

Construction Compliance Report #14

(1 October 2023 to 31 March 2024)



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Author:	Environment Manager, City & Southwest
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1 Executive Summary

This City & Southwest Construction Compliance Report #14 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2023 to 31 March 2024 .

Construction continued across the SSI_7400 and SSI_8256 planning approvals, while physical works were completed under the SSI_5931 planning approval at the end of the previous reporting period. There was a decrease from 3316 to 2547 ongoing requirements being tracked by Sydney Metro and its contractors. Fourteen (14) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of 12 environmental audits were undertaken.

A total of 154 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 125 complaints were determined to be attributable to project works following investigation, down from 218 complaints in the preceding period. Southwest Corridor (SWM) was attributable for the majority of complaints, followed by Crows Nest ISD and Pitt Street ISD (33%, 23% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 82 complaints, or 66%, of all complaints attributable to project works. This was followed by 22 relating to Traffic, Transport and Access and 8 relating to Worker behaviour (representing 18% and 6% respectively of all complaints attributable to the project).

Works at the Southwest Corridor (SWM), Crows Nest ISD, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (49, 32 and 21 respectively, representing 70% of all complaints attributable to the project).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	168 (2)	0	1 (3)	29 (22)
VC ISD	124 (1)	0	0 (0)	6 (6)
BS	150(2)	0	1 (0)	2 (2)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	160 (1)	0	0 (0)	4 (4)
PS ISD	139 (0)	0	1 (2)	17 (13)
CSM	11 (0)	0	0 (0)	0
W ISD	189 (0)	0	0 (0)	5 (4)
SSJ	106 (0)	0		0
SWMC	214 (6)	0	1 (8)	41 (36)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0		0
LW (C2S)	145 (0)	0	0 (0)	9 (9)
LW (S2B)	165 (1)	0		5 (5)
TSOM	441 (1)	0	0	0
SW P4 MCL	0 (0)	0	0 (0)	2 (2)
SW P5 DCP	178 (0)	0		2 (2)
SW P6 HBW	178 (0)		8 (0)	3 (3)
Sydney Metro (including non- staged works)	174 (0)	0	0	0
Total	2547 (14)	0	12 (13)	125 (108) <154>
Total from Previous Report	3316 (25)	0	11 (5)	168 (140) <218>

Definitions and Abbreviations

Acronym	Definition
AF	Ancillary Facility
AHD	Australian Height Datum
BAC	Bankstown and Additional Corridor
BEW	Bankstown Early Works
BH	Borehole
BS	Barangaroo Station
C&SW	City & Southwest
C2S	Chatswood to Sydenham
CBD	Central Business District
CCR	Construction Compliance Report
CEMP	Construction Environmental Management Plan
CMTRP	Compliance Monitoring / Tracking and Reporting Program
CN	Crows Nest
CNVIS	Construction Noise and Vibration Impact Statement
CoA	Condition of Approval
CSM	Central Station Main
CSSI	Critical State Significant Infrastructure
DCP HBW	Dulwich Hill, Campsie, Punchbowl, Hurlstone Park, Belmore, Wiley Park stations (Packages 5 & 6)
EHS	Environment, Health and Safety
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
ERSED	Erosion and sediment
ISD	Integrated Station Development
LW	Line-Wide
LAeq	Equivalent Continuous Sound Pressure Level
MAF	Minor Ancillary Facility
MCL	Marrickville, Canterbury, and Lakemba stations (Package 4)
MCoA	Minister's Condition of Approval
mg/L	Milligrams per litre
MOD	Modification
MP	Martin Place
mS/cm	MilliSiemens per centimetre
NCR	Non-compliance Report
NCW	Northern Corridor Works
NSC	North Sydney Council
OOH	Out of Hours
OOHW	Out of Hours Works
OOHWA	Out of Hours Works Application

Acronym	Definition
OSD	Over Station Development
PCMWA	Pre-construction minor works approval
PNL	Predicted Noise Level
PIR	Preferred Infrastructure Report
PS	Pitt Street (Gadigal)
RTRF	Rapid Train Rail Facility
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Industry and Environment
SHEQ	Safety, Health, Environment and Quality
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SWM	Southwest Metro (Sydenham to Bankstown)
SWMC	Southwest Metro Corridor
SWMP	Site Waste Management Plan
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
(T)WTP	(Temporary) Water Treatment Plant
VAMP	Visual Amenity Management Plan
VC	Victoria Cross
W	Waterloo

2 Introduction

2.1 Purpose of this Report

The purpose of this Construction Compliance Report (CCR) is to document Sydney Metro's compliance with the requirements of the City & Southwest (C&SW) Critical State Significant Infrastructure (CSSI) planning approvals (refer to Section 2.3.1 for details on the project's planning approvals). Sydney Metro CCRs are available on the Sydney Metro website (<https://www.sydneymetro.info/>).

This report will be submitted to the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary) for information every six months. The scope of the reports will cover all activities that were subject to the C&SW CSSI planning approvals during each reporting period.

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2023 to 31 March 2024. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1 CCR Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.5
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP [Construction Environmental Management Plan] as a result of construction carried out during the reporting period;	Section 3.2
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5.6
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 5.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 5.7 and Appendix 1

2.2 Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – From the north west, metro rail is being extended under Sydney Harbour, through new underground city stations and beyond to the south west. New stations will be delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street and Waterloo, along with new underground platforms at Central Station. The T3 Bankstown Line between Sydenham and Bankstown will be upgraded to metro standards.
- **West** – This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project, with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

Figure 1 provides a map of the four Sydney Metro project alignments.

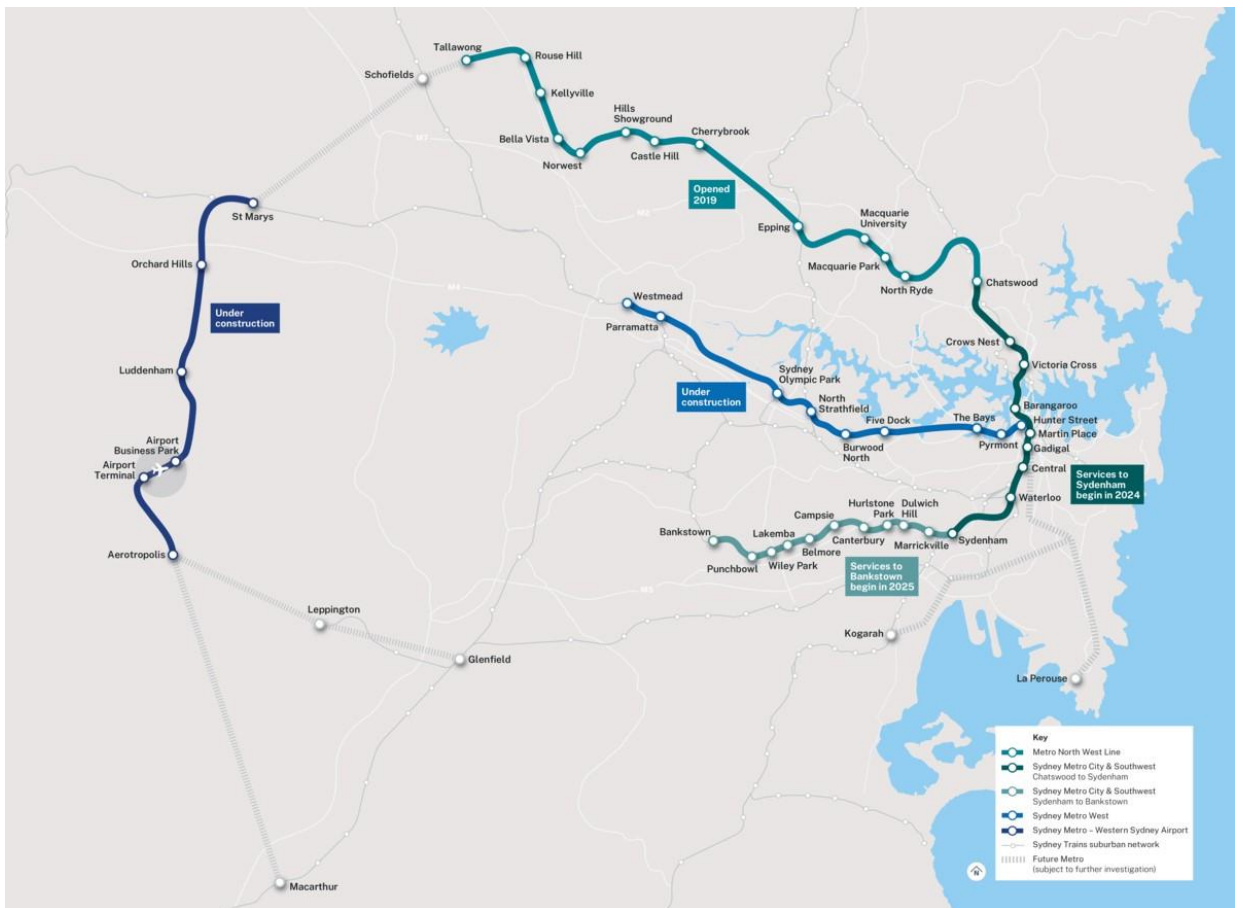


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

The C&SW project has generally been declared as a Critical State Significant Infrastructure (CSSI) project by the NSW Minister for Planning. Works within this declaration require planning approval as a CSSI project under the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). Works outside the declaration require separate planning approval under the EP&A Act.

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

- SSI 7400, Chatswood to Sydneyham (refer to Section 2.3.1.1),
- SSI 8256, Sydneyham to Bankstown (refer to Section 2.3.1.2), and
- SSI 5931, Sydney Metro Trains Facility (refer to Section 2.3.1.3).

This CCR covers the full scope of the C&SW works that are subject to CSSI planning approvals and does not cover any C&SW works that are subject to:

- State Significant Development planning approvals, and
- Self-determinations and exempt development.

Chatswood to Sydenham

The Chatswood to Sydenham (C2S) component covers the construction and operation of the Sydney Metro railway between Chatswood and Marrickville. This includes the delivery of seven new metro stations and 15.5 kilometres of twin railway tunnels from Chatswood, beneath Sydney Harbour and the Sydney CBD, to Marrickville.

The C2S planning approval, including the *Chatswood to Sydenham Environmental Impact Statement* (EIS) and *Chatswood to Sydenham Preferred Infrastructure Report* (PIR), was granted planning approval by the NSW Minister for Planning on 9 January 2017. Since then, nine modifications (MODs) have been submitted by Sydney Metro and approved:

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.
- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018. MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.
- The **Construction Hours** Modification (MOD9) covers change to construction hours to permit construction until 6 pm on Saturdays.

Sydenham to Bankstown

The Sydenham to Bankstown (S2B) component covers the construction and operation of the Sydney Metro railway between Marrickville and Bankstown stations. This includes the upgrading of 13.5 kilometres of the Sydney Trains T3 Bankstown Line between the Marrickville and Bankstown stations.

The S2B planning approval, including the *Sydenham to Bankstown Upgrade EIS*, the *Sydenham to Bankstown Submissions and PIR* and the *Sydenham to Bankstown Submission Report*, was granted planning approval by the NSW Minister for Planning on 12 December 2018.

One modification (MOD) has been submitted by Sydney Metro and approved:

- The **Bankstown Station** Modification (MOD1) allows for a revised station design for Bankstown Station including provision of a new north-south connection across the rail corridor between Appian Way and Restwell Street. Administrative corrections and changes including updates to definitions and agency names to reflect name and title changes. MOD1 was approved on 22 October 2020.

Sydney Metro Trains Facility

The Sydney Metro Trains Facility, formerly known as the Rapid Transit Rail Facility (RTRF), in Rouse Hill was constructed and commenced operations as part of the Northwest project in May 2019.

As part of the C&SW project, the Sydney Metro Trains Facility (SMTF) is being expanded to allow for Sydney Metro rolling stock to operate from Chatswood to Bankstown. The scope of this expansion is subject to the SMTF planning approval. This approval, including the *RTRF EIS* and *RTRF Response to Submissions Report*, was granted planning approval by the Minister for Planning and Infrastructure on 15 January 2014.

One modification (MOD) has been submitted by Sydney Metro and approved:

- The **Administrative Changes** Modification (MOD1) allows for high noise impacts to be generated in certain circumstances. MOD1 was approved on 20 September 2019.

Construction on the SMTF was completed in March 2023.

2.3.2 Planning Approval Register

Table 2 provides a register of CSSI planning approvals that the C&SW project is subject to (in order of approval date).

Table 2 Planning Approval Register

Planning Approval	Approval Date
SMTF (SSI_5931)	15 Jan 2014
MOD1 – Administrative Changes	20 Sep 2019
C2S (SSI_7400)	9 Jan 2017
MOD1 – Victoria Cross Station & Artarmon Substation	18 Oct 2017
MOD4 – Sydenham Station & Metro Facility South	13 Dec 2017
MOD2 – Central Walk	21 Dec 2017
MOD3 – Martin Place Metro Station	22 Mar 2018
MOD5 – Blues Point Acoustic Shed	2 Nov 2018
MOD6 – Administrative Changes	21 Feb 2019
MOD7 – Administrative Changes	29 June 2020
MOD8 – Blues Point Access	25 Nov 2020
MOD9 – Construction Hours	30 June 2022
S2B (SSI_8256)	12 Dec 2018
MOD1 – Bankstown Station	22 Oct 2020

2.3.3 Consistency Assessments

A total of 163 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. Six (6) of these were endorsed by Sydney Metro during the reporting period.

A register of Consistency Assessments endorsed during the reporting period is provided in Table 3.

Table 3 Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Sydney Metro - Incorporating 8256 works within the 7400 corridor for the final stages of Sydney Metro works.	S2B	04-Oct-2023
Barangaroo - Barangaroo Southern entrance works and water Ingress Management at B3	C2S	10-Nov-2023
Victoria Cross - Miller Street crossings	C2S	23-Nov-2023
Crows Nest - Hume Street temporary closure	C2S	22-Dec-2023
Waterloo - Additional Temporary Land	C2S	27-Mar-2024
Southwest - Temporary Transport Plan 2024 April School Holidays	S2B	28-Mar-2024

3 Project Stages

Information on each project stage is provided in the C&SW Staging Reports.

3.1 Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of September 2023.

