



# ENVIRONMENTAL MANAGEMENT PLAN

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Busways respectfully acknowledges the Traditional Owners of the land on which we work, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and future.

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## Glossary

| Term    | Definition                    |
|---------|-------------------------------|
| Busways | Busways Group Pty Ltd         |
| EMP     | Environmental Management Plan |
| GSBC7   | Greater Sydney Bus Contract 7 |
| RMS     | Roads and Maritime Services   |
| TfNSW   | Transport for NSW             |

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## 1 Introduction

Busways has a deep commitment to the health of our environment and to implementing sustainable practices and initiatives that support it. Through our accreditation in ISO14001 for Environmental Management Systems and environmental initiatives, we aim to minimise our environmental impact across all areas of our bus service, from bus operations, maintenance and asset activities to support and administrative functions, and the activities of our personnel and passengers.

At Busways, we take our corporate environmental responsibility very seriously. In recent years, we have made significant progress in reducing our carbon footprint through initiatives such as the installation of 100kw solar panel systems on Busways Penrith and Kincumber depots, which produces 220 megawatt hours of electricity, researching opportunities for electric buses, zero emissions buses and fuel-efficient systems and improving scheduling efficiencies to reduce inefficient bus practices without impacting on services.

Busways is committed to the ongoing reduction of our environmental footprint and the continual improvement of our environmental management and sustainable practices through a range of strategies outlined in this Environmental Management Plan.

### 1.1 Purpose

This Environmental Management Plan (EMP) provides guidance and direction to all of Busways' activities and procedures including bus service delivery, fleet maintenance, depot maintenance, network planning and scheduling, purchasing, quality assurance and customer-related processes across our National Support Office and all Busways depots.

The Environmental Management Plan meets the contractual, legislative and regulatory requirements of a bus operator and includes consumption, pollution and waste management for all such activities.

## 2 Our Approach

As a major public transport provider, Busways acknowledges the significant environmental role we play in the delivery of large-scale transport services. The use of heavy vehicles involves significant water demands and high emissions which, in conjunction with the workshop and administrative aspects of the business, can have a significant impact on the environment. However, this impact is offset by a reduction in overall emissions when well managed services increase patronage and thereby reduce private vehicle use and emissions.

We are committed to minimising the environmental impact of our operations through the efficient management of resources and ongoing review of our environmental performance. This plan is based on ongoing development through our continuous improvement processes and environmental management initiatives. It has been developed based in line with:

- Global best practice, including alignment with ISO standards (refer to section 5 accreditation for further information on our certification)

- The Transport for NSW (TfNSW) Transport Environment and Sustainability Policy Framework and environmental sustainability themes:
  - **Energy management** – monitoring and reporting on energy usage and implementing practical measures to reduce energy consumption through energy efficient products
  - **Pollution control** – immediate management and reporting of pollution incidents through spill kits and emergency procedures, chemical use by qualified and trained personnel only
  - **Climate change resilience** – participating in trials for innovative technologies and solutions aimed at lowering or reducing vehicle emissions through automated bus and zero emissions bus programs
  - **Resources management** – whole-of-life approach to materials; environmentally friendly approach to procurement of services; recycling initiatives to minimise waste to landfill
  - **Biodiversity** – programs aimed at the protection of the environment, natural resources and threatened species through creek restoration, plant regeneration and arborist reporting
  - **Heritage** – technical analysis of potential archaeological factors at land developments prior to development to determine cultural significance and preserve Aboriginal and Torres Strait Islander heritage
  - **Liveable communities** – minimising environmental impacts of operations within communities; encourage increased use of public transport through technological support of apps and online enquiry services
  - **Corporate sustainability** – promoting environmental initiatives through our website and social media platforms to customers, clients and the communities we serve; conducting detailed monitoring and analysis of environmental performance for continuous improvement and compliance.

The plan is structured to:

- Define relevant environmental standards, regulations, licensing and constraints
- Detail initiatives and programs aimed at further minimising Busways' environmental footprint and embedding sustainable work practices.

