

Sydney Metro Northwest
Environmental Construction Compliance Report #7
1 April 2016 to 30 September 2016



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Executive Summary

This Environmental Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with three planning approvals (SSI-5100, SSI-5414, and SSI-5931) that have been granted for the Sydney Metro Northwest project. This report covers the period from 1 April 2016 to 30 September 2016 and is provided to the NSW Department of Planning and Environment (DP&E) in accordance with these planning approvals.

During the reporting period, the TSC contractor demobilised from all of its sites and completed all physical works on 21 June 2016. The project as a whole continued to experience a high level of construction however. This was primarily due to an increase in SVC construction activities (with an additional underslung gantry crane used throughout the reporting period) and a significant increase in OTS construction activities after the contractor took control of additional sites from the TSC contractor.

Environmental performance has generally remained good across the project. The project continues to report zero Class 1 and Class 2 environmental incidents to date. Minor incidents (Class 3) increased during the reporting period from 39 to 63 due to increased surface work activities and an increase in SVC contractor environmental incidents. Environmental compliance during the reporting period was relatively unchanged compared to the previous reporting period. A total of 291 planning approval compliance requirements were completed during the reporting period, almost entirely as a result of the TSC contractor significantly demobilising throughout the reporting period.

Again, the total number of complaints received by the project decreased compared to the last reporting period (from 86 to 49). This is mainly due to the completion of tunnelling activities during the previous reporting period and demobilisation of the TSC contractor from its seven sites (TSC contractor activities represented 70% of all complaints during the previous reporting period). The total number of audits and audit findings decreased compared to the previous reporting period, however the ratio of audits to audit findings remained unchanged. Following the appointment of a specified environmental auditor role during the next reporting period, the total number of environmental audits is expected to increase.

		TfNSW	TSC	SVC	OTS	Total (This Period)	Total (Previous Period)
Totals for Reporting Period	Ongoing Environmental (Compliance) Requirements at end of reporting period	179	17	519	641	1,356	1,647
	(non-compliances during the reporting period)	(0)	(0)	(23)	(1)	(24)	(29)
	Independent ER Inspections	N/A	6	26	15	47	60
	(issues raised)		(17)	(245)	(79)	(341)	(379)
	Audits	0	0	1	1	2	6
	(findings)	(0)	(0)	(5)	(0)	(5)	(15)
	Class 1 or 2 Incidents	0	0	0	0	0	0
(Class 3 incidents)	(0)	(0)	(42)	(21)	(63)	(39)	
Complaints	1	10	28	10	49	86	

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1 Introduction

1.1 Purpose of this Report

This Environmental Construction Compliance Report documents Transport for New South Wales (TfNSW) and its delivery contractors' compliance with three planning approvals (SSI-5100, SSI-5414, and SSI-5931) that have been granted to the Sydney Metro Northwest project. These approvals require regular reports to the Secretary of the NSW Department of Planning and Environment (DP&E) throughout construction of the project. This report is the seventh Environmental Construction Compliance Report for the project and covers the period between 1 April 2016 and 30 September 2016.

1.2 Background

The Sydney Metro Northwest project will deliver a new high frequency driverless single deck train system, operating between the Sydney Metro Trains Facility (SMTF) at Rouse Hill and Chatswood Train Station. The project includes eight new stations, approximately 15.5 kilometres of tunnels from Epping to Bella Vista, a four kilometre elevated skytrain between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Railway Line to deliver high frequency rapid transit services.

Figure 1 – Overview of the Project Alignment



1.3 Statutory Context

1.3.1 Planning Approvals

The Sydney Metro Northwest project is subject to numerous planning approvals:

- State planning approval as Critical State Significant Infrastructure under Part 5.1 of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act).
- State planning approval under Part 5 of the EP&A Act for other works as required and not already covered by existing 'Part 5.1' approvals.
- Federal planning approval as a 'Controlled Action' under the Environmental Protection and Biodiversity Conservation Act (EPBC Act).

Table 1 lists the planning approvals held by TfNSW that relate to the Sydney Metro Northwest project.

Table 1 – Summary of Planning Approvals

Planning Approval	Planning Approval Type	Determining Authority	Date Approved
Parramatta Rail Link	EP&A Act 1979 (Part 4)	Minister for Planning (NSW)	26/02/2002
Major Civil Construction works as Modified (approval reference: SSI-5100)	EP&A Act 1979 (Part 5.1 - SSI)	Minister for Planning (NSW)	25/09/2012
Construction and Operation of NWRL (approval reference: EPBC 2012/6360)	EPBC Act	Secretary for Department of the Environment (Commonwealth)	11/04/2013
Stations, Rail Infrastructure and Systems as Modified (approval reference: SSI-5414)	EP&A Act 1979 (Part 5.1 - SSI)	Minister for Planning (NSW)	08/05/2013
SMTF (formerly Rapid Transit Rail Facility) (approval reference: SSI-5931)	EP&A Act 1979 (Part 5.1 - SSI)	Minister for Planning (NSW)	15/01/2014
Lindfield Substation	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	19/09/2014
Epping to Chatswood Railway – Conversion to Rapid Transit	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	13/02/2015
Lindfield Substation – Lindfield Station Electrical Works Conversion	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	1/05/2015
Main North and North Shore Line Corridor Works	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	19/06/2015
Norwest Station Subsurface Pedestrian Link and Northern Entry	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	29/10/2015
Main North and North Shore Line Corridor Works: Addendum 01	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	18/12/2015
Willoughby to North Chatswood 33kV Underground Feeder Power Line	EP&A Act 1979 (Part 5)	TfNSW (Sydney Metro)	18/3/2016

1.3.2 Environmental Protection Licences

The Sydney Metro Northwest project requires its contractors to hold Environmental Protection Licences (EPLs) for works as required under the Protection of the Environment Operations Act. Table 2 lists the EPLs that were active on the project during the reporting period. This report does not document compliance against EPLs. This is being undertaken by the relevant licensee holders (i.e. contractors).