Table 4 Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed June 2018
NCW	7 May 2018	Physical works completed May 2020
Demolition A	24 Jun 2017	Physical works completed September 2018
Demolition B	14 Jul 2017	Physical works completed July 2018
TSE	22 Dec 2017	Physical Works completed September 2021
CN ISD	26 February 2021	Construction phase
VC ISD	11 January 2021	Construction phase
BS	17 September 2021	Construction phase
MP ISD Demo	19 Dec 2018	Physical works completed April 2019
MP ISD	10 May 2019	Construction phase
PS ISD	6 January 2021	Construction phase
CSM	4 August 2018	Main physical works completed around Q4 2023
W ISD	1 October 2020	Construction phase
SSJ	28 August 2018	Physical works completed April 2022
LW (SMTF-N)	16 August 2019	Physical works completed March 2023
LW (C2S)	4 March 2020	Construction phase
LW (S2B)	4 March 2020	Construction phase
TSOM	N/A	Not Principal Contractor
SMEW (formerly SSC)	1 August 2019	Physical works completed April/May 2022
SWM Stations Package 4 MCL	15 March 2021	Construction phase
SWM Stations Packages 5&6 DCP HBW	19 April 2021	Construction phase
Southwest Metro Corridor	19 March 2021	Construction phase

** Refer to the definition of 'Construction' in accordance with the relevant planning approval.*

3.2 Construction Environmental Management Plan Reviews / Amendments

Table 5 provides the approval date of Construction Environment Management Plans (CEMPs) for each Stage of C&SW and details of any reviews and amendments as a result of construction carried out during the reporting period.

Table 5 CEMP Reviews and Amendments as a result of Construction during the Reporting Period

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	Following annual review, the CEMP was updated with minor amendments to Rev 7 in January. Minor comments were addressed on March 8 and documents finalised on March 27 for approval. Endorsement letters / approval was ongoing during the reporting period with no further changes outside this period.
VC ISD	11 August 2020	There were no amendments made to the Environment, Health & Safety (EHS) Plan during the reporting period. The current version was Rev 14, endorsed by the ER on 26 September 2023. The VC-ISD GWMP was updated with minor amendments to Rev J, which was endorsed by the ER during the reporting period.
BS	17 September 2021	The CEMP was updated with minor amendments on 12 January 2024 and endorsed by the ER on 1 February 2024.
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 April 2019	No updates have been made to the EHS Plan during the reporting period. The current version was Rev 7.10, endorsed by the ER on 25 September 2023. The CTMP was updated to Rev 12 and was approved on 6 November 2023.
PS ISD	24 December 2020	There were no amendments made to the CEMP or subplans during the reporting period. The current version was Rev 4 was endorsed by the ER on 15 June 2023.
CSM	4 August 2018	No plans were due for review during the reporting period
W ISD	31 July 2020	Minor updates to the CEMP were made during the reporting period to include details around the deferred scope of works. The CEMP update was under review during the reporting period.

SSJ	28 August 2018	The CEMP was updated in the last period with minor amendments and was endorsed by the ER on 22 June 2023.
LW (SMTF)	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
LW (C2S)	4 March 2020	The CEMP was updated with minor amendments on 20 September 2023 and endorsed by the ER on 3 October 2023.
LW (S2B)	4 March 2020	The CEMP was updated with minor amendments on 20 September 2023 and endorsed by the ER on 3 October 2023.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
SMC	26 February 2021	The CEMP was updated in the period with amendments and was endorsed by the ER on 9 November 2023.
SWM Package 4 MCL	15 January 2021	Rev 08.1 CEMP – Revised on 6 December 2022 remains current. No further updates to the CEMP or Sub-plans are required.
SWM Package 5 DCP HBW	4 March 2021	CEMP Rev 7.4 - was updated on the 13 December 2023 as part of a periodic review with no amendments made.
SWM Package 6 HBW	4 March 2021	CEMP Rev 7.4 - was updated on the 13 December 2023 as part of a periodic review with no amendments made

3.3 Relationships between Planning Approvals and Stages

Table 6 outlines the relationships between the planning approvals and C&SW stages.

Table 6 Allocation of Planning Approvals to C&SW Stages

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (inc. MP ISD Demo)	BS	CSM	SSJ	LW	TSOM	SMEW	SWM Package 4 MCL	SWM Package 5&6 DCP	SWM Corridor
SMTF (SSI_5931)										✓	✓				
SMTF MOD1 – Administrative Changes										✓	✓				
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓				
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				
C2S MOD2 – Central Walk								✓		✓	✓				
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓				
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓				
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓				
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓				
C2S MOD6 – Administrative Changes		✓			✓	✓	✓		✓	✓	✓				
C2S MOD7 – Administrative Changes										✓	✓				
C2S MOD8 – Blues Point Access										✓					
C2S MOD9- Extended Hours						✓	✓	✓	✓	✓	✓				
S2B (SSI_8256)										✓	✓	✓	✓	✓	✓
C2S MOD1 – Bankstown Station										✓	✓	✓	✓	✓	✓

3.4 Environmental Protection Licences

In accordance with the *NSW Protection of the Environment Operations Act 1997*, Environment Protection Licences (EPL) are required in order to undertake work activities during certain stages of the project. Table 7 lists the status of EPLs for each C&SW stage.

This CCR does not document compliance against EPLs. This is being undertaken by the relevant licensees.

Table 7 Status of C&SW Environment Protection Licences

Stage	Licence	Activity Type	EPL #	Status
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	EPL not required (all works completed prior to the reporting period).			
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	EPL not required (all works completed prior to the reporting period).			
CN ISD	EPL not required.			
VC ISD	EPL not required.			
BS	EPL not required.			
MP ISD Demo	EPL not required (all works completed prior to the reporting period).			
MP ISD	EPL not required.			
PS ISD	EPL not required.			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and was surrendered on 22 Nov 2023.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and active throughout the reporting period.
LW (SMTF)	EPL not required. Physical works completed March 2023.			
LW (C2S)	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 and active throughout the reporting period.
LW (S2B)	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
TSOM	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
SMEW (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL	EPL not required.			
SWM Packages 5&6 DCP HBW	EPL not required.			
Southwest Metro Corridor	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

4 Environmental and Compliance Management

4.1 Compliance Management

Sydney Metro is accountable for ensuring compliance with all the C&SW project's requirements relating to environmental and compliance management. Sydney Metro manages and tracks compliance under its CSSI planning approvals through the implementation of compliance tracking/monitoring program(s) in accordance with the relevant planning approval conditions.

4.1.1 Tracking

Once a planning approval requirement has been generated, it is assigned an Active status.

The responsibility to comply with these Active requirements may be wholly or partially allocated by Sydney Metro to one or more of its contractors through contractual mechanisms. As a result of this and the staged nature of the project's delivery, these requirements will be complied with by different parties at different points along the project's construction and operational phases.

Once these requirements have been allocated to a contractor, the requirement is referred to as an Environmental Requirement. Within each contract, Environmental Requirements progress through two phases:

- **Ongoing** – whereby further action is required to maintain compliance, and
- **Complete** – whereby no further evidence or activity is required to maintain compliance. This is verified in an adequacy review conducted by the Environmental Representative and Sydney Metro prior to the Environmental Requirement being completed.

During the period an Environmental Requirement is Ongoing, it is subject to regular assessment through compliance monitoring and review activities. These assessments determine whether the Environmental Requirement is:

- **Compliant** (i.e., sufficient evidence is available to demonstrate that the Environmental Requirement is being complied with), or
- **Non-Compliant** (i.e., there is a lack of evidence to demonstrate that the Environmental Requirement is being complied with or there is a clear breach of the Environmental Requirement).

Once the same Environmental Requirement is Complete across each of its contract allocations, the planning approval requirement is assigned an **Inactive** status.

Figure 2 provides a schematic diagram of how requirements are tracked on the project.

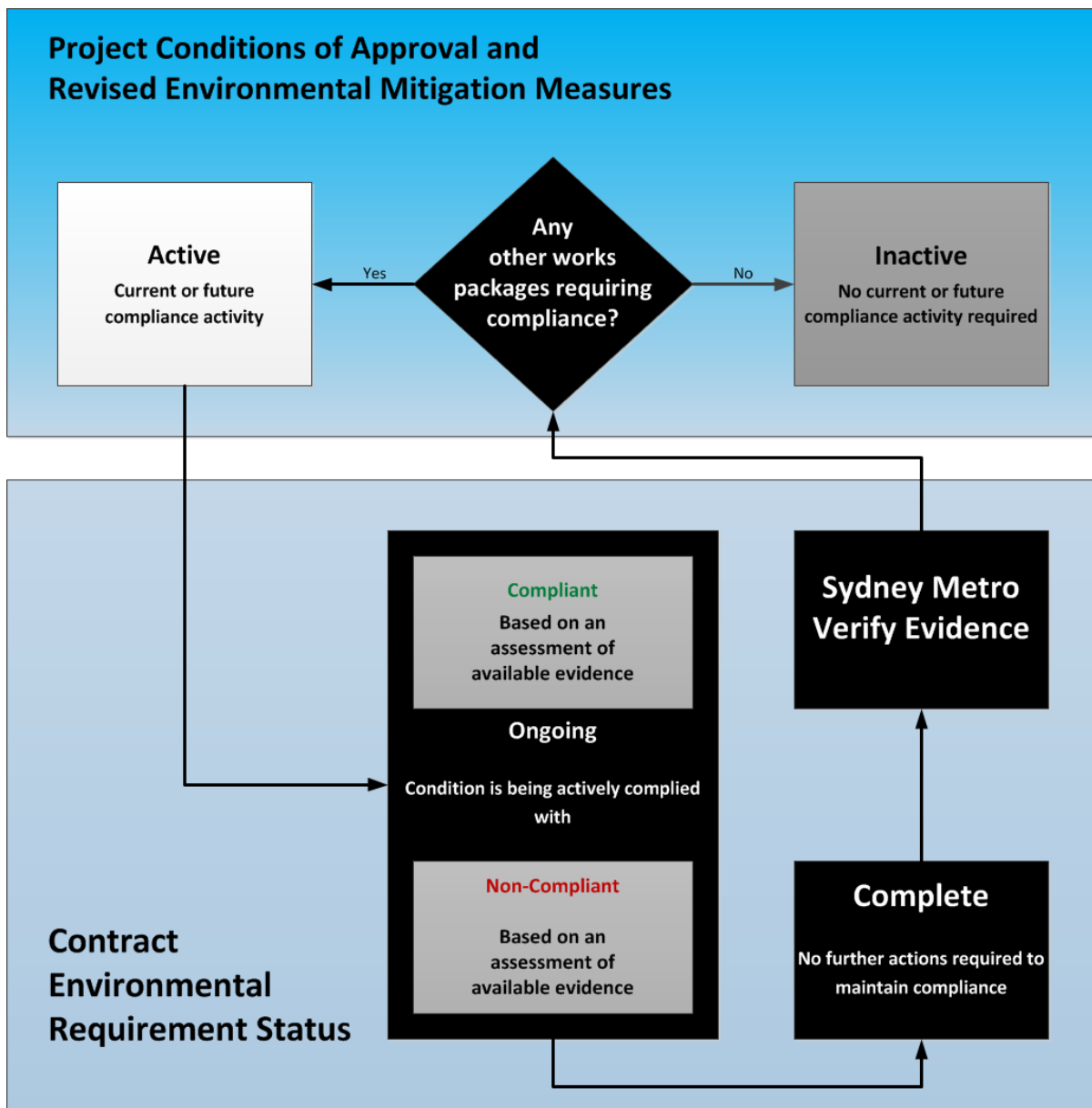


Figure 2 Tracking of Environmental Requirements

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2547. There was a total of 14 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1 Overview

A summary of the results of the C&SW compliance monitoring activities during the reporting period are provided in Table 8.

Table 8 Compliance Summary for the Reporting Period

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	168 (2)	0	1 (3)	29 (22)
VC ISD	124 (1)	0	0 (0)	6 (6)
BS	150 (2)	0	1 (0)	2 (2)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	160 (1)	0	0 (0)	4 (4)
PS ISD	139 (0)	0	1 (2)	17 (13)
CSM	11 (0)	0	0 (0)	0
W ISD	189 (0)	0	0 (0)	5 (4)
SSJ	106 (0)	0	1 (8)	0
SWMC	214 (6)	0		41 (36)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0		0
LW (C2S)	145 (0)	0	0 (0)	9 (9)
LW (S2B)	165 (1)	0		5 (5)
TSOM	441 (1)	0	0	0
SW P4 MCL	0 (0)	0	0 (0)	2 (2)
SW P5 DCP	178 (0)	0		2 (2)
SW P6 HBW	178 (0)		8 (0)	3 (3)
Sydney Metro (including non-staged works)	174 (0)	0	0	0
Total	2547 (14)	0	12 (13)	125 (108) <154>
Total from Previous Report	3316 (25)	0	11 (5)	168 (140) <218>

5.2 Non-Compliances

There were 14 non-compliances raised during the reporting period, which all were closed at the date of this report.

Table 9 provides a breakdown of the following non-compliance information for each stage:

- *Non-Compliances raised during Reporting Period* – indicating the number of events that generated a non-compliance to be reported during the reporting period.
- *Currently Open Non-Compliances* – indicating the number of Non-Compliances that were raised during the reporting period and are in the process of implementing resultant corrective and/or preventative actions.
- *Compliance Load at the end of the Reporting Period* – indicating the number of environmental requirement allocations.

Table 9 Non-Compliances and Compliance Loads during the Reporting Period

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)	Compliance Load at end of Reporting Period
SYAB	0	0	0
NCW	0	0	0
TSE	0	0	0
CN ISD	2	0	168
VC ISD	1	0	124
BS	2	0	150
MP ISD	1	0	160
PS ISD	0	0	139
CSM	0	0	11
W ISD	0	0	189
SSJ	0	0	106
SWMC	6	0	214
SMEW	0	0	0
LW (SMTF-N)	0	0	5
LW (C2S)	0	0	145
LW (S2B)	1	0	165
TSOM	1	0	441
SW P4 MCL	0	0	0
SW P5 DCP	0	0	178
SW P6 HBW	0	0	178
Sydney Metro (including non-staged works)	0	0	174
Total	14	0	2547

Table 10 provides details on the non-compliances that were raised during the reporting period.