This EMP demonstrates our commitment to delivering high-quality bus services to the communities we serve. It incorporates the policies and processes we develop, and implement, to reduce the environmental impacts of our business based on the following goals:

- Minimise the environmental impact of our business through efficient use of resources
- Promote awareness throughout the organisation to improve environmental participation for all employees
- Demonstrate environmental responsibility to stakeholders and the public
- Encourage suppliers and contractors to participate and comply with of our Environmental initiatives.

Through these goals the EMP is designed to ensure all activities undertaken in the provision of transportation services are reviewed and assessed to ensure they are carried out under environmentally safe and controlled conditions. This includes providing:

- Instructions on Busway's environmental obligations
- Engaging qualified contractors, sub-contractors and other personnel for environmental assurance functions
- Recording and reporting activities as contractually agreed
- Abiding with regulatory Environment Protection Agency (EPA) requirements
- Managing environmental incidents in line with Busways' Emergency Management Plan.

### 3 Document Review and Approval

Busways has a robust set of management plans, procedures, protocols and systems that will be developed for the GSBC7 contract. Busways Management System (BMS), shown in Figure 1.



Figure 1 Busways Management System (BMS)

The EMP will be governed under the BMS Framework as a contractual plan. This plan will be reviewed annually, and as required due to changes to contract/s, legislation and/or business activities.

This plan will be submitted to TfNSW for review, input and approval prior to contract commencement. It will be reviewed on an annual basis, as a minimum and subsequently as required to comply with changes to contract/s, legislation and/or business activities.

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Our review process has been established to facilitate a comprehensive understanding of the areas where we need to grow and develop, and the actions we need to take, to deliver on our commitments and demonstrate genuine accountability.

### 3.1 Document Accountability

The Safety, Environment & Regulation Manager is responsible for ensuring environmental management processes are maintained and reviewed in accordance with business practices and standards to accurately reflect changes to the working environment.

Busways' Managing Director is ultimately responsible for its administration and is the final authority relating to the delivery of bus services including operations, maintenance, administrative and support services.

## 4 Accreditations

In line with Busways' commitment to conduct effective operations throughout our network while carefully managing our environmental impacts, we have achieved, and will maintain over the course of the contract period, the following accreditations that guide and measure our activities. Details confirming our certifications are included in 2 and are in Attachments 3 and 4.

### 4.1 Environmental Management Systems Certification

Busways' Environmental Management System is audited and has been certified by Global Compliance Certification Pty Limited (GCC), a JAS-ANZ accredited certification body to verify compliance with applicable standards, as shown in Table 2. Busways was re-certified in May 2019 by GCC.

Included within our environmental management system are the following initiatives:

- Operation and maintenance of the bus fleet, including customer service
- Energy minimisation and consumption management of the fleet under our control
- Biological hazards management
- Atmospheric monitoring and pollution management for the fleet under our control
- Management of supporting functions including planning and National Support Office functions.

#### 4.1.1 Elements

Our environmental management system and plan has been built to align with the elements of the ISO 14001 Environmental Management System.

Table 1 provides a summary of Busways' suite of policies and procedures and initiatives that align with each element.