Table 2 – Summary of Environmental Protection Licences

Licensee	Contract	Activity	EPL #	Status
Thiess Pty Ltd (CPB John Holland Dragados)	Tunnel and Station Civils (TSC)	Concrete Works and Railway systems activities	20319	Issued 30/09/2013 – Surrendered 12/07/2016
Salini Australia Pty Ltd (Impregilo-Salini Joint Venture)	Surface and Viaduct Civils (SVC)	Railway systems activities	20454	Issued 03/06/2014 and currently active
John Holland Pty Ltd (Northwest Rapid Transit)	Operations, Trains and Systems (OTS)	Railway systems activities	20544	Issued 19/12/2014 and currently active
Sydney Trains	All works within the Sydney Trains corridor	Railway systems activities	12208	Sydney Trains Collaboration Agreement *

* The Sydney Metro Delivery Office is currently entering into a Sydney Trains Collaboration Agreement to define compliance responsibilities with the Sydney Trains EPL when working within the Sydney Trains rail corridor.

2 Active Construction Packages

The following construction packages were active during the reporting period:

Table 3 – Active Construction Packages

Contract Package	Contractor	Awarded	Status
Tunnel & Station Civils (TSC)	CPB John Holland Dragados (CPBJHD)	24/06/2013	Works completed 21/06/2016
Surface & Viaduct Civils (SVC)	Impregilo-Salini Joint Venture (ISJV)	17/12/2013	Construction ongoing
Operations, Trains & Systems (OTS)	Northwest Rapid Transit (NRT)	15/09/2014	Construction ongoing
Lindfield Substation (LS) *	Laing O'Rourke Australia (LORA)	27/11/2014	Construction ongoing
Northern Corridor Works (NCW) *	Laing O'Rourke Australia (LORA)	20/11/2015	Survey and investigation works only

* Compliance tracking against works approved under Part 5 of the EP&A Act not included in this report.

2.1 Tunnel and Station Civils (TSC)

The TSC package is to construct the 15.5 kilometre twin tunnels between Epping Station and tunnel portals immediately north of Celebration Drive at Bella Vista. A combination of road headers and Tunnel Boring Machines (TBMs) are being used to construct the tunnel and tunnel cross-passages. Other facilities have been constructed including those for pre-cast segment production, batch plants, spoil handling, tunnelling support and water treatment plants.

The TSC package represents sub-stage 1b under the Stage 1 Approval SSI-5100.

During the reporting period, all physical works were completed and certified by the Independent Certifier. This comprised of 'Portion 2' sites and the final 'Portion 3' sites being officially handed-over to the OTS contractor on the same day on 21 June 2016. Portion 2 and Portion 3 collectively included:

- All tunnels and cross-passages between the Showground Station site and the Epping Station site;
- The entire Cheltenham Service Facility, Epping Service Facility, Cherrybrook Station and Castle Hill Station sites (including the Castle Hill Crossover Cavern); and
- The remaining sections of the Showground Station and Bella Vista Station sites.

Figure 2 – Inside a Tunnel at the Bella Vista Station site



2.2 Surface and Viaduct Civils (SVC)

The SVC package is to construct an elevated four kilometre viaduct (including earthworks) between Bella Vista and Cudgegong Road, Rouse Hill. The package includes the construction of a 270 metre single span bridge over Windsor Road at Rouse Hill.

The SVC package represents sub-stage 1c under the Stage 1 Approval SSI-5100 and sub-stage 2a under the Stage 2 Approval SSI-5414. The second approval places requirements on permanent works design, including urban design of the viaduct.

During the reporting period:

- Pile and pier construction activities were completed on the skytrain.
- Concrete segment production and installation activities continued. As of October 2016:
 - 67 of 88 segments have been produced and 48 installed as part of the Windsor Road Bridge.
 - 1,117 of 1,128 segments have been produced and approximately 900 installed (90 spans) as part of the skytrain.
- An additional third (underslung) gantry crane was used throughout the reporting period to support the installation of the concrete segments.
- Skytrain parapet production and installation activities continued. As of October 2016, 1,599 of 2,330 parapets have been precast and installed on 60 spans.

Figure 3 – Construction of the Skytrain at Second Ponds Creek



2.3 Operations Trains and Systems (OTS)

The OTS package includes construction of the Sydney Metro Trains Facility (SMTF), eight new stations and the operation of the Sydney Metro Northwest project for 15 years. The eight new Sydney Metro Northwest stations are shown in Figure 1 and include underground, open cut and elevated station designs. The SMTF is a train stabling and maintenance facility at Tallawong Road, Rouse Hill. Accordingly, TfNSW and the OTS package will be required to comply with Approval SSI-5931.

The operation of the Sydney Metro Northwest project includes the provision of new rolling stock and the delivery of rail systems, rail track and precinct works. This package represents sub-stage 2b under the Stage 2 Approval SSI-5414.

The OTS package also includes the conversion of the Epping to Chatswood Railway Line (ECRL) to rapid transit. This conversion includes the:

- Modification of track connections at Epping and Chatswood;
- Modification of systems including electrical, signalling, communications, fire and life safety, mechanical and fire systems;
- Modifications of Chatswood, North Ryde, Macquarie University, Macquarie Park and Epping stations; and
- Installation of air-control units within the station precincts at Epping, Macquarie University, Macquarie Park and North Ryde.

The above works are subject to the Epping to Chatswood Railway – Conversion to Rapid Transit approval under Part 5 of the EP&A Act. The Parramatta Rail Link (PRL) approval will, in part, also apply to the design and operation of the converted line. Additionally during this reporting period, another two EP&A Act Part 5 planning approvals were determined by TfNSW and apply to the OTS works package:

- 1) Norwest Station Subsurface Pedestrian Link and Northern Entry (29 October 2015); and
- 2) Willoughby to North Chatswood 33kV Underground Feeder Power Line (18 March 2016).

During the reporting period:

- Construction has continued at the SMTF site and remains ongoing. Track-laying commenced on 8 June 2016, erection of over-head wire bases, poles and over-head wiring commenced and the Security & Fire Control and Operational Control Centre buildings have commenced construction and are nearing completion.
- Construction has continued at the Cudgegong Road Station site and remains ongoing, with the platform being poured and the precinct street bridge, pedestrian bridge and concourse being installed.
- Construction commenced on the Bella Vista, Norwest, Showground and Cherrybrook station sites and at the Epping Service Facility site (these sites are included in the Portion 2 and Portion 3 sites). Construction activities commenced at these sites include site mobilisation activities, utility works, piling, concreting, water-proofing and platform installations.
- Designs have been completed for all bridges, permanent ways, combined service routes, service facilities and Rouse Hill, Showground, Epping, Macquarie University, Macquarie Park and North Ryde stations.
- Final versions of the following documents were submitted to the DP&E in accordance with applicable planning approvals:
 - The SMTF Operational Noise and Vibration Review on 26 July 2016;
 - All Station Access Plans by 2 August 2016; and
 - The Urban Design and Corridor Landscape Plans (Stage 1 on 29 July 2016 and Stage 2 on 29 September 2016).