Table 10 Non-Compliances raised during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
03-Oct-23	Noise and Vibration	SSI8256 - Southwest Metro Corridor - MCoA - E22	OOHW on 29/09/2023 related to tamping activities that were ahead of schedule, with notification of OOHW not provided to residents in that area.	<p>Track team to signoff on the requirements of the OOHW so that any changes in program are delivered in compliance with the OOHW approval - Closed</p> <p>Develop a change management procedure - Closed</p> <p>Develop a procedure with Sydney Metro for change management additional mitigation measures during OOHW - Closed</p> <p>Reasonable contingency to be included in OOHW approvals - Closed</p>
06-Oct-23	Noise and Vibration	SSI8256 - Linewide - MCoA - E20	The audible operation of the Dulwich Hill Traction Substation rectifier transformer was not covered by an OOH permit.	<p>Approved Out of Hours Permit in place - Closed</p> <p>Lessons learned from this incident with actions implemented during the energisation of Canterbury TSS. This included notification to residents and noise monitoring undertaken the following day of energising the TSS - Closed</p> <p>SC is currently investigating permanent noise mitigation measures with the transformer manufacturer and our noise consultant. Further noise monitoring will be undertaken to ensure noise levels meet operational standards following the installation works. This information has been communicated with the impacted residents - Closed</p>
19-Oct-23	Noise and Vibration	SSI15_7400 - Barangaroo SD - MCoA - C15	<p>The real time vibration monitor mounted inside 25 Hickson Road had ceased to transmit data. An unknown error with the sim card resulted in the inability of the monitor to upload.</p> <p>The vibration monitor was also overdue for a yearly service. During the period which data was lost rock hammering works were undertaken in Hickson road. These works were <5m from 25 Hickson Road. During these periods real time vibration monitoring was undertaken on by Ward Civil. The results of this monitoring indicated that the rock hammering works were within the vibration limits for 25 Hickson Road.</p> <p>Based on the above it is concluded that while the vibration monitor was not recording/uploading data correctly</p>	<p>Service Real Time Vibration Monitor. A hired monitor was in place while the monitor was sent for servicing. Monitor returned from servicing September 2023 - Closed</p> <p>Reconnect SIM card/Sigicom infranet. New sim card in place from monitor being returned from servicing September 2023 - Closed</p>

the likelihood of a vibration exceedance occurring during this period is low.

15-Oct-23	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E44	Blockwork contractor commenced work early on a Sunday without approval, which was noticed by adjacent resident.	Request for letter to be issued to subcontractor - Closed The Site Manager to conduct toolbox with workers from the blockwork contractor. Closed
02-Oct-23	Management Systems	SSI8256 - Southwest Metro Corridor - MCoA - C1	Benching out of the rail embankment for the Bankstown Northern (Upper) Platform commenced without an Environmental review of the SWMS or consultation on whether the Construction Environmental Management Plan (CEMP) Rev 17 adequately addresses environmental risk of the activity in contravention to a Hold Point in Table 11 of the CEMP.	Bankstown Northern (Upper) Platform construction activities under CPR11 have been included in latest CEMP Rev 17 and submitted to the ER and SM - Closed The responsible site engineer has been reminded to consult on all changes in construction methodology - Closed Details of non-compliance was provided to SM and ER - Closed
21-Nov-23	Traffic, Transport and Access	SSI15_7400 - Victoria Cross ISD - MCoA - E81	A complaint relating to parking out of hours on Berry St. A crawler crane was parked on Berry St overnight when works were not being undertaken, as it impractical to remove it from the site each day as it is an oversized load. A separate stand plant permit is required to keep the crane on Berry St overnight.	Construction Manager to ensure that a stand plant permit is in place for any plant to remain in the work zones overnight - Closed
16-Nov-23	Management Systems	SSI15_7400 - Barangaroo SD - MCoA - C16	The Noise and Vibration Monitoring reports are issued for 6 month periods, however due to delays in reporting and revisions required the reports have not been issued on a 6 monthly schedule as required by the Barangaroo Metro Station Construction Noise and Vibration Monitoring Plan, therefore there is a non-compliance with condition C16.	Issue of Fourth Noise and Vibration Monitoring Report (April 2023 – September 2023) during 2023 calendar year - Closed
03-Jan-24	Soil and Water	SSI8256 - Southwest Metro Corridor - MCoA - C1	The pumping of water occurred during the excavation of HV trenches at Bankstown Station within the rail corridor without testing the water quality or obtaining approval.	Conduct an investigation into the NCR and events - Closed A toolbox will be delivered by the responsible site engineer to the project team to remind the team of the requirements for permits to pump water - Closed
03-Feb-24	Flora and Fauna	SSI8256 - Southwest Metro Corridor - MCoA - A19	The incident is also an NCR as the 'unauthorised vegetation removal outside approved clearing limits' occurred during stockpiling within the Belmore Triangle without the formal lease agreement being executed. A delay of the lease agreement has delayed approval of Ancillary Facilities Assessment in accordance with the project Conditions of Approval A19.	The Project team have been pursuing the approval of the lease with Sydney Metro however there is still no clear date set for the lease's execution by Sydney Metro.

24-Feb-24	Traffic, Transport and Access	SSI8256 - Southwest Metro Corridor - MCoA - A1; REMM - TC20	<p>A resident complained of her driveway being blocked. Victoria Road at the bridge was being restored after investigation works. As the team were packing up, a driveway was partially and temporary blocked with the truck driver behind the steering wheel all the time. The traffic controllers offered assistance for the homeowner if she wants to get her car out. Resident has requested a \$50 voucher as compensation for having driveway blocked without notice.</p>	Access must be maintained at all times unless alternative have been discussed with the residents - Closed
27-Feb-24	Traffic, Transport and Access	SSI8256 - Southwest Metro Corridor - MCoA - A19; REMM - TC12	<p>A resident complained of a generator being turned on at the Hurstone Park MSB site before 7am and cars parking in the street. The generator was used for the caravan which had not been approved as an Ancillary Facility for use.</p>	<p>toolbox to be provided to the subcontractors to remind them of parking requirements - Closed</p> <p>Obtain approval to plug the caravan into the mains power - Closed</p>
15-Feb-24	Management Systems	SSI15_7400 - Crows Nest ISD - MCoA – A1, A16, A18	<p>AWE subcontractors established a fenced work area in a parking bay outside 20 Clarke Street, this area was used by AW Edwards for the Clarke Street footpath paving works during standard hours. ROLs were not in place for this area for the 24-hour period. The remaining paving work was due to be completed out of hours, initially over the weekend of 25/11/2023. Works were repeatedly delayed, and rescheduled due to union rally, inclement weather (on two occasions) and re-design.</p> <p>In the ER Inspection Report for inspection held 24/01/2024, the ER noted 'paving materials were stored on Clark Street. The ER reminded AWE that this was not within the approvals and suggested that a MAF for minor storage be considered. AWE indicated that this was a "work area": and did not require approvals. The ER requests that AWE provide evidence of compliance with the project approvals.</p> <p>In the ER/AA/AWE/SM meeting held on 24/01/2024, the ER advised AWE to remove the material or prepare a MAF under CoA A18 for minor material storage.</p> <p>A MAF was not prepared, evidence of approval was not provided to the ER. The storage of materials was not removed until after work was completed.</p>	<p>Confirmation that evidence of material and fenced area that were removed was provided to ER by AWE on 12/02/2024 - Closed</p> <p>Toolbox was carried out on 14/02/2024 reinforcing need for approval in new work areas. Closed</p> <p>Sydney Metro to investigate options for storage of materials if required for public domain work. Closed.</p>

			<p>Therefore, the material was stored outside of the boundary without the required approval in place and this NCR was raised for failing to comply with the approvals.</p> <p>It is also noted that this NCR covers the failure of AW Edwards to provide the ER with the requested evidence.</p>	
01-Mar-24	Management Systems	SSI5931 - TSOM - MCoA - B9	<p>In accordance with the SMTF-N staging report, MTR was required to complete a low-impact/minimal work application to comply with CSSI5931 CoA B9 before commencing the Integrated Factory Acceptance Test (IFAT). However, some of the scope for the IFAT works (i.e., site mobilisation, excavation, and concrete pouring) had already been carried out before applying for minor work approval. The only remaining scope to be completed at the time of the application was the installation of the steel platform structure.</p>	<p>Upon receiving notification of the non-conformance, MTR immediately submitted a minor work application to address the remaining scope of work - Closed</p> <p>Furthermore, MTR will conduct a toolbox talk to specifically address the non-compliance and implement measures to prevent its recurrence - Closed</p>
06-Mar-24	Noise and Vibration	SSI15_7400 - Martin Place ISD - MCoA - E44	<p>Hoarding works on the north site were completed as per the approved MPISD OOHW hoarding application.</p> <p>However, concrete cutting was used as part of these works to remove hoarding footings, but was not included on the approved OOHW application. This led to a complaint regarding noise and vibration from a nearby stakeholder.</p> <p>Concrete cutting was approved at the time under the OOHW public domain application, however had not commenced at the time.</p>	<p>Environment Manager – follow up with relevant project engineer to reinforce permitted equipment under each OOHW approval - Closed</p>

5.3 Incidents

There were no environmental incidents as defined by the CSSI planning approval definitions during the reporting period.

5.4 Environmental Audit Findings

5.4.1 Open from Previous Reporting Period

No environmental audit findings were reported as ‘open’ in the previous reporting period.

5.4.2 This Reporting Period

A total of 12 environmental audits were undertaken during the reporting period:

- All were undertaken internally by Sydney Metro contractors or their associates.

The 12 audits resulted in a total of 15 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

Table 11 summarises the environmental audits undertaken during the reporting period.

Table 11 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
CN ISD	C RAI 005 – Q&A	Internal	13-Nov-2023	3	3	0
BS	Internal Project Audit Report Barangaroo	Internal	31-Jan-2024	0	0	0
PS ISD	Environmental	Internal	25-Mar-2024	2	1	1*
SWM Package 5 DCP HBW	Environmental Management Systems	Internal	24-Oct-2023	0	0	0
SWM Package 5 DCP HBW	Moveable Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 5 DCP HBW	Salvaged Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 5 DCP HBW	TDS ISO 9001 Audit	Internal	03-Nov-2023	0 (2 observations)	0	0
SWM Package 6 HBW	Environmental Management Systems	Internal	24-Oct-2023	0	0	0
SWM Package 6 HBW	Moveable Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 6 HBW	Salvaged Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 6 HBW	TDS ISO 9001 Audit	Internal	03-Nov-2023	0 (2 observations)	0	0
SWMC	HSE Management System Audit	Internal	02-Nov-2023	8	8	0
Totals				13	12	1

* The open action was related to an emergency event which was closed outside of this CCR reporting period (May 2024)

5.5 Environmental Monitoring

In accordance with C2S C9, environmental construction monitoring programs must be prepared and implemented to monitor the following types of impacts caused by the project:

- Noise and vibration – CoA C9(a),
- Blasting – CoA C9(b),
- (Surface) Water quality – CoA C9(c), and
- Groundwater (quality) – CoA C9(d).

Table 12 indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs that have either been completed, are not applicable during the reporting period or are yet to commence ‘construction’ as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in the following sections.

Table 12 Environmental Monitoring Program Applicability to each Project Stage

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period.			
NCW	All works completed prior to the reporting period.			
TSE	All works completed prior to the reporting period.			
CN ISD	Applicable	N/A	N/A	Applicable
VC ISD	Applicable	N/A	N/A	Applicable
BS	Applicable	N/A	N/A	N/A
MP ISD Demo	All works completed prior to the reporting period.			
MP ISD	Applicable	N/A	N/A	Applicable
PS ISD	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
W ISD	Applicable	N/A	N/A	N/A
SSJ	Applicable – no longer required due to limited scope of work remaining.	N/A	Applicable - – no longer required due to limited scope of work remaining.	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	Applicable	N/A	N/A	N/A

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, it is not a requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a). Note also that TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions.

5.5.1 Noise and Vibration

During the reporting period, SSI 7400 noise and vibration monitoring programs were applicable on the CN ISD, VC ISD, BS, MP ISD, PS ISD, CSM, W ISD, SSJ, and Linewide Stages. A noise and vibration summary and analysis at each Chatswood to Sydenham site for construction activities undertaken during the reporting period is provided in Table 13 and Table 14.

Table 13 Noise Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
LW – Northern Connection*	0	Noise monitoring occurred on one occasion as required for OOHW, which involved fencing works within the rail corridor. Attended noise monitoring verified compliance with modelling predictions.
LW – Chatswood Dive*	0	Noise monitoring occurred on one occasion as required for OOHW, which involved the erection of hoarding to support shed demolition works at the Chatswood Dive site. Attended noise monitoring verified compliance with modelling predictions.
CN ISD	0	Noise monitoring has occurred as required for OOHW, during Pacific Highway service installation, intersection upgrade, Sydney Water connections and encasing as well as during ongoing structure construction and fit out work. Real-time noise monitoring is underway adjacent to the station with data reported in the CMR.
VC ISD	0	Attended noise monitoring was undertaken during the reporting period on 21/02/24, in relation to OOHW at Berry Street, to compare noise levels to predicted levels. Unattended noise monitoring was undertaken with real-time monitors located at the North and South sites. There were no exceedances of predicted levels or CSSI criteria recorded as a result of VCISD works.
BS	0	Attended noise monitoring undertaken during OOHW 10/11/23 and 11/11/23. Fourteen measurements collected with one exceedance (10/11/23 8:14pm-8:29pm) of predicated noise level was reported when more high impact equipment was in use than modelled.
MP ISD	0	<ul style="list-style-type: none"> • Attended monitoring undertaken periodically during the period in relation to specific OOHW activities. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
PS ISD	0	Attended noise monitoring was undertaken during the reporting period on 12/10/23, 06/11/23, 27/10/23, 18/01/24 and 24/01/24. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria due to PSISD works. Unattended noise monitoring was undertaken with real-time monitors located at the North and South sites. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.
CSM	0	No non-conformances were raised for exceedances of predicted levels or CSSI criteria recorded as a result of construction.

W ISD	0	Noise monitoring was conducted to verify construction noise levels with Predicted Noise Level (PNL) outlined in the CNVIS and applicable OOHWA. During the reporting period a total of 18 monitoring events were conducted. The construction noise level (LAeq 15min) was not above the PNL.
SSJ	0	Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

* Note LW reporting is one month in front, so this report includes results from March 2023 that were not included in CCR#12.

Table 14 Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
LW – Chatswood Dive Site	0	Continuous monitoring took place from 25/09/2023 to 4/10/2023 during demolition of a site building close to the heritage listed Mowbray House. No exceedances above the screening criteria for heritage structures. No non-conformances raised.
CN ISD	0	Attended vibration monitoring was not triggered during this reporting period, real-time vibration monitoring is underway adjacent to the station and the monitoring data is reported in the CMR.
VC ISD	0	No attended vibration monitoring was conducted during the reporting period.
BS	0	Continuous monitoring was undertaken during site works. Permanent monitor was set up at 25 Hickson Road and 2 temporary monitors. All exceedances during period noted as when monitors were bumped on Site or moved.
MP ISD	0	Continuous monitoring undertaken. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
PSISD	0	No attended vibration monitoring was conducted during the reporting period. Unattended monitoring took place from 20/08/23 to 12/10/23 within the basement of the Edinburgh Castle Hotel due to its proximity to high impact works for utilities on Bathurst Street. No exceedances of predicted levels or CSSI criteria recorded that were related to the works of the Project.
CSM	0	No vibration monitoring was required to be undertaken during the reporting period.
W ISD	0	Due to completion of vibration generating activities during previous reporting period and approval from IPIAP in July 2023 (R17.007-IPIAP Letter 12) to cease monitoring under condition E63, there was no requirement to undertake unattended vibration monitoring during the reporting period.
SSJ	0	Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

* Note LW reporting is one month in front, so this report includes March – August 2022 results, September results will be provided in the next report.