*Table 1 Mapping Busway's system to the ISO elements*

| EMS Element                    | Busways Processes / Activities  |
|--------------------------------|---|
| Policy and Commitment          | <ul style="list-style-type: none"> <li>• Busways Environmental Management Policy</li> <li>• Integrated Management System Policy</li> </ul>  |
| Planning                       | <ul style="list-style-type: none"> <li>• Environmental Management Plan</li> <li>• Documentation and communication across the business of the scope, expectations and responsibilities for staff relating to the Environmental Management system</li> <li>• Annually set and review objectives, focus areas and targets</li> <li>• Implementation of aspects and impacts register</li> </ul>   |
| Implementation and Operation   | <ul style="list-style-type: none"> <li>• Training, education and awareness campaigns for all staff relating to the environmental management system</li> <li>• Promote environmental awareness periodically through communication platforms and events</li> <li>• Monitoring of environmental activities, performance and consumption</li> <li>• Public display on website of Environmental Management Plan</li> <li>• Annual National Greenhouse and Energy Report</li> </ul> |
| Checking and Corrective Action | <ul style="list-style-type: none"> <li>• Implement remedial actions based on audit findings and consumption monitoring</li> <li>• Annual internal and external audits</li> <li>• 3-year audit cycle for ISO re-certification</li> <li>• Audit results, action plans and non-conformance procedures and reporting</li> </ul>   |
| Management Review              | <ul style="list-style-type: none"> <li>• Annual review of documents and policies</li> <li>• Annual review and update of plan by Compliance Manager aligned to audit findings</li> <li>• Annual review by Leadership Team of any environmental incidents, actions and outcomes</li> </ul>  |

## 4.2 Clean Fleet Certification

The Clean Fleet program was introduced in 2006 as a voluntary program designed to monitor heavy vehicle emissions. Busways was among the first to participate in the program, obtaining certification in the first year and then maintaining it on a voluntary basis until the program was incorporated within contract requirements.

Table 2 Environmental Certifications

| Compliance area                 | Certification/ accreditation standard | Audit Authority                 | Certificate number |
|---------------------------------|---------------------------------------|---------------------------------|--------------------|
| Environmental Management System | ISO 14001                             | Global Compliance Certification | 132-E-3            |
| Clean Fleet accreditation       | RMS NSW                               | RMS                             | A28242720          |

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## 5 Legal and Contractual Requirements

This Environmental Management Plan has been built on a review of:

- The TfNSW Transport Environment and Sustainability Policy Framework
- Energy saving strategies in US transit agencies.
- Environment management plans by other operators.

The Plan outlines actions that ensure that we meet our obligations under the following Acts and regulations:

- Protection of Environment Operations Act 1997
- Protection of Environment Operations (General) Regulation 2021
- Protection of Environment Operations (Clean Air) Regulation 2021
- Protection of Environment Operations (Noise Control) Regulation 2017
- Sydney Water Act 1994

National Environment Protection (Diesel Vehicle Emissions) Measure

The Plan will be reviewed annually to ensure that it aligns with TfNSW objectives and takes account of developments in environmental management.

## 6 Key Focus Areas and Actions

The following tables outline the key focus areas relating to our environmental management activities and an overview of the actions and measures to achieve them throughout the contract. The timeframes identified in the table below indicate the proposed timeframe to achieve each item from the Contract commencement date.

### 6.1 Contract Commitments

Busways will report against contracted commitments quarterly through our EMP reports in accordance with paragraph 8.6 of Schedule 5, Governance & Reporting of the Greater Sydney Bus Contract 7 (GSBC7). Our review process will enable us to further understand where we need to grow and develop, whilst demonstrating authenticity in our commitments, actions and accountability.

## 6.1.1 Focus Area 1 – Energy, Fuel and Water

| Focus Area 1 |   | Energy, Fuel and Water        |  |
|--------------|---|-------------------------------|--|
| No.          | Actions   | Timeframe from Contract start | Indicators   |
| 1.1          | Analyse and monitor all energy consumption across worksites                                   | Monthly                       | <ul style="list-style-type: none"> <li>All energy consumption tracked and recorded within internal records system</li> <li>Monthly review of energy consumption across all sites</li> <li>Investigate increased energy consumption as required</li> </ul>  |
| 1.2          | Analyse and monitor all water consumption across worksites                                    | Monthly                       | <ul style="list-style-type: none"> <li>All water consumption tracked and recorded within internal records systems</li> <li>Monthly review of water consumption across all worksites</li> <li>Investigation of increased water consumption to determine cause and rectify potential leaks / waste</li> </ul>  |
| 1.3          | Install recycled water systems for bus washes and depot activities                            | Ongoing                       | <ul style="list-style-type: none"> <li>Number of depots using recycled water for external bus wash activities</li> </ul>   |
| 1.4          | Install sensor and LED lighting systems across all worksites to reduce energy usage           | Ongoing                       | <ul style="list-style-type: none"> <li>Number of sites that have LED lighting/sensor lighting installed</li> <li>Comparative analysis of reduced energy consumption through installation of LED lighting</li> </ul>  |
| 1.5          | Monitor usage of diesel fuel and maintain tanks to minimise impacts and environmental hazards | Ongoing                       | <ul style="list-style-type: none"> <li>Annual inspection of fuel tanks, bowsers, fuel lines and pipes by a certified contractor</li> <li>Monthly visual inspection of bowsers and fuel tanks for rust, leaks, physical damage, compliance certificates / stickers</li> <li>Conduct daily tank dip to record tank capacity / usage</li> <li>Compare daily tank dip readings to fuel usage reports to verify any fuel loss or leaks</li> <li>Monthly testing of diesel in tanks to check for water or contamination</li> </ul> |