Figure 4 – Rail Tracks being laid at the SMTF Site



Figure 5 – Street View Artist Impression of Rouse Hill Station



2.4 Lindfield Substation (LS)

The Sydney Metro Northwest project is responsible for delivering the Lindfield Substation project. Lindfield Substation will be a new electrical substation to provide additional electrical capacity to the North Shore Line on the Sydney Trains network.

Planning approval for Lindfield Substation was determined by TfNSW on 19 September 2014 under Part 5 of the EP&A Act. A subsequent planning approval for a variation to electrical works through Lindfield Station was determined by TfNSW on 1 May 2015 (also under Part 5 of the EP&A Act). The scope of this approval covers the conversion of electrical transmission through Lindfield Station from aerial to buried and on-post galvanised steel troughing.

During the reporting period, construction has continued and remains ongoing, including the:

- Continuation of electrical and signalling cable removals and replacements (now almost complete);
- Continuation of service relocations (with only Telstra and Optus relocations still to be undertaken);
- Continuation of civil and structural works (now almost complete); and
- Commencement of landscaping works.

Testing and commissioning is to be undertaken during the last quarter of 2016, with project completion expected by the end of 2016.

2.5 Northern Corridor Works (NCW)

The Sydney Metro Northwest project has taken responsibility for delivering signalling and overhead wiring works along the main north and north shore line corridor of the Sydney Trains rail network. These works extend between North Sydney and north of Waitara in the northern suburbs of Sydney.

Planning approval for these works was determined by TfNSW on 19 June 2015 under Part 5 of the EP&A Act. A subsequent planning approval for the works was determined by TfNSW on 18 December 2015 (also under Part 5 of the EP&A Act). The scope of this approval covers signalling, communications, electrical and civil works between Artarmon and Chatswood.

During the reporting period, works have primarily comprised of survey and existing infrastructure service investigation works. These works have mostly been restricted to rail possession and isolation periods.

2.6 Planning Approval and Construction Package Relationships

A summary of the relationship between the planning approvals and construction packages is provided in Table 4.

Table 4 – Allocation of Approvals

Planning Approval	TSC	SVC	OTS	LS	NCW	TfNSW
Parramatta Rail Link			✓			✓
Major Civil Construction works as Modified (approval reference: SSI-5100)	✓	✓				✓
Construction and Operation of NWRL (approval reference: EPBC 2012/6360)						✓
Stations, Rail Infrastructure and Systems as Modified (approval reference: SSI-5414)		✓	✓			✓
SMTF (formerly Rapid Transit Rail Facility) (approval reference: SSI-5931)			✓			✓
Lindfield Substation				✓		✓
Epping to Chatswood Railway – Conversion to Rapid Transit			✓			✓
Lindfield Substation – Lindfield Station Electrical Works Conversion				✓		✓
Main North and North Shore Line Corridor Works					✓	✓
Norwest Station Subsurface Pedestrian Link and Northern Entry			✓			✓
Main North and North Shore Line Corridor Works: Addendum 01					✓	✓
Willoughby to North Chatswood 33kV Underground Feeder Power Line			✓			✓

3 Environmental Management

3.1 Periodic Review of Compliance

A variety of activities are undertaken to ensure that compliance is managed effectively. Commitments to undertake regular monitoring of compliance are drawn from the Sydney Metro Integrated Management System (inclusive of the Construction Environmental Management Framework) and the contractors' Construction Environmental Management Plans (CEMPs). These activities are summarised in Table 5.

Table 5 – Compliance Monitoring Activities

Activity	Responsibility	Frequency
Ongoing site surveillance	Contractors	Daily
Site inspections (SVC)	Independent Environmental Representatives (ERs)	Weekly
Environmental Manager's site inspections	Contractors and TfNSW	Weekly
Review of environmental actions and controls	Contractors	Weekly
Site inspections (TSC* & OTS)	Independent ERs	Fortnightly
Site inspections (LS)	Independent ERs	Monthly
Environmental compliance status update	Contractors to TfNSW, TfNSW to Program Executive Board	Monthly
Risk assessment review	Contractors	Quarterly
Compliance review	Contractors, TfNSW & Independent ERs	Quarterly
Targeted independent environmental auditing	Independent third-party auditor	Six-Monthly
TfNSW management review	TfNSW	Annual
Internal Environmental Management System auditing	Contractors and TfNSW	Annual

* The final Independent ER inspection for TSC was undertaken on 21 June 2016.

3.2 Auditing

The Sydney Metro Northwest project convenes Compliance Working Groups (CWG) comprised of representatives from the contractors and TfNSW for each major contract. The primary function of the CWGs is to oversee and coordinate audit programs within respective works packages. This includes the contractors' internal environmental audits and independent third party environmental audits.

3.2.1 Internal Audits

The first level of audit is undertaken by the contractors with TfNSW representatives to an agreed schedule. Environmental audits cover:

- Compliance with approval, permit and licence conditions;
- Compliance with the contractor's, CEMP, sub-plans and procedures;
- Community consultation and complaint response procedures;
- Environmental training records; and
- Environmental monitoring and inspection results.

3.2.2 Independent Audits

The CWGs also assist in coordinating the Independent Environmental Audit program required by the planning approvals. These audits are targeted at certain Contract Packages or at TfNSW and may focus on specific issues that are prevalent at the time. The Independent Environmental Auditor is a third party to TfNSW and the contractors.

3.3 Incident Management

Emergency and incident response procedures are produced by each contractor as well as TfNSW. These procedures include:

- Categories for environmental emergencies and incidents;
- Forms for recording environmental incident details and responses;
- Notification protocols for each classification of environmental emergency or incident, including notification of TfNSW and notification to owners/occupiers in the vicinity of the incident;
- Procedures for the immediate notification of each relevant authority when the incident results in material harm to the environment;
- Procedures for notification to the Director-General within 48 hours of becoming aware of an off-site incident that significantly affects people or the biophysical environment (this notification will be followed by a full written report within 7 days of the date on which the incident occurred);
- Identification of personnel who have the authority to take immediate action to shut down any activity or to affect any environmental control measure (including as directed by an authorised officer of the NSW Environment Protection Agency); and
- Onsite rectification actions.

