Operating Rules
	Flora and Fauna	Damage to sensitive Flora and Fauna	Low	<ul style="list-style-type: none"> Services Operational Manual Market land contains significant levels of hard stand areas therefore is limited exposure to sensitive flora and fauna
	Energy Use	Energy used from Light within buildings and car parks Energy used from Gas for Café	High	<ul style="list-style-type: none"> Services Operational Manual The Building Management System maximises the effectiveness of the lighting and heating hence reducing energy consumption

	Air Quality	<p>Nuisance dust to neighbouring properties/roadways</p> <p>Air quality within buildings and canopies</p> <p>Emissions from Forklifts</p>	High	<ul style="list-style-type: none"> • Asset Management Plan • Waste Management Strategy • Air quality under canopies are controlled via automated extraction units with ensure the desired air quality levels are achieved. • Air quality within the market trading floor and buyers walk will be monitored through regular testing and monitoring. • Services Operational Manual • Environmental Management Communications Strategy
	Diesel spill from Market Users	<p>Spill of minor quantities of diesel which may affect the condition of the asphalt</p> <p>Spill of minor quantities of diesel which may enter the storm water drains affect the water quality or leach into the soil causing ground contamination</p>	Low	<ul style="list-style-type: none"> • Services Operational Manual
	Waste	<p>Waste generated onsite by Market Tenants may result in materials being sent to landfill</p> <p>Waste generated onsite maybe blown off site causing nuisance to neighbouring properties</p>	Extreme	<ul style="list-style-type: none"> • Services Operational Manual • Waste Management Strategy • Environmental Management Communications Strategy
	Chemical Spill by Market User	<p>Substances entering waterways which may affect the water quality or leach into the soil causing ground contamination</p>	Low	<ul style="list-style-type: none"> • Services Operational Manual

	Smell emitted from Market Users rotten produce	Nuisance to neighbouring properties/market users	Low	<ul style="list-style-type: none"> Services Operational Manual
	Lighting/Lux emission from site	Light pollution/spill to neighbouring properties/roadways	Low	<ul style="list-style-type: none"> Services Operational Manual
Asset Management	Noise/Vibrations	Noise nuisance to neighbouring properties from works occurring onsite	Low	<ul style="list-style-type: none"> Services Operational Manual
	Ammonia Leak from Central Plant	Release of substance to atmosphere and nuisance to neighbouring properties Substance (Ammonia) entering waterways	High	<ul style="list-style-type: none"> MMA Emergency Procedures Ammonia Leak Response Plan Services Operational Manual
	Diesel Spill from Generators	Spill of minor quantities of diesel which may enter the storm water drains affect the water quality	Low	<ul style="list-style-type: none"> Services Operational Manual
Waste Management	Litter spill	Adjacent land/waterways contaminated with litter from	High	<ul style="list-style-type: none"> Waste Management Strategy
	Recyclable Waste from Market Users	Materials/waste being sent to landfill instead of being sent to recycling	Extreme	<ul style="list-style-type: none"> Waste Management Strategy
	Smell emitted from waste	Nuisance to neighbouring properties/market users	Low	<ul style="list-style-type: none"> Waste Management Strategy Environmental Management Communications Strategy
	Noise/Vibrations	Noise nuisance to neighbouring properties from activities occurring onsite	Low	<ul style="list-style-type: none"> Waste Management Strategy Environmental Communications Plan
	Chemical Spill by Cleaning Contractor	Release of cleaning chemicals to storm water drains which may affect water quality	Low	<ul style="list-style-type: none"> Services Operational Manual

Waste Water	Contaminated Water	Contaminated surface water in storm water drains which may affect water quality Turbid water entering natural waterways	Low	<ul style="list-style-type: none"> • Rainwater and Stormwater Harvesting Scheme Review and Risk Assessment October 2012 • Services Operational Manual
Rain Water Catchment and Storage	Catchment water Contaminated from: <ul style="list-style-type: none"> • Faecal contamination from human, birds and animals • Chemical contamination from emissions (smoke, flues, CO), from roof-mounted appliances or paint/chemical spill associated with roof and gutter maintenance 	First flush stormwater treatment plant releasing contaminated water Health affects to neighbouring properties/market users	Extreme	<ul style="list-style-type: none"> • Rainwater and Stormwater Harvesting Scheme Review and Risk Assessment October 2012 • Services Operational Manual • Bird proofing Management Strategy
Gas Station	Uncontrolled release of LPG	Uncontrolled release of LPG to the environment	High	<ul style="list-style-type: none"> • Asset Management Plan
Sedimentation Pond	Uncontrolled release of contaminants	Uncontrolled release of contaminants such as chemicals or waste into the sedimentation pond	High	<ul style="list-style-type: none"> • Asset Management Plan

Appendix 2 – Document References

Document Number	Title
QA-PAM-MM-MAN-01-1	Quality Manual
CONTM-PAM-MM-MAN-01	Services Operational Manual
RISK-PAM-MM-GEN-PLAN-01	PAM Risk Management Plan
RISK-PAM-MM-GEN-PLAN-03	PAM Business Continuity Plan
QMS-PRO-14.2	MMA Emergency Procedures Manual
CONTM-PAM-MM-GEN-PROC-02	Incident Reporting
CONTM-PAM-MM-GEN-PROC-01	Monthly Reporting
QA-PAM-MM-PROC-11	Internal Audit
QA-PAM-MM-PROC-15	Subcontractor Performance Management
QA-PAM-MM-PROC-12	Action Requests
QA-PAM-MM-PROC-03	Document Filing

Appendix 3 – Environmental Initiatives

Area	Details	Timeframe	Responsible
Recycling	Install paper recycling bins in all office areas onsite	Aug 2016 - Aug 2017	Services Manager
Energy Use	Replace inefficient, high energy light bulbs (incandescent and halogen lights) with lower wattage, energy saving lights (compact fluorescent and LEDs)	Aug 2016 - Aug 2017	Facility Manager
	Install secondary water, gas & power metering system to determine usage patterns for analysis and in some cases charge back to the user	Aug 2016 - Aug 2017	Facility Manager
Pollution Control	Investigate and install secondary filtration system on the cooling towers	Aug 2016 - Aug 2017	Facility Manager
Water Usage	Install water usage meter on the cooling towers to determine usage and analyse strategies for reduction. (use of recycled water)	Aug 2016 - Aug 2017	Facility Manager
Trade Waste	Install a MagFlow meter for trade waste to determine volumes for City of Whittlesea charges and determine strategies for improvement	Aug 2016 - Aug 2017	Facility Manager