5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

5.5.3 Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable on the CSM, SSJ and Linewide Stages.

Central Station Mainworks

There has been no discharge of stormwater during the reporting period. Other waters were treated by in-drain sediment devices. For the rest of the reporting period, all surface water was directed to stormwater as per the operational design, with ERSED control as required. Surface water quality monitoring was not required.

Sydenham Station Junction

Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

Linewide

On 1 August 2020, Systems Connect took possession of a portion of the Chatswood Dive site from the Tunneling and Station Excavation Contractor. The portion contained the Chatswood Water Treatment Plant (WTP), which was operated by Systems Connect in the reporting period. The WTP processed and treated surface water from the Chatswood Dive site, and tunnel water between Barangaroo and the Chatswood Dive. The Chatswood Water Treatment Plant was decommissioned on the 28th of June 2023.

From November 2021, the construction WTP at Marrickville became operational. This WTP takes water from the tunnels between Barangaroo and the Marrickville Dive. From 28th June 2023 the Marrickville WTP began processing water from the tunnels between the Chatswood Dive and the Marrickville Dive. On the 3rd of August 2023, discharge point 3 was added to EPL #21423 for the operational WTP. The switch from the construction WTP to operational WTP was made in September 2023.

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists completed during the reporting period are described in Table 15.

Table 15 LW Results Summary of Key Surface Water Monitoring Parameters

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Marrickville Dive WTP	7.1 – 7.9	0.2 – 1.7	None visible

At the Marrickville water treatment plant under Systems Connect control, the discharge parameters pH, TSS and NTU are to be sampled monthly. As part of the August 2023 EPL licence variation, additional monthly discharge water monitoring requirements were introduced for the Marrickville WTP .

Only the receiving waters downstream of the Marrickville WTP was applicable for monitoring during this period. The sampling point downstream of the Marrickville WTP is in the Alexandra Canal. Sampling points are described in Table 16 below.

Table 16 LW Sampling Point Information

Site ID	Site interaction	Relative location	Catchment	Sampling address	Easting	Northing	Type
SWAC-01	Receiving waters from Marrickville WTP discharges. Monitoring Location active while the Marrickville WTP is active and in SC control.	Downstream	Alexandra Canal	Access via bicycle track from the end of Coward Street, Mascot	331342	6244783	Marine

5.5.4 Groundwater Quality

During the reporting period, groundwater quality monitoring programs were applicable for the CN ISD, VC ISD, PS ISD and CSM Stages. The groundwater monitoring program has been discontinued for the MP ISD Stage.

Crows Nest Integrated Station Development

Dataloggers were previously installed in 2015 by Golder-Douglas in groundwater wells BH018 and BH019. BH018 is located near the intersection of Hume Street and Clarke Lane; BH019 is located on Oxley Street opposite Clarke Lane. The loggers were set to take a water level reading every two hours and have been recording since 2015.

The data logger installed in SRT-BH019 was downloaded on 7 February 2024 and a manual measurement of the water level taken to calibrate the logger data. The groundwater well SRT-BH018 was inaccessible due to a scaffolding installation above it at the time of inspection.

Table 17 CN Results Summary of Groundwater Monitoring Parameters

Monitoring Well	Surface Level (M, AHD)	Well Depth (M)
BH018	90.75	25.3
BH019	84.43	7.2

Manual measurements of the water level were taken to calibrate the logger data on 07/02/24.

Table 18 CN measured depth to groundwater in the monitoring wells

Monitoring Well	Measured Depth (m) to Groundwater in Monitoring Well
	31 May 2023
BH018	Inaccessible at time of inspection
BH019	4.60

A review of groundwater levels during the period 01/10/2023 to 07/02/24 indicates the following:

- Groundwater levels in BH018 remained steady during the monitoring period (up to 17/11/22) irrespective of rainfall events .
- Groundwater levels in BH019 have a strong relationship with rainfall events, with groundwater levels rising soon after rainfall and falling in the absence of rainfall.

Victoria Cross Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant was operational throughout the period.

There were no exceedances of project risk-based criteria recorded.

Pitt Street Integrated Station Development

Groundwater inflow into sites is captured and collected with onsite surface water and monitored prior to discharge. Water monitoring is undertaken prior to and during discharge events. No water has been discharged to stormwater during the reporting period. Due to the progression of the site, since 29/06/2023, construction and rainwater are now captured and managed by the Pitt Street North and South Over station Development sites respectively. Groundwater remains within the sump locations at both Pitt Street South and North site and has instead been reused within site amenities.

Central Station Mainworks

No groundwater quality monitoring was conducted during the reporting period. A Final Construction Groundwater Monitoring Report was prepared for a 9 month period between October 2022 and May 2023 and is available on the project website:

<https://centralstationmetro.com/documents/>.

5.6 Business Impact Monitoring

C2S E64(f) and S2B E37(f) requires Business Management Plans to include provision of business monitoring results to the Secretary in accordance with the Sydney Metro *Compliance Monitoring / Tracking and Reporting Program* (CMTRP) report (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). The CMTRP requires a summary of the business monitoring program results to be included in each Construction Compliance Report (i.e., this report).

During the reporting period, business impact monitoring was undertaken as part of the CNISD, VCISD, BS, MP ISD, PS ISD, CSM, W ISD, Linewide and SSJ, SMEW, SWM Packages 4, 5 and 6 Stages in accordance with the applicable C&SW Staging Reports. TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions. The following sections provides a summary of business impact monitoring results during the reporting period.

Crows Nest Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	136 notifications were issued to business stakeholders to inform about upcoming activities and likely construction impacts. Summary: 6 monthly updates 8 OOH notifications 1 other work notifications 40 work update slips 1 newsletter 80 campaign emails were also distributed

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	63 business briefings and doorknocks were carried out during the reporting period. Summary: 45 Doorknocks 5 meetings 13 Site visits
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	One complaint received from businesses regarding not being informed about work impacting driveway access. Explained that subcontractor had not informed A W Edwards of this work which is why it had not been communicated. .
		Lessons learnt.	Regular doorknocks and check-ins are valued by the business community throughout public domain works. Business community continue to be eager for precinct works to be completed, and roadways re-opened.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	184 businesses were consulted regarding standard mitigation measures to address access, parking, and amenity issues during the reporting period.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility	Details of mitigation measures implemented	39 businesses offered alternate parking/ parking reimbursement or parking compensation during the reporting period. Offers were made on eight

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	and amenity, including details of any repeat complaints about the same issue.		<p>occasions totalling 69 offers and 32 acceptances.</p> <p>To complete works bordering Clarke Street businesses (Willoughby Road to Hume Lane) select footpath upgrade works were conducted out of business hours to minimise access impacts and maintain business continuity.</p> <p>Certain works on Clarke Lane and Clarke Street impacting driveway access to 22-26, 28-34 and 20 Clarke Street businesses was scheduled to occur on weekends (outside their operating hours).</p> <p>Custom signage prepared and placed for 62 businesses during precinct works to inform potential customers that businesses remain open throughout our works and how to access premises.</p>
		Business feedback on effectiveness of mitigation measures	<p>Businesses were appreciative of consideration in the planning of precinct works (scheduled to occur outside of business hours) to minimise access impacts.</p> <p>Custom signage to indicate businesses are open and how to access was well received.</p> <p>Businesses prefer alternate parking arrangements to be pre-paid.</p>
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil.
		Lessons learnt.	Use of weekend shifts to minimise impacts to business access continues to be well received.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	<p>Respite periods were adjusted (longer respite provided) during capping beam removal work to accommodate sensitive operating times of nearby IVF clinic.</p> <p>Custom earbuds were offered to one business during the reporting period. Business was offered noise monitoring to determine whether any further mitigation was warranted.</p> <p>Individual communication strategy was established to support IVF clinic operations.</p>
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Nil.
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Nil.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	<p>Use of longer respite periods has helped support business continuity for vibration sensitive businesses.</p> <p>Regular doorknocks and check-ins are valued by the business community ahead of noise and vibration intensive works (public domain work).</p> <p>Individual communication strategies for vibration sensitive receivers have been well received.</p>

Victoria Cross Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total – 8 OOH notifications 6 monthly notifications 1 bi-annual newsletter
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	9 interface management meetings providing construction updates to Intera Group, Winten Group and Channel Nine.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Zero received from neighbouring businesses. Nil complaints referred to Community Complaints Mediator.
		Lessons learnt.	Work with NSC to alert business community about changes to traffic and pedestrian access. Provide warning of impactful work so businesses can request workers work from home those during that period. Worked with the impacted businesses to come up with solutions and relief to the construction impacts.
Agreed measures to address access, parking, visibility or amenity issues.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Zero business with agreed access, parking, visibility or amenity issues mitigation measures Supplying the business with proactive mitigation options are highly valued by local businesses.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	
		Business feedback on effectiveness of mitigation measures	Businesses appreciate the team accommodating their needs.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	One received from neighbouring businesses regarding access to car park.
		Lessons learnt.	Regular interface meetings are valued by the business community. Business community excited for the Victoria Cross precinct to be open.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Summary of non-standard mitigation measures implemented	Zero business with agreed mitigation measures
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	Nil.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Summary of non-standard mitigation measures implemented	Nil.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Use respite periods and quieter works to support neighbouring businesses..
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	
		Lessons learnt	

Barangaroo Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
<p><u>Awareness of construction activity and likely impacts</u></p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p>	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	<p>49 notifications in total.</p> <p>Eleven OOHW or impactful works specific notifications</p> <p>Five door knocks for OOHW.</p> <p>28 weekly updates issued by EDM .</p> <p>Six monthly notifications issued by letterbox drop and EDM.</p> <p>One bi-annual newsletter issued by letterbox drop and EDM.</p>
Number of business briefings, building-based information sessions and face-to-face meetings prior to works.	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	<p>Three briefings to the Walsh Bay Precinct Association (WBPA).</p> <p>Three interactions with the Langham Hotel and Palisade Hotel relating to advance notice and updates for OOHW.</p>
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of business within 50m have been contacted.
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	NIL complaints referred to Community Complaints Mediator.
		Lessons learnt.	<p>Lessons learnt:</p> <p>Feedback received at meetings with local businesses across the duration of the project has helped shape construction methodologies and mitigation measures.</p> <p>Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests.</p>

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			To date they have received no complaints from guests, resulting in no financial impact or reputational damage.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
<p><u>Measures implemented to maintain business vehicle and pedestrian</u> access, parking, visibility and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p>	<p>Zero businesses required mitigation measures.</p>
<p>100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects.</p>	<p>Feedback on mitigation measures effectiveness (documented in Consultation Manager)</p>	<p>Percentage of businesses where mitigation measures were implemented as agreed</p>	
	<p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<p>Details of mitigation measures implemented</p>	
		<p>Business feedback on effectiveness of mitigation measures</p>	
		<p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p>	
		<p>Lessons learnt.</p>	
<p><u>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</u> Agreed mitigations implemented, including agreed respite, work methods, proactive engagement and ongoing communication.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts</p>	<p>Project respite hours previously agreed for noisy works between 9:30am and 10:30am and 12:30pm and 1:30pm Monday to Friday. These were agreed in consultation with three sensitive receivers namely KU Lance Childcare Centre, the Palisade Hotel, and the Langham Hotel.</p>
<p>Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all</p>	<p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p>	<p>Summary of non-standard mitigation measures implemented</p>	<p>Nil non-standard mitigation measures implemented.</p>

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
<p>negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.</p>			
<p>Zero referrals to Sydney Metro over a six-month timeframe during standard construction</p>	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p>	<p>Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts</p>	<p>No referrals relating to businesses made to Sydney Metro.</p>
	<p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p>	<p>Lessons learnt</p>	<p>One complaint from a local business which has been closed.</p>
	<p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>		

Martin Place Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	18 notifications issued: 10 monthly OOH and work notifications 6 additional works and OOH notifications
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time.
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	7 doorknocks to community and businesses: 4 advising of upcoming works 3 regarding Community Agreement extension 12 stakeholder meetings including: 6 online briefings with adjoining owner stakeholder (60 Castlereagh Street) 3 face-to-face briefing with stakeholder regarding public domain works 3 regarding Community Agreement extension
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> • Zero received from neighbouring businesses. • Nil complaints referred to Community Complaints Mediator.
		Lessons learnt.	Regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impacts to business operations and preventing complaints.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and	Consultation with businesses on potential impacts and mitigation	Number of businesses with mitigation measures agreed in advance to address access, parking,	No business property driveway vehicle or pedestrian access are directly impacted as a

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
amenity during construction activity	measures (documented in Consultation Manager)	visibility, or amenity issues	result of the Martin Place ISD work.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	N/A
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Zero business complaints received regarding property access, parking, visibility, or amenity.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.		
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	N/A
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of noise and vibration complaints from businesses.	One complaint relating to noise and vibration from resident

Pitt Street Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	33 notifications were issued to businesses within our catchment area during the reporting period. Comprising: <ul style="list-style-type: none"> • 6 monthly combined OOH and work notifications • 1 utilities consultation notification • 3 targeted email notifications In addition, 26 weekly emails were issued during this period
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	Six monthly meetings with the Castlereagh Boutique Hotel, Twelve face-to-face meetings with the Kimpton Margot Hotel regarding upcoming work. Three face—to-face meetings with the Edinburgh Castle concerning Gadigal Station public domain work. There were no doorknocks of business stakeholders undertaken during this reporting period,
		Percentage of businesses within 50m contacted prior to work	100%
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil during this reporting period.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Two businesses were consulted during this period regarding mitigation measures to minimise noise, ensure continuity of access, parking, viability and amenity.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	Provided access to work zone for regular deliveries to the Edinburgh Castle Hotel.
		Business feedback on effectiveness of mitigation measures	Businesses generally expressed appreciation of their needs being accommodated with the exception of the Kimpton Margot Hotel. The Hotel noted the need to carry out the work but expressed concern about the impact night-works on hotel patrons.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil during this reporting period.
		Lessons learnt.	Proactive, transparent communication about upcoming work and associated impacts is key to enabling collaboration with business stakeholders on mitigation measures. It also enables businesses to plan and adjust their operations where possible to minimise adverse impacts.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Implementation of noise tents during cutting operations at Gadigal South site to minimise noise impacts. Revising the program to condense some high impact works (jackhammering) into a single night and purchasing additional equipment and material (i.e.plates) to mitigate impacts from nightworks on The Kimpton Margot Hotel.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			<p>Where possible, the project considered business stakeholders' event schedule when planning Gadigal Station work activities, to minimise adverse impacts stemming from project delivery.</p> <p>Businesses conveyed appreciation at the efforts to mitigate noise, but continued to express general frustration at ongoing impacts and duration of works.</p>
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		
	Records of businesses referred to Sydney Metro for additional assessment / treatment.		
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of referrals to Sydney Metro	Nil during the current reporting period.
		Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	One business lodged repeated complaints during this period.
		Lessons learnt	Regular contact and providing timely, detailed information about possible construction impacts with businesses has been key to minimising the number of complaints during this period. Access to a 24/7 community team member has been instrumental in identifying and resolving issues promptly, to avoid escalation.