Environmental incidents are assigned one of three classifications (1, 2 and 3) under the TfNSW Incident Management Procedure. The classes shown in Table 6 are based upon the consequence matrix from the Sydney Metro Risk Management Procedure.

Table 6 – Environmental Incident Classes

Classification	Sub Classification	Description
Class 3	C6	No appreciable changes to the environment and/or highly localised event.
	C5	Change from normal conditions within environmental regulatory limits and environmental effects are within site boundaries.
	C4	Short-term and/or well-contained environmental effects. Minor remedial actions probably required.
Class 2	C3	Impacts external ecosystem and considerable remediation is required.
	C2	Long-term environmental impairment in neighbouring or valued ecosystems. Extensive remediation required.
Class 1	C1	Irreversible large-scale environmental impact with loss of valued ecosystems.

3.4 Complaint Management

Complaints are handled through the Sydney Metro Northwest Complaints Management System. This system forms part of the Sydney Metro Northwest Communications Management System. The system for managing complaints was approved by DP&E on 19 March 2013 and includes procedures for:

- Responding to complaints;
- Recording complaints;
- Escalation;
- Mediation; and
- Reporting.

3.5 Independent Environmental Representatives

TfNSW engage independent Environmental Representatives (ERs) as third party advisers to TfNSW and the contractors. The engagement of an Independent ER is a requirement of the planning approvals. The ER's role is generally to:

- Monitor compliance with the planning approvals;
- Be available to DP&E for advice;
- Provide advice in relation to environmental performance;
- Assist with the undertaking and reporting of site inspections;
- Endorse works as non-construction works in accordance with the planning approvals;
- Review relevant environmental reports and management plans; and
- Participate in auditing on an as needs basis.

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4 Compliance Accountability and Tracking

4.1 Compliance Status

Each Condition of Approval has been assessed to determine how it will be complied with over the life of the Sydney Metro Northwest project. Specific details of this assessment are contained in the Sydney Metro Northwest Staging Report. Each condition is initially determined to be **Active** at the project level until each works package to which it applies has provided evidence that it has discharged its obligations as described in the Sydney Metro Northwest Staging Report. At this point, the condition will become **Inactive**.

Within each works package, each applicable condition progresses through two distinct phases as an 'environmental requirement':

- 1) **Ongoing:** The environmental requirement is determined to apply to the works package and that works package has commenced construction or non-construction activities.
- 2) **Complete:** The environmental requirement is determined to apply to the works package and no further evidence is required to demonstrate compliance.

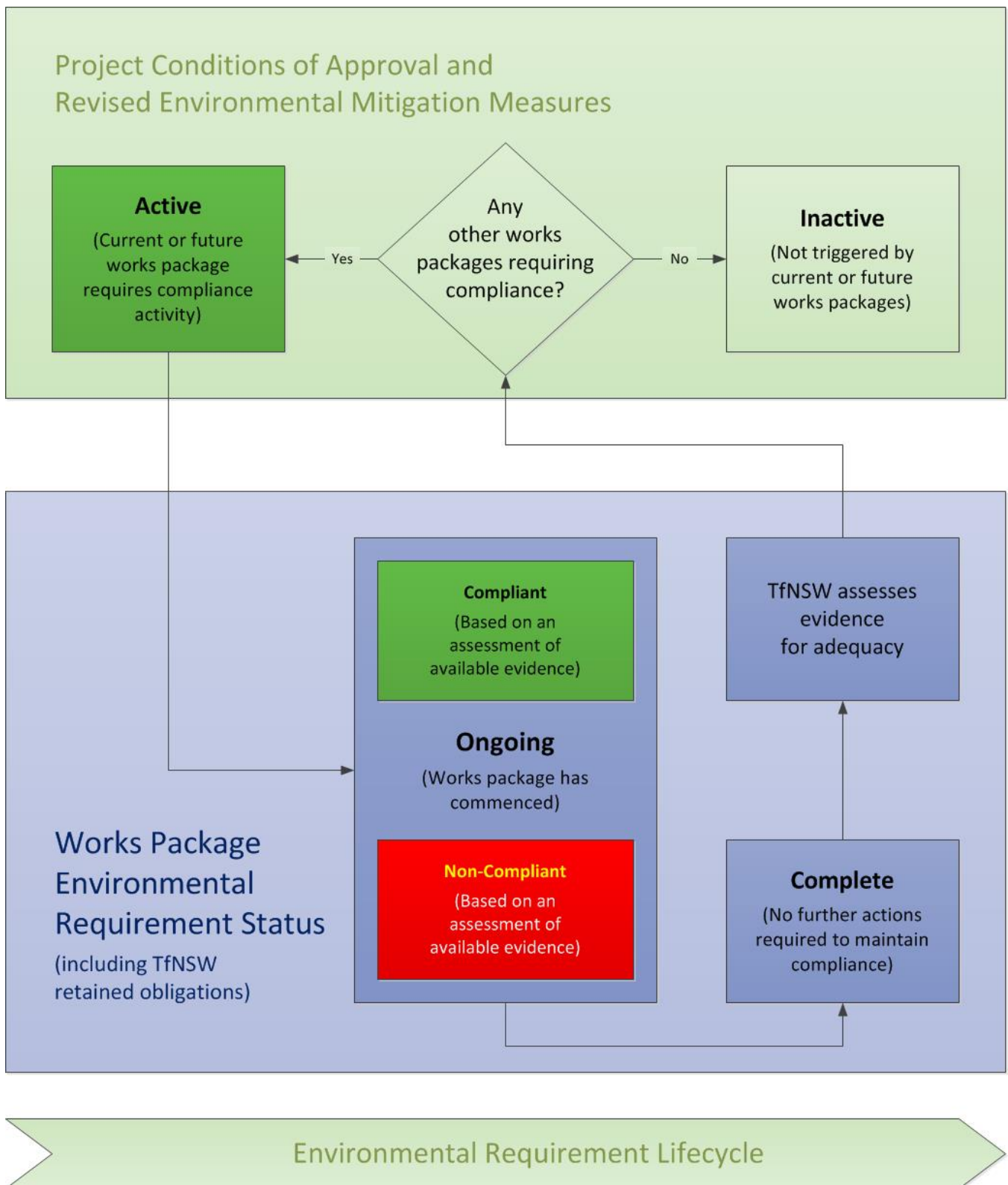
Where TfNSW has retained the obligation to comply with a particular condition, or holds a partial responsibility as defined in the Sydney Metro Northwest Staging Report, it will be assigned as an **Ongoing** environmental requirement and tracked in the same manner as a works package.