|     |   |          |  |
|-----|---|----------|--|
|     |   |          | <ul style="list-style-type: none"> <li>• Immediate reporting of any leaks, fuel loss or damage during inspection for repair</li> <li>• Maintain relevant licences for diesel fuel tanks over 100,000 litre capacity</li> </ul>   |
| 1.6 | Install solar panels at Ryde Willoughby depots  | 6 months | <ul style="list-style-type: none"> <li>• Number of sites in the contract area with solar panels installed</li> <li>• Decrease in energy consumption through use of solar power</li> <li>• Minimal grid energy consumption during daylight hours at depots where solar arrays are installed</li> <li>• Trend analysis of zero emissions energy production through solar panels</li> </ul> |
| 1.7 | Install cut-off systems within air-conditioning systems and timers to reduce automatic running and energy consumption | Monthly  | <ul style="list-style-type: none"> <li>• Review of automated shut-off systems to ensure timers and cut-off in place and working efficiently</li> </ul>   |

## 6.1.2 Focus Area 2 – Waste Management

| Focus Area 2 Waste Management |  |                               |  |
|-------------------------------|--|-------------------------------|--|
| No.                           | Actions  | Timeframe from Contract start | Indicators   |
| 2.1                           | Participate in the printReleaf program   | Ongoing                       | <ul style="list-style-type: none"> <li>• Monthly PrintReleaf certificates for tree planting</li> </ul>   |
| 2.2                           | Configuring printer to allow only double-sided printing  | Ongoing                       | <ul style="list-style-type: none"> <li>• Reduced paper consumption across all worksites annually</li> </ul>  |
| 2.3                           | Implement digital workplace communication app (Blink) for all employees to reduce printed communications and paper-based processes | Ongoing                       | <ul style="list-style-type: none"> <li>• Number of digital forms and tools transitioned onto app</li> <li>• Engagement statistics of the workforce high enough to reduce printed collateral</li> </ul> |