Central Station Mainworks

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	All interactions with businesses are documented in Consultation Manager. 4 notifications issued, all were specific work notifications *LOR, in agreement with Sydney Metro, have now been issuing monthly notifications every three months, providing a three months lookahead to the community. One quarterly newsletter issued during this period, Q1 2024.
Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
Number of business briefings, building- based information sessions and face- to-face meetings prior to works.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	Regular face to face interaction while delivering the specific notification and specific emails have been sent to adjacent business owners, residential building managers and the Sydney Dental Hospital as required in advance of specific work in Randle Lane / Chalmers Street. Regular updates to the Sydney Dental Hospital at the end of 2023.
The objective is to make contact via these measures with 100% of businesses within 50m prior to works that have the potential to impact the owners	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	(0) complaints received from businesses
		Lessons learnt.	Nil complaints referred to Community Complaints Commissioner.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.			early with businesses prior to any changes to traffic, access, or parking – particularly related to Randle Lane, Chalmers Street, and the Railway Institute Driveway. Traffic controllers and staff/workers are briefed regularly to manage changes and ensure businesses had access as needed.
The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	No complaints received
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	Ongoing correspondence with building manager to time the adequate reinstatement of parking bollards / gates at a suitable time for both parties.
		Business feedback on effectiveness of mitigation measures	
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	No repeat business complaints.
		Lessons learnt.	Lessons learnt – Continue to educate each subcontractor (and workers) on the community’s specificities via presentation at kick off meeting and toolbox talks.

Waterloo Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Waterloo Congregational Church: <ul style="list-style-type: none"> • 1 interface meeting - S&CLM actively communicating with Church on a monthly basis. Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list. Businesses on Raglan, Buckland and Wellington streets and Botany Road were visited to ensure they were aware of nearby external utility work. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0	All interactions with businesses are documented in Consultation Manager. 8 letterbox drop notifications issued; monthly work notifications which include OOH. 4 Community / Business connect event 1 Bi-annual newsletter 172 project email updates issued.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time. Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	ongoing doorknocks to businesses close to external utility work.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	0 complaints from businesses. 0 complaints referred to Community Complaints Mediator.
		Lessons learnt.	Lessons learnt – Businesses to be consulted ahead of any

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			disruption should it be required to facilitate work in the future.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity..	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.	0 business requests received for coordination regarding property access, parking, visibility or amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	0 business complaints received regarding property access, parking, visibility, or amenity.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity - 0.	WISD site hoarding does not obscure business access or visibility.
			Lessons learnt - Businesses to be consulted ahead of any disruption to parking on Raglan, Wellington Street and Botany Road, should it be required to facilitate work in the future.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo Congregational Church and will alert John Holland to vibration exceedances.	No. of referrals to Sydney Metro: 0 - No. of avoidable noise and vibration complaints from business stakeholders: 0 - No. of unavoidable noise and vibration complaints from business stakeholders: 0 Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.	
	Feedback on effectiveness of mitigation		

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	<p>measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p>		
	<p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>		

Linewide

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	<p>13 monthly notifications were issued, including: 6 x SMTF South 6 x Northern Connection/ Chatswood Dive. 1 x Blues Point</p> <p>1 specific notification was issued at Chatswood Dive Site</p> <p>50 email updates issued included: 1 x Campsie TSS 1 x Canterbury TSS 1 x Dulwich Hill TSS 17 x email updates for the Northern Connection/Chatswood Dive 6 x email updates SMTF South</p> <p>The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect</p>
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Number of briefings, information sessions and completed doorknocks	During this reporting period, there has been one doorknock of Lakemba business stakeholders concerning padmount energisation.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil for the current reporting period..
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Nil for the current reporting period.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Percentage of businesses where mitigation measures were implemented as agreed	N/A – due to the stage of the works, the implementation of mitigation measures was not required
		Business feedback on effectiveness of mitigation measures	N/A – due to the stage of the works, the implementation of

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			mitigation measures was not required
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	With the majority of Systems Connect work delivered, engagement with local businesses has become less frequent. This is set to continue during the next reporting cycle as the work nears completion
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil

SSJ, SWMC, SMEW, SWM Packages 4, 5 and 6

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	54 monthly notifications letterbox dropped 51 email updates, includes a monthly email update for 9 sites between Sydenham and Bankstown
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	4
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil
		Lessons learnt.	Keeping businesses informed minimises the complaint rate
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	No additional mitigation measures were required
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	N/A
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat	Details of mitigation measures implemented	• Traffic controllers briefed at pre-start meetings and reminded not to allow construction related vehicles to park in business parking.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	complaints about the same issue.		<ul style="list-style-type: none"> • Coordination with approved traffic plans • Additional wayfinding signage where required • Individual contact made with businesses that may be impacted where possible • Appropriate signage provided where parking would be impacted • Respite periods from high noise impact activities were implemented
		Business feedback on effectiveness of mitigation measures	Work is consistent with expectations.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	No repeat complaints received.
		Lessons learnt.	Install appropriate signage proactively where parking would be impacted.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	NIL, noting: 100% compliance with CNVIS & 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Respite measures At-source treatment Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	Businesses are prepared for, and have become accustomed to, Metro work in the local area. Council work and local property developments are also present in many areas, and should be recognised in discussions with businesses.

5.7 Complaints

A total of 154 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 125 complaints were determined to be attributable to project works following investigation. Southwest Corridor (SWM) was attributable for the majority of complaints, followed by Crows Nest ISD and Pitt Street ISD (33%, 23% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 82, or 66%, of all complaints attributable to project works. This was followed by 22 relating to Traffic, Transport and Access and 8 relating to Worker behaviour (representing 18% and 6% respectively of all complaints attributable to the project).

Works at the Southwest Corridor (SWM), Crows Nest ISD, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (49, 32 and 21 respectively, representing 70% of all complaints attributable to the project).

107 stakeholders accounted for the 125 complaints; 101 were one-off complaints, 32 were from stakeholders who contacted Sydney Metro twice, and 20 were from stakeholders who contacted Sydney Metro three or more times. At Southwest corridor (SWM) site 36 stakeholders accounted for the 41 complaints, and at Crows Nest Station 22 stakeholders accounted for the 29 complaints.