Compliance is assessed for **Ongoing** environmental requirements and can be determined to be either **Compliant** or **Non-Compliant**. These assessments occur during surveillance activities outlined in Table 5. For the purposes of the Sydney Metro Northwest Compliance Tracking Program, **Compliant** and **Non-Compliant** are defined as:

- **Compliant:** A temporary status assigned to an environmental requirement which indicates a check of evidence has occurred and confirmed it is adequate to demonstrate that compliance is being met on the day it was checked.
- **Non-Compliant:** A temporary status assigned to an environmental requirement which indicates a check of evidence has occurred and confirmed it is inadequate to demonstrate that compliance is being met on the day it was checked.

The 'Requirements Lifecycle' is displayed as a flow chart in Figure 6.

Figure 6 – Environmental Requirements Lifecycle



5 Compliance Status

The total number of ongoing EP&A Act Part 5.1 environmental (compliance) requirements at the end of this reporting period was 1,356 (there are an additional 117 when also including EP&A Act Part 5 requirements). There were a total of 24 non-compliances against these requirements during the reporting period. These are detailed in Table 9. There were no significant (Class 1 or 2) environmental incidents during the reporting period.

There were two environmentally relevant audits during the reporting period that generated 5 audit findings (all from one of the two audits). Three environmental audit findings remain open at the end of the reporting period, one of which was opened prior to the reporting period.

5.1 Compliance Overview

The results of the compliance monitoring are provided in Table 7. Non-Compliances and audit findings are detailed in Section 5.2 and 5.3. Issues and observations arising from independent ER inspections that identify non-compliances against the environmental (compliance) requirements (i.e. Conditions of Approval allocated to TfNSW and/or contractors) are also included in Section 5.2.

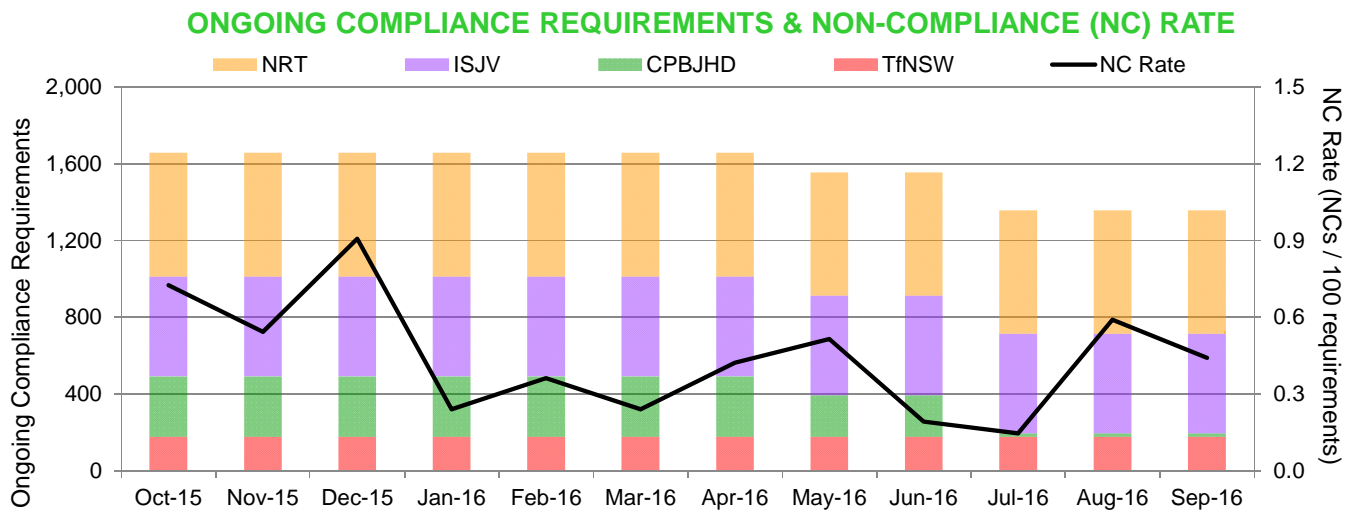
Table 7 – Environmental Compliance Surveillance Data

	TfNSW	TSC	SVC	OTS	Total	
By End of Q3 2016	Ongoing Environmental (Compliance) Requirements (non-compliances during quarter)	179 (0)	17 (0)	519 (16)	641 (1)	1,356 (17)
	ER Inspections during quarter (issues raised during quarter)	N/A	N/A *	13 (131)	7 (33)	20 (164)
	Audits undertaken or reports finalised during quarter (findings)	0 (0)	0 (0)	0 (0)	1 (0)	1 (0)
	Class 1 or 2 Incidents during quarter (Class 3 incidents during quarter)	0 (0)	0 (0)	0 (24)	0 (12)	0 (36)
	Complaints Received during quarter	1	1	11	5	18
By End of Q2 2016	Ongoing Environmental (Compliance) Requirements (non-compliances during quarter)	179 (0)	215 (0)	519 (7)	641 (0)	1,554 (7)
	ER Inspections during quarter (issues raised during quarter)	N/A	6 (17)	13 (114)	8 (46)	27 (177)
	Audits undertaken or reports finalised during quarter (findings)	0 (0)	0 (0)	1 (5)	0 (0)	1 (5)
	Class 1 or 2 Incidents during quarter (Class 3 incidents during quarter)	0 (0)	0 (0)	0 (18)	0 (9)	0 (27)
	Complaints Received during quarter	0	9	17	5	31

* The final Independent ER inspection for TSC was undertaken on 21 June 2016.

As demonstrated in Figure 7, the compliance load for the Sydney Metro Northwest project dropped throughout the reporting period. This reflects the completion of environmental (compliance) requirements from the TSC contractor as it reached the end of its contract in June 2016. Only 17 requirements remain to be completed by the TSC contractor.

Figure 7 – Compliance Load and Non-Compliance Rate



The Independent ERs conducted six quarterly compliance reviews against the environmental requirements (Conditions of Approval) since 1 April 2016 across the three major contracts (two per contract). These reviews and other surveillance activities identified 24 non-compliances as detailed in Table 8. The ‘Non-Compliance Rate’ in Figure 7 represents the number of non-compliances raised plus the number of non-compliances that remained open from previous months per 100 environmental (compliance) requirements. This rate is closely monitored by the project and is currently being considered in establishing environmental performance objectives for future Sydney Metro projects.