|      |   |         |  |
|------|---|---------|--|
| 2.4  | Implement digital recruitment software (MyRecruitment+) to reduce paper-based applications and info packs   | Ongoing | <ul style="list-style-type: none"> <li>• Number of job applications conducted digitally</li> <li>• Number of information packs sent digitally</li> </ul>   |
| 2.5  | Make emailed payslips an option for employees to reduce weekly printed payslips for workforce   | Ongoing | <ul style="list-style-type: none"> <li>• Number of employees who opt for emailed payslips</li> </ul>   |
| 2.6  | Execute online advertising and mailing list communications for service changes to reduce printed advertising and promotional collateral   | Ongoing | <ul style="list-style-type: none"> <li>• Number of campaigns which use digital channels and methods</li> </ul>   |
| 2.7  | Promote 131500 information and trip planning apps to reduce printed timetables and network information  | Ongoing | <ul style="list-style-type: none"> <li>• All customer facing brand promotions and communications advertises digital channels</li> </ul>  |
| 2.8  | Minimise impacts of all contaminants including spills, noise, chemicals and waste   | Ongoing | <ul style="list-style-type: none"> <li>• Monitor using appropriate, calibrated equipment by qualified personnel</li> <li>• Achieve zero pollution incidents that cause or threaten material harm to the environment annually</li> <li>• Training programs in place for use of diesel, chemicals, spills and emergency management</li> <li>• Maintain safety data sheets for all chemicals and products used on site</li> </ul> |
| 2.9  | Implement recycling systems including: <ul style="list-style-type: none"> <li>• Paper, glass, plastic recycling at all worksites</li> <li>• Recycled water in bus wash and depots</li> <li>• Donation of outdated/expired first aid supplies to provide emergency aid relief through Survival Emergency Solutions</li> <li>• Battery and toner recycling programs</li> <li>• Donation of computer and phone equipment to third world countries</li> </ul> | Ongoing | <ul style="list-style-type: none"> <li>• Availability of recycling facilities at depots</li> <li>• Reduction of waste to landfill through recycling initiatives</li> </ul>   |
| 2.10 | Educate drivers to minimise vehicle excess idle times to reduce vehicle emissions   | Ongoing | <ul style="list-style-type: none"> <li>• Procedure in place to enforce time limits for vehicle idling</li> </ul>   |

|      |  |  |   |
|------|--|--|---|
|      |  |  | <ul style="list-style-type: none"> <li>• Training and awareness programs in place to educate staff on procedures</li> </ul>                               |
| 2.11 | Include requirements in fleet replacement program to ensure new vehicles meet high emission standards and are fuel efficient |  | <ul style="list-style-type: none"> <li>• Number of buses operated with Euro 6 engines to meet global best practice vehicle emissions standards</li> </ul> |

### 6.1.3 Focus Area 3 – Procurement and Materials

| Focus Area 3 Procurement & Materials |  |                               |  |
|--------------------------------------|--|-------------------------------|--|
| No.                                  | Actions  | Timeframe from Contract start | Indicators   |
| 3.1                                  | Recycle all e-waste  | Ongoing                       | <ul style="list-style-type: none"> <li>• All scrap materials, computers, phones and other e-waste recycled through organisations and sent to developing nations</li> </ul>   |
| 3.2                                  | Analysis and incorporation of environmental initiatives in all large-scale project, depot and asset design/construction activities | Ongoing                       | <ul style="list-style-type: none"> <li>• Installation of solar power across worksites where appropriate</li> <li>• Installation of rainwater tanks at all applicable worksites</li> </ul>  |
| 3.3                                  | Progressively transition fleet to Zero Emission Buses over the life of the Contract  | 12 months                     | <ul style="list-style-type: none"> <li>• Partnership with TfNSW on ZEB trial</li> <li>• Deployment of ZEB within the contract area</li> </ul>  |
| 3.4                                  | Integration of environmental management into procurement and supply chain procedures   | Ongoing                       | <ul style="list-style-type: none"> <li>• Review of all suppliers and product purchases to increase use of recycled materials including general stationary, office supplies and other materials as applicable</li> <li>• % of suppliers with, or working towards, a recognised EMP</li> </ul> |
| 3.5                                  | Develop and implement environmental management activities into supplier selection processes  | 6 months                      | <ul style="list-style-type: none"> <li>• Review, develop and update all existing procurement and associated policies to incorporate environmental management activities</li> </ul>   |