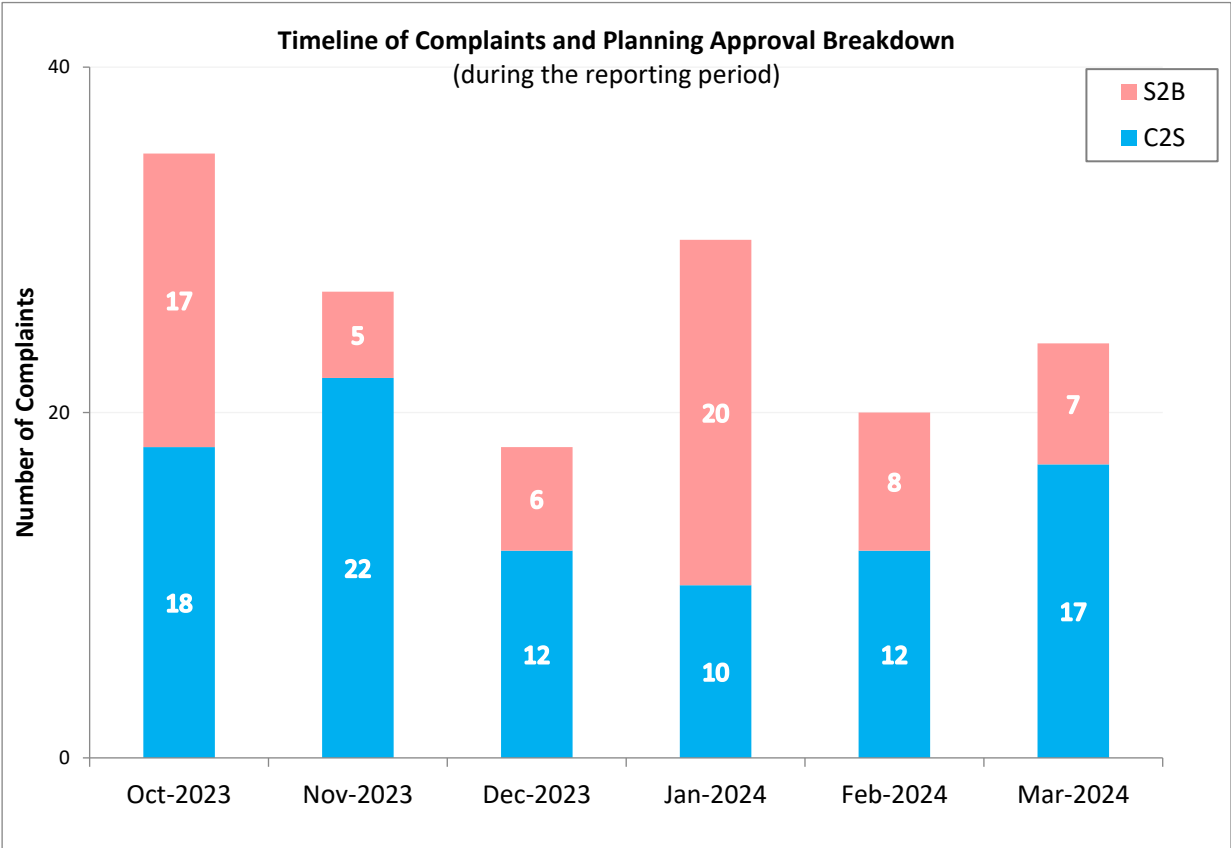


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

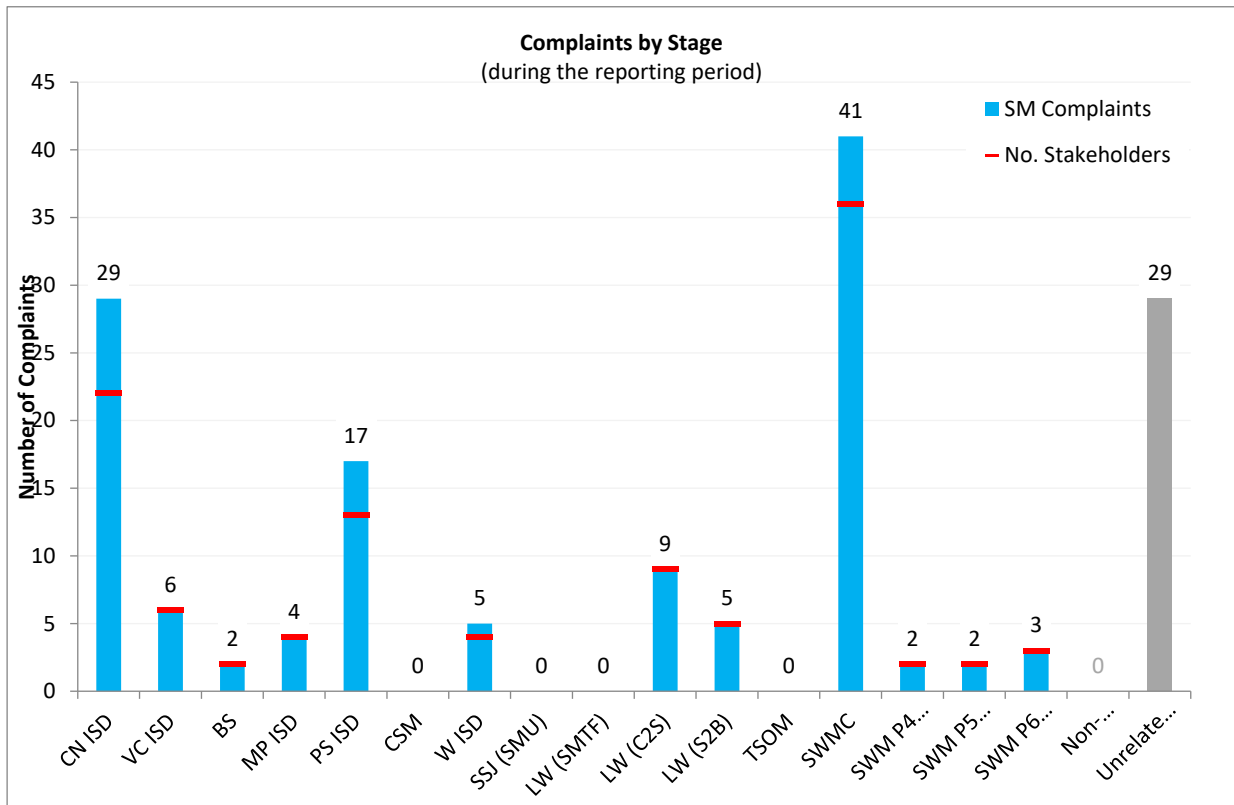


Figure 4 Complaints by Stage during the Reporting Period

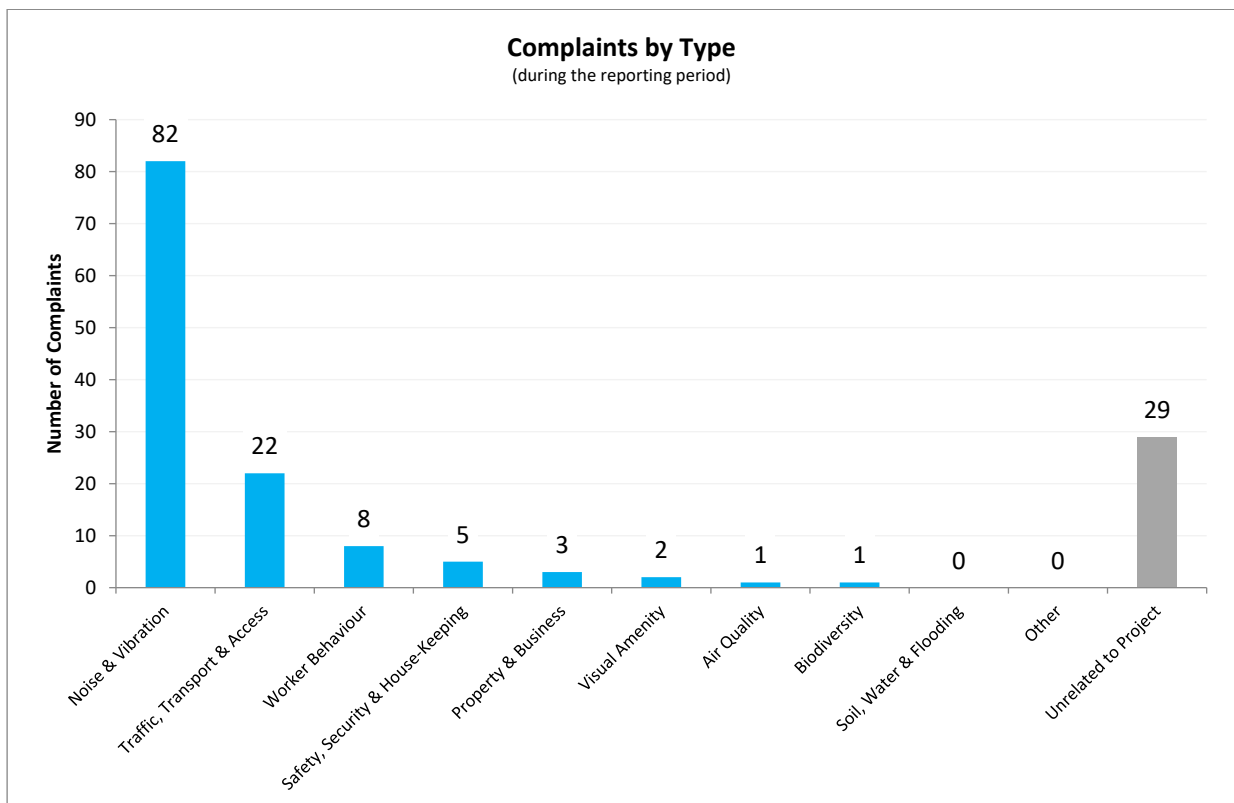


Figure 5 Complaints by Type during the Reporting Period

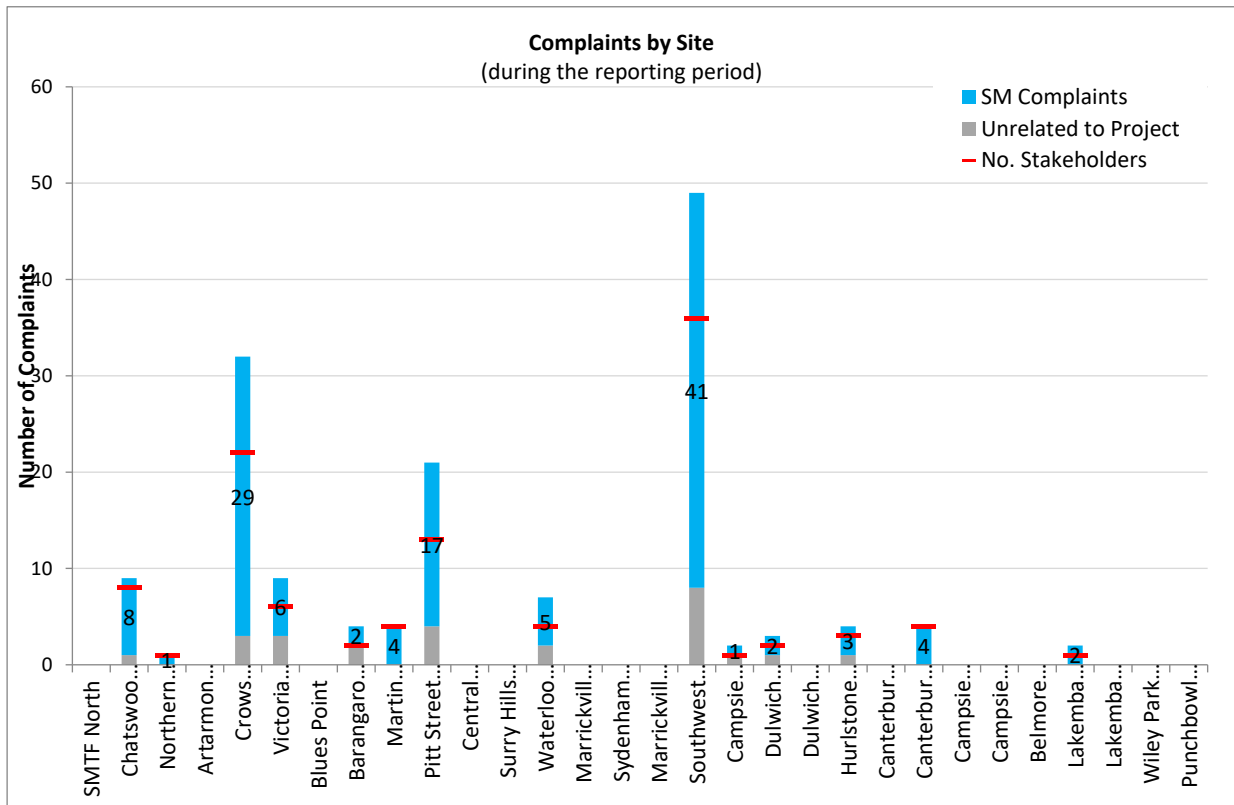


Figure 6 Complaints by Site during the Reporting Period

6 Sustainability and Environmental Initiatives

Sydney Metro’s sustainability and environmental initiatives are outlined in its Sustainability Reports. Sydney Metro’s inaugural Sustainability Report 2017 and all other subsequent Sustainability Reports are available on the Sydney Metro Sustainability webpage (<https://www.sydney metro.info/our-approach-sustainability>).

The 2023 report was released in February 2024.