5.1.1 SVC Environmental Management

Environmental improvement measures continue to be undertaken on the SVC contract. During this reporting period, the SVC contractor’s construction activity remained high and was undertaken along the entire skytrain alignment (including multiple active work sites).

Following an increase in environmental incidents and out-of-hour (OOH) non-compliances during the reporting period, TfNSW and the contractor undertook several measures to address the issues:

- The contractor implemented specific environmental training sessions focused on key management and construction staff. The aim of these sessions was to assist the appropriate contractor personnel to understand critical environmental requirements on the project. Participation at these sessions was compulsory;
- The contractor developed and implemented ‘environmental non-negotiables’. This includes disciplinary action taken against anyone found breaching their ‘non-negotiables’ (including working OOH without approval);
- TfNSW held multiple environmental workshops with the contractor to review incident management and reporting requirements. These workshops were aimed at improving the contractor’s response to incidents and non-compliances; and
- TfNSW increased surveillance of the contractor, including surveillance of environmental management activities.

5.2 Non-Compliances

5.2.1 Open Non-Compliances from the Previous Reporting Period

The Environmental Construction Compliance Report for the previous reporting period (October 2015 to March 2016) indicated that two non-compliances remained open. These were both closed out during this reporting period. Table 8 provides a list of these non-compliances.

Table 8 – Open Non-Compliances from the Previous Reporting Period that were Closed during this Reporting Period

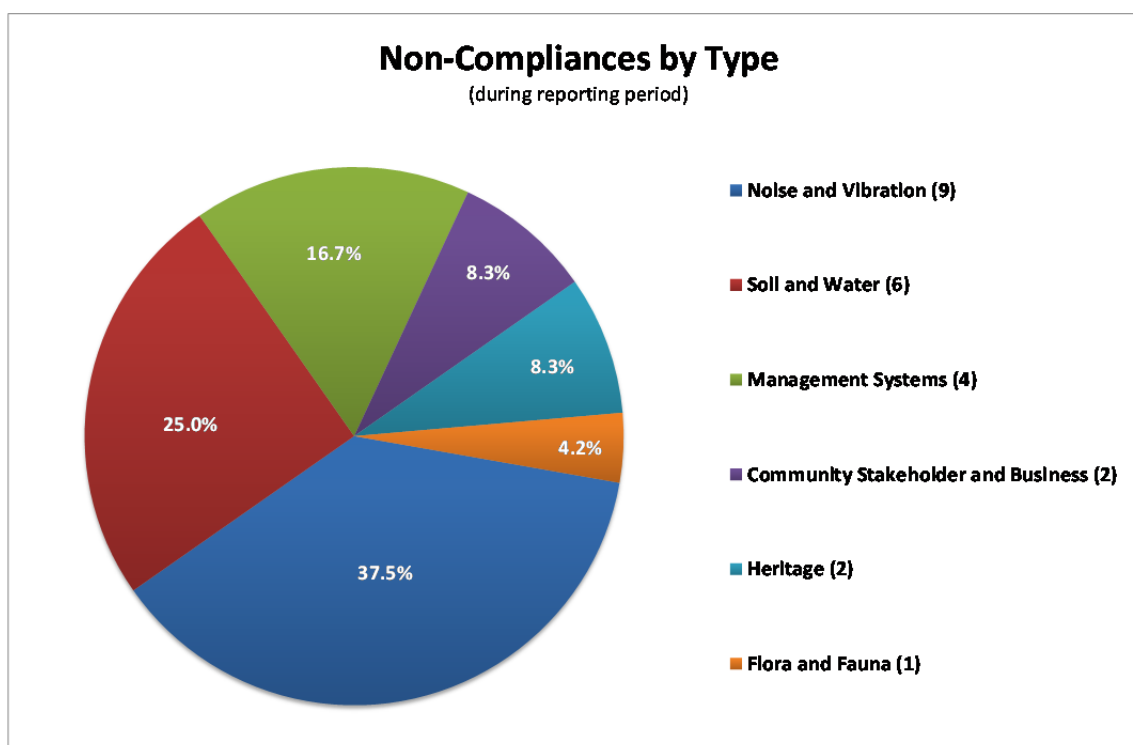
Month Raised	Contract	Condition of Approval	Categorisation	Issue	Actions taken to Close
Feb 16	SVC	SSI-5100 – E35 SSI-5414 – E1	Traffic, Transport & Access	Heavy vehicles observed travelling on Bellcast Road (not in accordance with current Vehicle Management Plan).	1) A toolbox talk meeting was held with all drivers and operators to detail the requirements of the latest versions of the Vehicle Management Plan and the Traffic Control Plan.
Mar 16	SVC	SSI-5100 – E46(b) SSI-5414 – E34(b)	Noise & Vibration	Three separate instances of squawkers heard onsite.	1) Contractor supervisor held a toolbox talk meeting to address the issue with work crew. 2) Contractor staff instructed to immediately tag-out any plant using non-compliant alarms.

5.2.2 This Reporting Period

There were 24 non-compliances raised during the reporting period, six of which currently remain open. Noise & Vibration, Soil & Water and Management Systems contributed 79% of all these non-compliances. All except one were raised against the SVC contractor. Refer to Section 5.1.1 for details on measures being implemented to improve SVC environmental management.

Figure 8 provides a full breakdown of non-compliance types raised during the reporting period.

Figure 8 – Non-Compliances by Type during the Reporting Period



Details on all non-compliances raised during the reporting period are presented in Table 9.