## 6.1.4 Focus Area 4 – Certification, Compliance and Reporting

| Focus Area 4 Certification, Compliance and Reporting |   |                               |   |
|--|---|-------------------------------|---|
| No.  | Actions   | Timeframe from Contract start | Indicators  |
| 4.1  | Prepare and submit compliance reports for diesel & oil consumption, grease consumption, electricity consumption | Annually                      | <ul style="list-style-type: none"> <li>Submission of annual report in October each year to the National Greenhouse Emissions Regulator with compliant outcome</li> </ul>  |
| 4.2  | Maintain up-to-date copies of all environmental permits and approvals   | Ongoing                       | <ul style="list-style-type: none"> <li>Successfully obtained all relevant licences and certifications prior to contract commencement</li> <li>Maintain ongoing compliance, licences and certification</li> <li>Maintain up-to-date copies of all environmental permits and approvals</li> </ul> |
| 4.3  | Maintain compliance and certification with RMS Clean Fleet emissions standards                                  | Annually                      | <ul style="list-style-type: none"> <li>Annual certification with RMS Clean Fleet program</li> <li>Successfully complete required audits and certification requirements as part of Clean Fleet program</li> </ul>  |
| 4.4  | Maintain ISO14001 Environmental Management System Certification   | Ongoing                       | <ul style="list-style-type: none"> <li>Conduct internal audits for certification annually</li> <li>Successful surveillance audits through external certification body annually for ISO14001 certification</li> <li>Successful re-certification audit every 3 years</li> </ul>                   |
| 4.5  | Implement relevant actions and improvements that arise from audit findings through non-conformance reporting    | Ongoing                       | <ul style="list-style-type: none"> <li>All non-conformance and actions arising from audits addressed on time</li> </ul>   |
| 4.6  | Manage the awareness and impact of environmental incidents through incident and near miss reporting procedures  | Annually                      | <ul style="list-style-type: none"> <li>Increase in the number of environmental incidents and near misses reported each year</li> <li>Analysis on the reporting time frames for incidents to report completion</li> </ul>  |
| 4.7  | Monitoring and reporting systems in place through asset management system                                       | Annually                      | <ul style="list-style-type: none"> <li>Review of all asset management activities and programs to report/record on environmental initiatives through asset life cycle</li> </ul>   |

## 6.1.5 Focus Area 5 – Continuous Improvement

| Focus Area 5 |  | Continuous Improvement        |   |
|--------------|--|-------------------------------|---|
| No.          | Actions  | Timeframe from Contract start | Indicators  |
| 5.1          | Implement and review the Environmental Management Plan to continually align the comprehensive strategy   | Annually                      | <ul style="list-style-type: none"> <li>Annual review conducted on the company, legislative and contractual objectives for environmental management</li> </ul>   |
| 5.2          | Create an organisational culture focused on environmental awareness  | Ongoing                       | <ul style="list-style-type: none"> <li>Develop and implement environmental training and awareness program for all staff</li> <li>Clearly defined responsibilities for environmental management for all employees</li> </ul>   |
| 5.3          | Develop information and awareness on environmental management into induction training for employees, including ISO certification awareness                         | Ongoing                       | <ul style="list-style-type: none"> <li>Awareness campaigns developed and implemented</li> <li>Educational resources are accessible to employees</li> <li>Number of articles and messages distributed annually through internal and external communications</li> <li>Maintain staff awareness of emergency procedures and pollution prevention through induction and ongoing training</li> </ul> |
| 5.4          | Review the Environmental Plan to identify opportunities for improvement  | Annually                      | <ul style="list-style-type: none"> <li>Annual review and update of focus areas and action plan</li> <li>Non-conformance and audit reports demonstrating improvements</li> </ul>   |
| 5.5          | Adapt a whole-of-business approach to lessons learned from trend analysis, audit findings, non-conformance reporting and other impacts to environmental management | Ongoing                       | <ul style="list-style-type: none"> <li>Implementation of learnings and insights into specific operational procedures</li> <li>Non-conformance reports actioned and completed on time</li> <li>Develop and implement regular audits of pollution control devices</li> </ul>  |
| 5.6          | Evolve environmental planning based of learnings   | Annually                      | <ul style="list-style-type: none"> <li>Management assessment of continuous improvement activities</li> <li>Policies and procedures amended to reflect environmental initiatives improvements</li> </ul>   |



|  |  |  |   |
|--|--|--|---|
|  |  |  | <ul style="list-style-type: none"><li>• Participate in programs and partnerships within the community to support environmental activities</li></ul> |
|--|--|--|---|