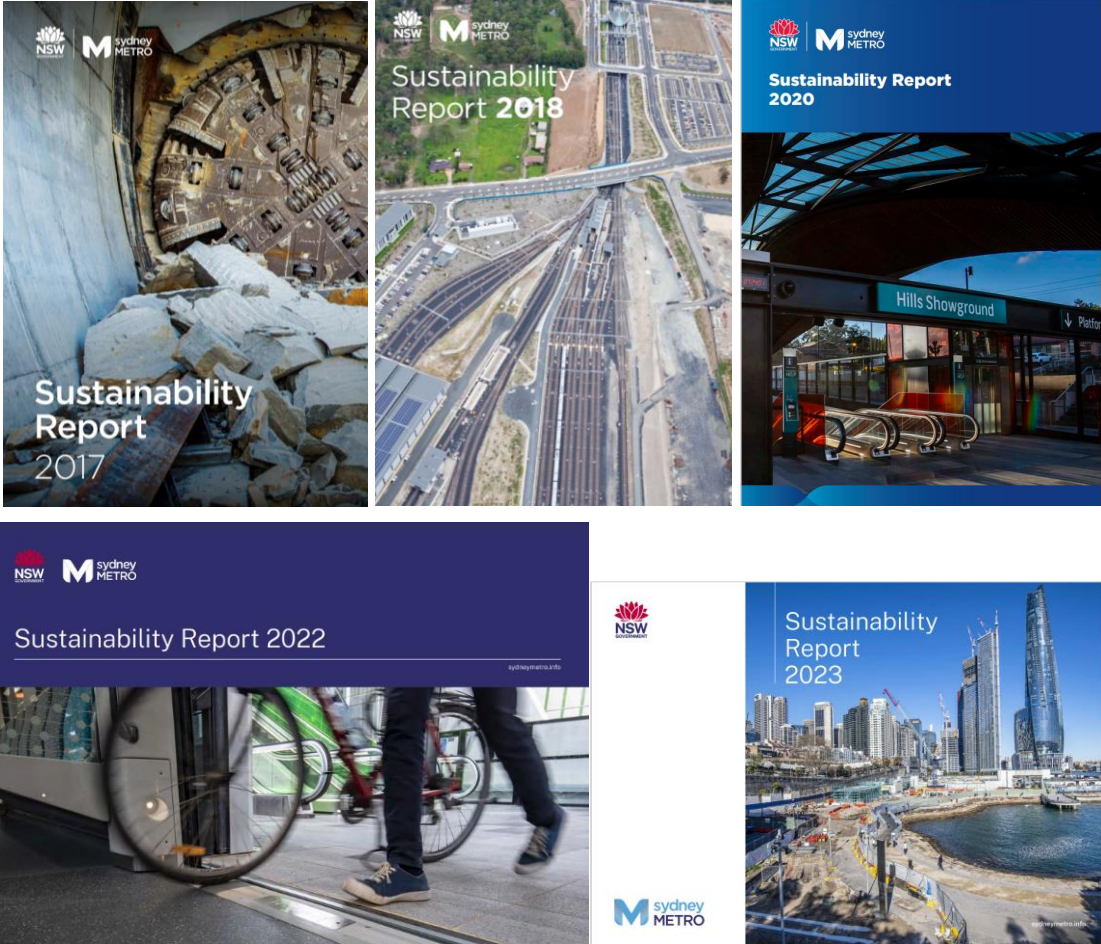


Figure 7 Sydney Metro Sustainability Reports

Appendix 1 – Complaints during the Reporting Period

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
02-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Complaint regarding noise from unscheduled OOH track work between Hurlstone Park and Canterbury stations.	No	5075	95721	S2B
02-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complained of oversized machinery being parked on the street at Redman Parade Belmore, making a beeping noise when reversed.	No	5076	236600	S2B
03-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Campsie resident complained of OOH noise	No	5079	208433	S2B
03-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of OOH noise at Canterbury	No	5080	237228	S2B
03-Oct-23	Unrelated to Project	Crows Nest Station	Unrelated to Project	Stakeholder called 1800 number, seeking compensation for two motorcycle tyre punctures that Stakeholder believes was caused by debris left on the road from construction site activities. Stakeholder expressed dissatisfaction as he had recently replaced the tyres and noted this to be a costly inconvenience.	Yes	5082	78349	C2S
03-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise Complaint re out of hours work at Canterbury on 22,23 and 29 September	No	5083	226765	S2B
01-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident adjacent to Ewart Lane compound at Dulwich Hill complained of a generator noise in rail corridor.	No	5084	231798	C2S
05-Oct-23	PS ISD	Pitt Street Station	Noise & Vibration	Hotel manager stated that he had received notification for works, but that notification said high noise activity would be completed by 00:00, and was still ongoing at 1:19am.	Yes	5086	237239	C2S
05-Oct-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed project team to express dissatisfaction with night work. Stakeholder advised that he did not understand how this work could be considered acceptable and took it upon himself to relocate. Stakeholder wants to be reimbursed for the accommodation he secured Wednesday 4 October and has requested to be booked into a hotel for any future night work. Stakeholder provided a video of the work and has requested all communications via email only.	No	5087	230395	C2S
06-Oct-23	CN ISD	Crows Nest Station	Air Quality	Stakeholder emailed the project team to express dissatisfaction with dust he claims is leaving the site when tipping rubbish into the bin. Provided videos of dust events in March and October.	Yes	5088	105954	C2S
06-Oct-23	CN ISD	Crows Nest Station	Worker Behaviour	Stakeholder emailed the project team to express dissatisfaction with construction equipment being left near a fire exit door and workers setting up and lurching on the footpath adjacent to the building on Hume Street. Stakeholder attached photos to document.	Yes	5089	105954	C2S
12-Oct-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder called the project team requesting Traffic Management Plans. When stakeholder's call was returned he expressed dissatisfaction with current traffic set up on Clarke Street and wanted to be provided with the projects Traffic Control Plans (TCP's). Advised he did not believe current set up was compliant and that TCP's should be public information.	No	5096	237315	C2S
13-Oct-23	LW (C2S)	Chatswood Dive	Noise & Vibration	Resident complaining about the noise emanating from the Chatswood Dive Site, claiming that the work is very noisy and wondering why he hasn't been offered respite vouchers.	No	5100	175649	C2S
13-Oct-23	Unrelated to Project	Hurlstone Park Station	Unrelated to Project	Stakeholder complained project has been completed however rubbish left behind including 6 car seats and 1 big commercial red bin and have not been collected in weeks. Claimed rubbish is blocking the car park spots next to station at Hurlstone Park.	No	5101	231839	S2B
14-Oct-23	Unrelated to Project	Crows Nest Station	Unrelated to Project	Stakeholder called to advise that a manhole cover had opened on Atchison Lane, causing water to flow down the road and across properties in Atchison Street, Albany Street and Albany Lane. Stakeholder advised that there is water running down his garage walls which would indicate water is running underneath road surface outside of his home at 53 Atchison Street.	No	5103	129932	C2S
16-Oct-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder went to A W Edwards project office to speak to Place Manager. Stakeholder queried whether works were approved to start at 6.30am in the laneway on a Sunday. Stakeholder advised the workmen were throwing concrete blocks onto the scaffold, and he had had approached them directly to keep the noise down. Stakeholder advised the workers were rude and dismissive of his concerns and kept working.	No	5105	100972	C2S
16-Oct-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder (customer of Lash & Mi) approached site team, to complain about capping beam removal work at 473 Pacific Highway.	No	5106	205475	C2S
18-Oct-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder (tenant of 22 Clarke St) called SM call centre to complain that works were blocking the footpath on the western side of Clarke Street.	Yes	5110	96798	C2S
18-Oct-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder complaint regarding a forklift being operational after 6pm, along Clarke Lane.	No	5116	129500	C2S
21-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident who lives adjacent to rail line at Dulwich Hill complained of noise impacts and asked about respite offer.	No	5117	207512	S2B
22-Oct-23	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident adjacent to rail line at Marrickville complained about the removal of trees at rear of property, and that they were not aware this was taking place.	No	5119	207498	S2B
22-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of noise during standard hours of construction and OOH, as part of a planned weekend possession.	No	5121	92094	S2B
22-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident of Railway St Hurlstone Park complained of disruption from to OOH noise as part of a planned weekend possession.	No	5122	195164	S2B
22-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident adjacent to rail corridor at Hurlstone Park complained of noise impacts OOH as part of a planned weekend possession, and asked about respite	No	5123	71955	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
22-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident at Hurlstone Park complained of OOH noise from planned weekend possession taking place.	No	5124	105367	S2B
22-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident of Railway St Hurlstone Park complained of disruption from OOH noise at night as part of a planned weekend possession.	No	5127	195166	S2B
24-Oct-23	VC ISD	Victoria Cross Station	Traffic, Transport & Access	Complaint received from North Sydney Council from local worker complaining about a Heavy Vehicle (Borger Crane) parked in a Works Zone outside hours. He stated that a Heavy Vehicle has been parked continuously for a number of days in a Works Zone (7am-6pm) on Berry St adjacent to the Lend Lease construction site. He stated that his understanding is that you are not allowed to park a Heavy Vehicle or Long Vehicle in a Works Zone outside its hours. He requested the vehicle be to be removed from the roadside outside the hours of the Work Zone.	Yes	5128	237450	C2S
25-Oct-23	Unrelated to Project	Campsie to Canterbury power	Unrelated to Project	Text informing us of day maker incorrectly parked near Campsie station.	No	5130	229989	S2B
26-Oct-23	SWM P6 HBW	Hurlstone Park Station	Worker Behaviour	Resident of Floss St Hurlstone Park complained of a truck driver being aggressive and parking in front of their property.	No	5132	185517	S2B
26-Oct-23	SWM P5 DCP	Dulwich Hill station	Worker Behaviour	Resident who lives near Dulwich Hill Station site complained about worker behaviour including dumping of rubbish, chatting and disturbing sleep early morning, standing in garden bed damaging plants and parking impacts.	No	5136	96275	S2B
26-Oct-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident of Railway St Hurlstone Park complained of disruption from OOH noise at night as part of a planned weekend possession and lack of communication for OOH work.	No	5137	155497	S2B
25-Oct-23	PS ISD	Pitt Street Station	Noise & Vibration	Resident called to complain about noisy work in the street. Stated he had not been notified.	No	5141	237709	C2S
30-Oct-23	PS ISD	Pitt Street Station	Noise & Vibration	Resident sent an email complaining about night time noise levels and questioning whether such levels were acceptable .	No	5143	230678	C2S
30-Oct-23	PS ISD	Pitt Street Station	Noise & Vibration	GM of the Kimptom Margot hotel, phoned to say there was high volume work going on and that their front desk had received around 20 complaints.	Yes	5144	222156	C2S
31-Oct-23	Unrelated to Project	Barangaroo station	Unrelated to Project	Resident complained of constant banging noise stopping her from sleeping.	No	5148	100914	C2S
01-Nov-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder expressed dissatisfaction with the rescheduling of facade panel installation works in Clarke Lane impacting access to her garage. The date had changed three times. A W Edwards had proactively offered a gift voucher to each unit as a good-will gesture to apologise for the inconvenience caused by the change in work dates. Stakeholder believed that additional compensation was required given her unit has two parking spaces.	No	5149	129500	C2S
03-Nov-23	W ISD	Waterloo Station	Noise & Vibration	A noise complaint was received at 9.56pm from a resident on Wellington Street.	No	5159	237684	C2S
06-Nov-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder emailed the project team to raise a number of issues with access, precinct work progress, management of dirt and visual amenity in respect to the works on Clarke Lane (north). Stakeholder expressed frustration with the continued closure of Clarke Lane, impact to driveway access, increasing occupation of the laneway to store materials and measures implemented to manage dirt claiming the buildings driveway has notable amounts of dirt blown onto it. Stakeholder noted that a timeline of remaining works would be useful for Clarke Street occupants.	No	5164	129390	C2S
06-Nov-23	PS ISD	Pitt Street Station	Traffic, Transport & Access	Anonymous caller advised that they are wanting to make a complaint. Advised that the project has not been well managed, such as poor traffic management and reporting. Advised that they are wanting to stay anonymous and wanting it to be looked at asap.	No	5171		C2S
08-Nov-23	W ISD	Waterloo Station	Noise & Vibration	Noise complaint regarding road/traffic control officers radio and voices. Declined to provide contact details to gather any further information.	No	5172	188620	C2S
08-Nov-23	PS ISD	Pitt Street Station	Noise & Vibration	The Night Manager from the Kimpton Margot Hotel phoned to report a number of guest complaints about the noisy night utility work and that they had expected the noisier work to stop around 10pm.	Yes	5173	237239	C2S
09-Nov-23	LW (C2S)	Chatswood Dive	Property & Business	Resident reporting damage of his car's wing mirror allegedly caused by SCLWW loose shadecloth blown by the wind	No	5174	237756	C2S
10-Nov-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	SMS from resident requesting respite for work being undertaken during standard hours work	No	5187	215032	S2B
11-Nov-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	OOH noise complaint from a resident, regarding work at Punchbowl station.	No	5193	238471	S2B
13-Nov-23	CN ISD	Crows Nest Station	Worker Behaviour	Building manager for 20 Clarke Street emailed the project team to express dissatisfaction with some concrete from adjacent footpath work placed on garden bed in front of the building.	Yes	5197	152624	C2S
14-Nov-23	PS ISD	Pitt Street Station	Noise & Vibration	An employee of Kimpton Margot called to say work was continuing after midnight that they thought was not allowed after midnight, and that they were receiving complaints. They texted through video. Check with the supervisor on site confirmed that the work was permissible under the permits and being managed appropriately.	Yes	5198	229252	C2S
14-Nov-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed Sydney Metro requesting compensation for upcoming OOHW on Pacific Highway and associated loss of sleep due to works. The tone of the email would suggest stakeholder is dissatisfied with planned works at night.	No	5207	231441	C2S
14-Nov-23	W ISD	Waterloo Station	Noise & Vibration	Resident complained about night works and notification process.	No	5209	135857	C2S
14-Nov-23	SWMC	Southwest corridor (SWM)	Safety, Security & House-Keeping	Complaint regarding plastic wrapping being discarded along the rail corridor in Belmore.	No	5210	222059	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
20-Nov-23	W ISD	Waterloo Station	Noise & Vibration	Noise after 10pm on Cope / Wellington Street corner for Sydney Water cutover.	No	5219	222451	C2S
20-Nov-23	Unrelated to Project	Crows Nest Station	Unrelated to Project	Stakeholder contacted the 1800 phone line to express frustration that a truck was parked nearby business which was left idling	Yes	5220	213326	C2S
20-Nov-23	CN ISD	Crows Nest Station	Property & Business	Stakeholder contacted the 1800 phone line regarding damage to their private vehicle being scratched by a stationary forklift on Clarke Lane (south).	Yes	5221	228872	C2S
20-Nov-23	MP ISD	Martin Place Station	Noise & Vibration	This complaint relates to an email issued to the stakeholder for feedback on the extension of the community agreement for out of hours works. Stakeholder was unsupportive and contacted City of Sydney who have advised complaints will need to be made directly to Sydney Metro. Stakeholder has forwarded her correspondence on to Martin Place Metro email. No specific time period or event reference, just general comments.	No	5222	107081	C2S
24-Nov-23	Unrelated to Project	Victoria Cross Station	Unrelated to Project	Complaint received via community inbox from Rag & Famish worker complaining about flooding on the footpath around the south site. Stated he had to walk into the road to avoid the large puddles. He asked if the drain can be cleared for the water to drain.	No	5227	103012	C2S
27-Nov-23	LW (S2B)	Campsie to Canterbury power	Worker Behaviour	Email expressing concern about visibility when exiting driveway, allegation of worker urinating in street instead of portable toilet, and length of time taken to complete the work	No	5229	225859	S2B
25-Nov-23	PS ISD	Pitt Street Station	Noise & Vibration	Stakeholder phoned and complained that work at Sydney Metro made his whole building vibrate and that it has triggered an alarm on another building, which went for hours. Then complained about overall approach of Sydney Metro to engaging with the community and ongoing noise.	No	5236	112918	C2S
28-Nov-23	Unrelated to Project		Unrelated to Project	Stakeholder rang 1800 number to express dissatisfaction with noisy works occurring past midnight on Pacific Highway. Stakeholder advised noise was generated by water pressure truck and video footage had been obtained. Stakeholder advised he had recorded internal noise levels of 75-80 decibels.	No	5239	239685	C2S
28-Nov-23	PS ISD	Pitt Street Station	Noise & Vibration	The night manager from the Kimpton Margot phoned to say that work was going on at 1am and that guests had complained about it.	Yes	5241	237239	C2S
29-Nov-23	LW (S2B)	Canterbury substation	Noise & Vibration	Stakeholder complaining of humming coming from Canterbury substation, resident also concerned about the colour of the substation. Resident stated they sent an original complaint on 21 November but did not receive a reply.	No	5245	207335	S2B
28-Nov-23	PS ISD	Pitt Street Station	Worker Behaviour	Pedestrian walking past construction site on Park Street overheard workers in metro PPE making racist remarks about another group of pedestrians.	No	5246	239995	C2S
30-Nov-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted project team to express dissatisfaction with traffic control set-up on Clarke Street. Stakeholder advised that she had passed through the boom gate at the top of Clarke Street assuming she would have a clear run down to Oxley Street. She was travelling behind a project vehicle which had stopped. She went to overtake the vehicle and traffic control shouted at her to reverse and follow the direction of signage. Stakeholder did not realise project vehicle was stopped by traffic controller to facilitate access for oncoming traffic as this was not visible to her. She also advised that she did not expect to be stopped again after passing through the boom gate and that the traffic set-up on Clarke Street is constantly changing, which causes driver confusion. Suggested improvements be made to the traffic set-up to make things clearer for motorists.	No	5247	239997	C2S
30-Nov-23	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received at 10:53pm via email from Rag & Famish manager about the sound of a loud truck located on Berry Street. He described the sound as deafening. He stated that it was untradeable, and the beer garden was unusable from 10pm. He says it is impacting the business heavily.	Yes	5252	103012	C2S
02-Dec-23	LW (C2S)	Chatswood Dive	Property & Business	Resident reported a large nail left on Nelson Street during construction works causing damage to her tyre. The resident stated she found several nails and collected them to prevent further damage.	No	5254	132424	C2S
04-Dec-23	LW (C2S)	Northern Connection	Visual Amenity	Resident concerned about the alleged loss of visual amenity and associated impact on property value as a consequence of tree removal to facilitate Sydney Metro expansion	No	5257	102217	C2S
07-Dec-23	LW (C2S)	Chatswood Dive	Traffic, Transport & Access	Resident alleges he hit the underside of his car while driving out of 9-11 Nelson Street garage along the alternative driveway. He is dissatisfied with the ongoing impact of cul de sac works and is seeking alternative accommodation as a means to avoid driving his vehicle in and out of the driveway. He claims that manoeuvring his car is difficult.	No	5258	70682	C2S
07-Dec-23	LW (C2S)	Chatswood Dive	Traffic, Transport & Access	Resident alleges that using the alternative driveway at 9-11 Nelson Street is difficult, and states that traffic controllers were rude to him when he approached them to raise his concern.	No	5259	235434	C2S
07-Dec-23	LW (C2S)	Chatswood Dive	Traffic, Transport & Access	Resident expressed dissatisfaction with the impact of the road work on Nelson Street, specifically the lack of space it allows for a removalist truck. Resident was responding to the email issued about the overall scope of work, which also pointed out that requests for larger vehicle access will be accommodated if residents get in touch with the SCLWW community team.	No	5261	70685	C2S
08-Dec-23	Unrelated to Project		Unrelated to Project	Resident advised she experienced vibrations at 3am at night from the Crows Nest works for the last few weeks, that have been waking her up. Resident advised the train line runs directly underneath her house but she doesn't know what is causing the vibration and would like a callback to find out the cause.	No	5267	56068	C2S
12-Dec-23	LW (S2B)	Canterbury substation	Noise & Vibration	Resident concerned about audible hum coming from the new substation, EMF and light from substation at night.	No	5268	95718	S2B
11-Dec-23	Unrelated to Project	Victoria Cross Station	Unrelated to Project	Resident from McLaren Street emailed a video of Victoria Cross north site that indicates a rattling noise. She stated that they have tried to ignore it however it's very loud and distracting. Requested that it is looked into and if it will be fixed.	No	5269	240717	C2S
12-Dec-23	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder phoned the call centre to report vehicles entering and exiting the Crows Nest site at night.	No	5270	233341	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
12-Dec-23	CN ISD	Crows Nest Station	Worker Behaviour	Stakeholder contacted the project team to advise that workers had bumped into him in front of 22-26 Clarke Street, spilling his coffee and he felt intimidated by them. Stakeholder also mentioned that on-street parking had been removed for worker vehicles. Stakeholder stated he called the 1800 number and no one answered.	No	5271	240722	C2S
12-Dec-23	SWM P4 MCL	Lakemba station	Noise & Vibration	Residents complained of noise coming from the services building 24 hours a day. Resident claims that the noise makes it unbearable for resident to keep windows open.	No	5273	142953	S2B
11-Dec-23	Unrelated to Project	Pitt Street Station	Unrelated to Project	Resident complaint about traffic disruption, inappropriate workers behavior and lack of traffic control on the road on Castlereagh Street, at about 1pm on 11 December	No	5274	240721	C2S
16-Dec-23	W ISD	Waterloo Station	Noise & Vibration	Cope Street resident complained about noisy work after 10pm	No	5279	222451	C2S
19-Dec-23	SWM P4 MCL	Lakemba station	Noise & Vibration	Resident complained of generator-like noise coming from the site office outside of the metro services building (MSB).	No	5283	142953	S2B
28-Dec-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident of Charles St Canterbury complained of work noise near residence and requested respite vouchers for every day where work activities are taking place, including during standard daytime hours.	No	5284	194820	S2B
31-Dec-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident adjacent to Hurlstone Park Station complained of plant behind their residence and asked why they were not offered temporary alternative accommodation for the night, considering their neighbour had been temporarily relocated.	No	5285	203293	S2B
31-Dec-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident adjacent to rail corridor at Dulwich Hill complained about ongoing noise taking place in the rail corridor and asked whether the noise impacts were within allowable limits.	No	5288	224406	S2B
24-Dec-23	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received from 8 Harvard apartments residents about an alarm coming from the north site. Noise commenced approximately 2pm Sunday afternoon. First complaint received at 6:45pm.	No	5292	105845	C2S
01-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident at Hurlstone Park called to complain about noise and light coming from the corridor	No	5286	207366	S2B
03-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident adjacent to Hurlstone Park Station complained of noise during out of hours work near their property, and requested alternative accommodation.	No	5290	155499	S2B
05-Jan-24	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	Resident complained about worker vehicle parked legally in front of residents address.	No	5301	213396	S2B
05-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of work being conducted near resident property and station generator operation, at Dulwich Hill. Resident complained they could hear workers at nearby worksite.	No	5300	240886	S2B
07-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Complaint of noise coming from nearby generator running 24/7 at Dulwich Hill Station	No	5297	231798	S2B
08-Jan-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident complaint regarding 24/7 operation of generator at Hurlstone Park Station	No	5299	155499	S2B
09-Jan-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed the community inbox to express dissatisfaction with the duration of capping beam removal works on Oxley Street between Pacific Highway and Clarke Lane. Stakeholder expressed desire for this activity to be completed faster.	No	5295	103002	C2S
09-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of noise from work being conducted OOH near Canterbury Station.	No	5303	194820	S2B
09-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of noise from work being conducted OOH near Canterbury Station.	No	5306	214117	S2B
09-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complaining of noise from evening work being conducted OOH near Canterbury Station.	No	5302	240891	S2B
10-Jan-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Building manager contacted the project team to express dissatisfaction with works across their Pacific Highway building's driveway without notice. Stakeholder was further displeased with the response received from the subcontractor when he approached them to query why they were working across the driveway and see how vehicle's could enter and exit.	Yes	5298	239614	C2S
11-Jan-24	PS ISD	Pitt Street Station	Noise & Vibration	The night manager from the Kimpton Margot Hotel emailed to say the work at night was noisy and that guests had complained about it. Video evidence was provided.	Yes	5305	240895	C2S
11-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Complaint about noise impacts from work occurring in both standard hours and out of hours, and from a delivery that occurred at 4am on 11 Jan.	No	5309	172585	S2B
11-Jan-24	VC ISD	Victoria Cross Station	Traffic, Transport & Access	Complaint received via call centre regarding traffic congestion caused by closure of lane on Miller Street in front of the North site. Caller observed only one car turning right onto McLaren Street per light sequence. Couldn't find notification on the website.	Yes	5310	234955	C2S
11-Jan-24	PS ISD	Pitt Street Station	Noise & Vibration	Resident from 308 Pitt Street called to complain about noisy work. Stated that he has a phone app which recorded between 90 and 100 decibels in his bedroom (app is called Decibel X). Stated he had not been notified.	No	5313	237709	C2S
12-Jan-24	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	Concerned with truck staging in residential street in Marrickville. Resident complained about the noise coming from the trucks as they were waiting to enter the worksite.	No	5308	223604	S2B
14-Jan-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted the project team to express dissatisfaction with scaffold removal work occurring at 7am.	No	5318	129500	C2S
14-Jan-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the project team to raise concerns about visibility of Clarke Lane, with site fencing on Clarke Street obstructing the view of traffic when exiting/entering the laneway.	No	5319	129390	C2S