Table 9 – Non-Compliances that were raised during the Reporting Period

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Status – Actions taken or to be taken
Apr 16	SVC	SSI-5100 – E15 SSI-5414 – E15	Noise & Vibration	Community was not given 5 days notification in writing and no OOH permit prior to night works.	Closed – 1) Staff reminded about compliance requirements (timelines to be respected).
Apr 16	SVC	SSI-5100 – E12 SSI-5414 – E12	Noise & Vibration	Work undertaken on public holidays on 25, 26 & 28 March (Easter holidays).	Closed – 1) Staff reminded that EPL and SSI-5100 does not permit working on public holidays.
Apr 16	SVC	SSI-5100 – E46 SSI-5414 – E34	Noise & Vibration	No OOH permit as required for delivery and removal of segment works from Span 9 at Cudgegong Road.	Closed – 1) Toolbox talk held to remind all staff that OOH work permits are required and need to be signed off by Environmental Manager prior to works commencing.
Apr 16	SVC	SSI-5100 – B1 SSI-5414 – B1	Management Systems	Used Old Windsor Road to access Pier 8 & 9 after expiry date of TfNSW-approved Consistency Assessment.	Closed – 1) An extension to the Consistency Assessment approval was requested and approved by TfNSW. 2) Investigated the processes being implemented to ensure conditions from Consistency Assessments are being complied with, tracked and reviewed.
Apr 16	SVC	SSI-5100 – E35 SSI-5414 – E1	Noise & Vibration	Subcontractor crane plant had a reversing beeper alarm in Zone 3 (not compliant with Construction Noise and Vibration Impact Statement mitigation measures).	Closed – 1) Crane was stood down and removed from site. 2) Subcontractor operations supervisor was notified about the non-compliant plant.
Apr 16	SVC	SSI-5100 – E14 SSI-5414 – E14	Noise & Vibration	Subcontractor was using a rattle gun and hammer at night to dismantle formwork facing Windsor Road at approximately 1:40am.	Closed – 1) All personnel reminded at the weekly toolbox talk of the requirement not to use rattle guns and hammers at night. 2) Email sent to all senior construction personnel reminding them of the requirement to only use rattle guns and hammers during daytime hours only.
May 16	SVC	SSI-5100 – E12 SSI-5414 – E12	Noise & Vibration	Subcontractor commenced work at 7am on a Saturday. No OOH approval was issued by the ISJV Environment Manager.	Closed – 1) Email sent to company manager about the breach. 2) Formal warning (contractual notice) issued to the company.
Jul 16	SVC	SSI-5100 – E33 & E46 SSI-5414 – E27 & E34	Soil & Water	Water was identified to be running offsite at the entrance to the ISJV compound during a rain event (not compliant with approved ERSERD plans).	Closed – 1) Water was pumped out on a continual basis from sediment trap and small pier sump. 2) Ongoing monitoring was undertaken during the rain event to ensure overflow did not occur again. 3) ERSERD specialist reviewed controls in the area.

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Status – Actions taken or to be taken
Jul 16	SVC	SSI-5100 – B1 SSI-5414 – B1	Flora & Fauna	Non-significant vegetation was cleared and ERSED controls were installed outside of the approved project boundaries	Open – 1) The ERSED berm will be retracted to align with the project boundaries (closed). 2) Project boundaries to be fenced off and para-webbing placed around retained trees (closed). 3) Update the Vegetation Management Plan (VMP) to revegetate Sydney Water lands at a 1:3 ratio with the vegetation that was removed (open – contractor addressing comments on updated VMP, expected to be closed in Dec 2016). 4) Toolbox to be completed before the clearance of any future vegetation (closed). 5) Any future clearing works with adjacent vegetation to be retained will be marked with tape, even if they are not hollow bearing trees (closed).
Aug 16	OTS	SSI-5414 – E12	Noise & Vibration	Approved working hours and activities were not implemented when grading an access road during an OOH period.	Closed – 1) Instructions raised in subsequent pre-starts and toolbox talks. 2) Contractor developed an OOH instruction form to accompany all OOH permits (including key details and sign-off by the PM and supervisor of the works).
Aug 16	SVC	SSI-5100 – E12 SSI-5414 – E12	Noise & Vibration	OOH works were completed without a permit before 8am on a Saturday.	Closed – 1) A reoccurring weekly meeting was established between the Environmental Manager and the Construction teams to discuss OOH works, approvals and potential future OOH works that may be required. 2) A memo was sent to selected staff regarding a new process for assessing OOH works.
Aug 16	SVC	SSI-5100 – E33 SSI-5414 – E27	Soil & Water	E-coli contaminated water was observed flowing into a licensed sediment basin.	Closed (at time of this report) – 1) Review incident management reporting and the non-compliance procedure and implement in accordance with definitions. 2) Review CEMP and sub-plans to ensure compliance on monitoring and implementation of mitigation measures. 3) Construction Soil and Water Management Plan and incident/non-compliance procedure training to be conducted with site personnel.
Aug 16	SVC	SSI-5100 – E33 & E46 SSI-5414 – E27 & E34	Soil & Water	Existing ERSED measures not maintained in accordance with applicable requirements.	Closed – 1) ERSED measures reinstated at creek line and flow redirected using sandbags at the damaged temporary earth berm. 2) Site visit was conducted with ERSED specialist. 3) Ongoing evaluation of defects plan being implemented before rehabilitation work commences (in consultation with the environment team).
Aug 16	SVC	SSI-5100 – E46 SSI-5414 – E34	Soil & Water	No dewatering permits for four (4) separate pumping events observed over last three months.	Closed (at time of this report) – 1) Dewatering Procedure and incident/non-compliance procedure training was rolled out to onsite staff.

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Status – Actions taken or to be taken
					2) Records of Dewatering Permits now being kept and available for future audits.
Aug 16	SVC	SSI-5100 – E12 SSI-5414 – E12	Noise & Vibration	OOH works were completed without a permit before 8am on a Saturday.	Closed – 1) OOH work permit was revoked. Work was permitted several days later and subject to monitoring and additional mitigation measures (including toolbox talks, noise monitoring, audio/visual recordings and a loud noise log kept).
Aug 16	SVC	SSI-5100 – E33 & E46 SSI-5414 – E27 & E34	Soil & Water	No controls were installed around a stormwater pit.	Closed – 1) Sediment controls installed around the stormwater pit. 2) Toolbox talk implemented on ERSED requirements to all workers. 3) ESCPs being revised and documented to stipulate minimum requirements for all active drainage onsite.
Sep 16	SVC	SSI-5100 – E46 SSI-5414 – E34	Soil & Water	Notification of asbestos contamination and provision of a Contaminated Stop Work Permit - Asbestos was delayed.	Closed – 1) All parties informed that the Contamination Stop Work / Permission to Proceed Form is to be completed in the event of an unexpected find.
Sep 16	SVC	SSI-5100 – D1 SSI-5414 – D1	Community, Stakeholder & Business	Incorrect community notification issued for OOH works.	Closed – 1) Community sign-off was added to the OOH work permit.
Sep 16	SVC	SSI-5100 – E7 SSI-5414 – C28	Heritage	Material was placed within the White Hart Inn Exclusion Zone.	Closed – 1) Toolbox talk held to stress the heritage importance of the White Hart Inn to all contractor staff.
Sep 16	SVC	SSI-5100 – E45 SSI-5414 – E34	Management Systems	The CEMP was due for review and update on 7 Sep2016 and is yet to be undertaken.	Open – 1) CEMP to be reviewed and amended accordingly (open – expected to be closed in early 2017). 2) Submit amended independent ER endorsed CEMP to TfNSW for submission to DP&E (open – expected to be closed in early 2017).
Sep 16	SVC	SSI-5100 – E46 SSI-5414 – E35	Management Systems	Six (6) CEMP sub-plans were due for review and update and are yet to be undertaken.	Open – 1) Sub-plans to be reviewed and amended accordingly (open – expected to be closed in 2017). 2) Submit amended independent ER endorsed sub-plans to TfNSW for submission to DP&E for information (open – expected to be closed in 2017).
Sep 16	SVC	SSI-5100 – D1 SSI-5414 – D1	Community, Stakeholder & Business	The Community Liaison Implementation Plan (CLIP) was due for review and update in May 2016 and is yet to be undertaken.	Open – 1) CLIP to be reviewed and amended accordingly (open – expected to be closed in early 2017). 2) Submit amended independent ER endorsed CLIP to TfNSW for submission to DP&E for information (open – expected to be closed in early 2017).