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15-Jan-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident at Dulwich Hill complained of loud noises related to truck movement that took place at 5am.	No	5320	96275	S2B
16-Jan-24	LW (S2B)	Canterbury substation	Noise & Vibration	The EPA received a complaint on 12 January about hat the complainant described as a constant humming noise coming from the substation. The identity of the complainant was not revealed by SCLWW but the EPA officer advised verbally that it was a Hutton Street resident.	No	5321	240938	S2B
20-Jan-24	PS ISD	Pitt Street Station	Noise & Vibration	A Building Manager emailed on behalf of tenants who reside in a building on 137 Bathurst Street concerning noise impacts from night-time works.	No	5327	240952	C2S
21-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise complaint regarding OOHW at Canterbury	No	5323	209115	S2B
21-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise complaint regarding OOHW at Hurlstone Park	No	5324	223802	S2B
21-Jan-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise complaint regarding OOHW at Canterbury on 21/01/24	No	5326	207155	S2B
22-Jan-24	SWMC	Southwest corridor (SWM)	Worker Behaviour	Resident of Charlotte Avenue Marrickville complaining of traffic controller behaviour.	No	5329	223604	S2B
22-Jan-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident at Melford St Hurlstone Park complained of being woken by trucks during the night between 1 - 4am. Resident is approx 400m from site entry.	No	5331	242090	S2B
22-Jan-24	SWMC	Southwest corridor (SWM)	Worker Behaviour	Complaint from resident of Hurlstone Avenue regarding rubbish disposal and worker behaviour near their property	No	5328	95718	S2B
30-Jan-24	Unrelated to Project	Pitt Street Station	Unrelated to Project	A resident emailed alleging saw cutting activities continued after midnight. No address was provided, but the Consultation Manager records shows this email linked to 137-139 Bathurst Street.	No	5334	216279	C2S
30-Jan-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident at Dulwich Hill called to complain of worker throwing rubbish in their household bin	No	5333	96275	S2B
31-Jan-24	Unrelated to Project	Waterloo Station	Unrelated to Project	Altercation between two workers and local resident regarding parking.	No	5340	242321	C2S
01-Feb-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed and called the project team to confirm if work was scheduled to occur outside his apartment. Stakeholder advised the road cutting and light spilling into his apartment was disrupting his sleep. Stakeholder requested call back the following morning. Stakeholder also sent in an email to advise the call centre had told him there were no active works at Crows Nest as the project was in the planning phase. He was dissatisfied with this.	No	5338	230395	C2S
01-Feb-24	LW (S2B)	Canterbury substation	Noise & Vibration	Resident concerned about noise and alleged pollution from freight trains and trains within the rail corridor, the noise levels of Canterbury substation, and the impact of noise and electricity on her health	No	5341	234956	S2B
01-Feb-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder called 1800 number at 11:38pm regarding noise from approved out-of-hours work. Stakeholder wanted to understand the future dates of OOHW and stated this week's work was louder than usual.	No	5343	242330	C2S
02-Feb-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder called 1800 number at 11:34am requesting a rent reduction.	No	5344	223751	C2S
05-Feb-24	PS ISD	Pitt Street Station	Noise & Vibration	A Princeton resident emailed advising that he experienced construction noise that was interfering with his sleep past midnight.	No	5350	215804	C2S
05-Feb-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder called 1800 number at 2:14am dissatisfied with noise from out-of-hours works on Pacific Highway. Stakeholder advised the call center there was road cutting at 2am.	No	5348	239685	C2S
05-Feb-24	PS ISD	Pitt Street Station	Noise & Vibration	The Duty and Night Managers from the Kimpton Margot Hotel emailed the Pitt St ISD inbox and Senior Stakeholder Manager (SSM) respectively, to share footage of construction activity taken at 1:05am, stating that the noise continued until 3am.	Yes	5351	240913	C2S
05-Feb-24	BS	Barangaroo station	Traffic, Transport & Access	Complainant reported a rough road surface under Argyle Street at Dalgety bridge.	No	5352	194302	C2S
07-Feb-24	LW (C2S)	Chatswood Dive	Traffic, Transport & Access	Stakeholder is unhappy with the design of the driveway extension at 9-11 Nelson St. Requested a copy of the complaint ID, escalation of complaint as well as details of the person within Willoughby Council that certified the design.	No	5354	113384	C2S
08-Feb-24	SWM P5 DCP	Dulwich Hill station	Biodiversity	Local residents complained to the Inner West Council about removal of trees, positioning of the temporary fence around the site, noise from the substation, road resurfacing and contaminated mulch. Complaint was referred from IWC to Sydney Metro.	No	5355	235203	S2B
10-Feb-24	Unrelated to Project	Victoria Cross Station	Unrelated to Project	Complaint receive via text from Harvard apartments resident. Complaining that the north site works, increased traffic and workers have caused a panel of glass to drop in their foyer.	No	5357	231536	C2S
11-Feb-24	SWM P6 HBW	Hurlstone Park Station	Safety, Security & House-Keeping	Resident complained that mulched areas within rail corridor, near Hurlstone Park MSB, contain asbestos and have not been sectioned off. Resident also raised concerns of an affected area being in close proximity to their backyard.	No	5360	195166	S2B
13-Feb-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed project team to express dissatisfaction with noise from out-of-hours works at the Oxley Street intersection near Pacific Highway.	No	5362	230395	C2S
13-Feb-24	PS ISD	Pitt Street Station	Noise & Vibration	The Duty and Night Managers from the Kimpton Margot Hotel emailed the Pitt St ISD inbox to advise about noisy work between 10pm and 11:30, and shared footage of sucker truck operational at 1:46am.	Yes	5363	220238	C2S
18-Feb-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Complaint received from resident in Canterbury in the early hours of Sunday morning. Resident states they were disturbed by noise coming from work taking place in the rail corridor nearby.	No	5368	95718	S2B

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19-Feb-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident complained about noise coming from the rail corridor out-of-hours and questioned why there were works taking place as it was communicated that the work activities had been cancelled.	No	5371	220511	S2B
21-Feb-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received via 1800 line from resident in the Alexander apartments. Caller complaining about excessive noise from diesel generator and heavy machinery. Upset that the approval is to 5am, thinks this is unreasonable. Asking team to reconsider approach.	No	5379	242868	C2S
24-Feb-24	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	Resident called to complain about work taking place on Saturday on Livingstone Road bridge that was blocking access to their driveway.	No	5384	207498	S2B
27-Feb-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Complaint regarding generator required for the operation of the site office allegedly being turned on before 7am and workers parking their cars on the street.	No	5387	186414	S2B
27-Feb-24	SWM P6 HBW	Hurlstone Park Station	Visual Amenity	Stakeholder complained that lights were left on at the MSB building precinct over night and light spill coming into the stakeholders property.	No	5395	186414	S2B
04-Mar-24	BS	Barangaroo station	Noise & Vibration	Neighbour wanted to know how long the demolition works would be going for as it was impacting her working from home.	No	5402	213341	C2S
05-Mar-24	LW (C2S)	Chatswood Dive	Safety, Security & House-Keeping	A member of the public alerted the 1800 line that a few of the fence's footings were sticking out from the fencing line on the Nelson Street footpath near Frank Channon Walk. They were concerned about safety as the footings presented a trip hazard to pedestrians and obstacle to cyclists.	No	5403	26974	C2S
05-Mar-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Resident of 22-26 Clarke Street contacted to council to lodge a complaint regarding blockage of access to his garage located in Clarke Lane on a number of occasions. This led to the resident receiving infringement notices for parking elsewhere.	No	5401	233370	C2S
06-Mar-24	Unrelated to Project	Chatswood Dive	Unrelated to Project	Strata Secretary of 9-11 Nelson Street noting a section of the stone wall along Frank Channon Walk, adjacent to the Chatswood Oval ground, has been damaged.	No	5407	113384	C2S
06-Mar-24	MP ISD	Martin Place Station	Noise & Vibration	Stakeholder lives close to Martin Place Project and raised concerned for noise levels from Martin Place and Hunter Street projects at night. Have requested to go into temporary accommodation.	No	5406	209098	C2S
07-Mar-24	MP ISD	Martin Place Station	Safety, Security & House-Keeping	Stakeholder raised concerns regarding health and safety they has witnessed from workers in the work zone in front of the south tower.	Yes	5411	163306	C2S
07-Mar-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed project team to express dissatisfaction with noise from out-of-hours works at the Oxley Street intersection near Pacific Highway, with noise occurring past 12 midnight.	No	5412	240949	C2S
11-Mar-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Noise complaint regarding excessive noise from jackhammers and other machinery	No	5417	223788	S2B
14-Mar-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted Sydney Metro team to request that trucks parked on Hume Street be removed so his driveway access can be utilised. Stakeholder advised that this was the fifth occasion that this has occurred and expressed dissatisfaction with the recurrence.	No	5421	110985	C2S
15-Mar-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the project to express dissatisfaction with subcontractor parking on Hume Street within the bus zone and too close to his driveway entrance for a second day and third day in a row. Stakeholder expressed that driveway is not blocked however is requesting the project take greater action in respect to parking in the bus zone and in areas not zoned for parking. Stakeholder contacted community team 19/03 to report the issue was ongoing.	No	5425	110985	C2S
18-Mar-24	Unrelated to Project	Barangaroo station	Unrelated to Project	Local business claim of damage to four tyres on company vehicles across a four month period from nails or screws left on Hickson Road.	Yes	5432	243267	C2S
20-Mar-24	Unrelated to Project	Dulwich Hill station	Unrelated to Project	Resident emailed to complain of increase in dust build up in her property's window frames and screens over the last 48-72 hours, suggesting Sydney Metro works were the cause. Requested cleaner be provided by Sydney Metro by 12.00 on 25 March.	No	5442	96275	S2B
20-Mar-24	PS ISD	Pitt Street Station	Noise & Vibration	A Princeton apartments resident noted that work previous night went past midnight, when it usually stops at 12am.	No	5440	243301	C2S
21-Mar-24	MP ISD	Martin Place Station	Safety, Security & House-Keeping	Member of the public tripped on steel rods (around 3 x 1m) that were on the footpath around 30m away from the project on Castlereagh Street (in front of 60 Castlereagh Street). They received a large scratch, a small cut and bruising on my leg from the incident, no further medical attention was required.	No	5437	243297	C2S
21-Mar-24	Unrelated to Project	Waterloo Station	Unrelated to Project	Noise complaint regarding pneumatic tool usage.	No	5445	242321	C2S
22-Mar-24	Unrelated to Project	Pitt Street Station	Unrelated to Project	A Park Regis resident complained about a loud noise from loading and unloading activities at 3am.	No	5446	215826	C2S
23-Mar-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Resident at Hurlstone Park called to complain about noisy work activities near their property on Saturday during standard construction hours. The resident was questioning why works were taking place as their previous offer of alternative accommodation had been withdrawn.	No	5452	155499	S2B
23-Mar-24	VC ISD	Victoria Cross Station	Traffic, Transport & Access	Complaint received via 1800 number about access to Wilson Car park. Local worker stated discrepancy between map on website is showing a partial closure of Denison Street North Sydney vs the whole street is completely blocked and cannot get into Wilson Carpark due to crane blocking the access.	Yes	5447	221102	C2S
24-Mar-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise complaints from resident near Canterbury Station. Resident received an offer of respite but complained the noise levels were too loud and impacted their ability to sleep.	No	5453	237050	S2B
24-Mar-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Noise complaint received from resident living in Hurlstone Park.	No	5450	155499	S2B
25-Mar-24	Unrelated to Project	Southwest corridor (SWM)	Unrelated to Project	Resident emailed the community inbox on Monday morning about noisy works taking place nearby their property on Sunday night.	No	5451	236853	S2B

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26-Mar-24	SWMC	Southwest corridor (SWM)	Noise & Vibration	Noise, rubbish, parking and power outage complaint from Dulwich Hill resident next to rail access gate at Dulwich Hill, Ewart St. Resident was raising concern with workers blocking access to driveway, misuse of residential rubbish bin, Noise during OOHW and power outage caused by subcontractor.	No	5455	243918	S2B
28-Mar-24	Unrelated to Project	Pitt Street Station	Unrelated to Project	Eurotower Building Manager emailed advising that residents had observed CPB workers using the corporation's water; photographic evidence of the tap provided with no workers featured in the photo.	No	5459	216458	C2S
28-Mar-24	Unrelated to Project	SMTF expansion	Unrelated to Project	Resident alleging a company car is parked illegally on her street, providing plate numbers and street name	No	5458	244785	C2S