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Status – Actions taken or to be taken
Sep 16	SVC	SSI-5100 – E46 SSI-5414 – E35	Heritage	Works conducted in the White Hart Inn (WHI) Exclusion Zone prior to conducting an assessment of anticipated impacts.	Open – 1) Assess impacts of upcoming works in exclusion zone and update Construction Heritage Management Plan (CHMP) and Environmental Control Map accordingly (expected to be closed in Nov 2016). 2) Submit updated CHMP to TfNSW for submission to DPE for information (expected to be closed Nov 2016). 3) Hold toolbox talk and implement controls around WHI to prevent heritage impacts (to be closed Nov 2016).
Sep 16	SVC	SSI-5100 – B7 & E16 SSI-5414 – B8 & E17	Management Systems	Non-compliance with EPL requirements during quarter, specifically regarding two OOH non-compliances (both reported to EPA).	Open – 1) Continue to emphasize importance of OOH approval compliance in toolbox talks (expected to be closed Nov 2016). 2) Emphasise the ‘non-negotiable’ regarding OOH approval compliance in the revised induction presentation (expected to be closed Nov 2016).

5.3 Audit Findings

5.3.1 Open Findings from the Previous Reporting Period

The Environmental Construction Compliance Report for the previous reporting period (October 2015 to March 2016) indicated that three audit findings remained open. As indicated in Table 10, two of these have been closed during this reporting period and one remains open.

Table 10 – Audit Findings that remained ‘Open’ from the Previous Environmental Construction Compliance Report

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Sep 2015	ISJV-SVC-EN-014 / NWRL-034-SVC-IC (ISJV)	No evidence or formal records to prove that weekly Construction Traffic Control Plan set-up inspections or audits to assess traffic compliance requirements were being undertaken.	ISJV to pursue resources and/or technology to capture proper/adequate evidence of inspections and audits.	Closed
Nov 2015	TFNSW-SVC-E-019 / SM15.16-005-SVC-ISJV (ISJV)	Sub-contractor receipt, awareness, implementation of CEMP and sub-plan procedures was informal and could not be demonstrated. No environmental sub-contractor audits undertaken.	Relevant teams to confirm and implement requirements for effective sub-contractor control. Environment Team to undertake or facilitate sub-contractor audits to demonstrate understanding and implementation of environmental related plans, procedures and practices by high risk contractors. CEMP to be updated if required.	Closed
Nov 2015	TFNSW-SVC-E-019 / SM15.16-005-SVC-ISJV (ISJV)	Pre-start meeting records did not provide evidence that specific environmental hazards had been identified. CEMP also did not reference SEA cards that are currently in use.	Pre-start form to be updated to facilitate better recording of known environmental hazards. Relevant teams to confirm the intent and relationship between pre-start form and SEA cards and update CEMP Section 5.8.4.	Open – Pre-start form has been updated, however not being used on all sites. New form expected to be used on all sites in mid Nov 2016. Relationship and use of pre-start and SEA cards remains unclear. Procedure clarifying relationship to be developed by end of 2016.

5.3.2 This Reporting Period

Two environmental audits were undertaken (or reports finalised) during this reporting period as shown in Table 11. These audits generated a total of 5 findings (all from one of the two audits) and are detailed in

Table 12. Of these, two currently remain open.

The number of environmental audits for the next reporting period is scheduled to increase. The planning and organisation of these audits will be the responsibility of the newly created role – Manager, Audit & Reporting, Safety, Sustainability and Environment.

Table 11 – Environmental Audits undertaken or reports finalised during the Reporting Period

Audit ID	Auditee	Audit Title	Audit Date	Total Findings	Closed Findings	Open Findings
SM15.16-026-SVC-ISJV	ISJV	Sydney Water Land Work Plan (Stage 2)	1/6/2016	5	3	2
NRT 2016/025	NRT	Waste Management Plan	20/9/2016	0	0	0
Totals				5	3	2

Table 12 – Audit Findings during the Reporting Period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	The Work Plan submitted to Sydney Water did not include important attachments for site use and reference.	Update the Work Plan to include as minimum: a) Revised Environment Risk Assessment (to include sewer impacts information), b) Version-controlled ESCPs, and c) Marked-up changes to ESCPs and other baseline documentation.	Closed
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	Inspection & Test Plans did not define concreting works as an activity referencing associated technical specifications or the need for quality control information demonstrating compliance.	Revise ITP 'NWRLSVC-ISJ-CW-ITP-280211 REV 6' for Pier 73 scour protection slab.	Closed
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	The Worley Parsons suggested flood mitigation measures or suitable alternatives for temporary works had not been transmitted to TfNSW and had not been implemented by the project.	Transmit the Worley Parsons Memo dated 18 May 2016 to TfNSW and implement suggested flood mitigation measures or agreed alternatives for temporary works.	Closed
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	No documentary evidence that the design and/or completed project for permanent works would not worsen existing flood characteristics in the vicinity of the project (a planning	Commission consultant to conduct hydraulic modelling for permanent works to verify compliance with the planning approval requirement. Alternatively, provide an expert opinion based on prior modelling and considered assessment.	Open – Contractor currently sourcing consultants to provide hydraulic modelling for permanent works. Expected to be closed early-mid 2017.

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
		approval requirement).		
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	The Monitoring & Protection Plan had not specifically identified or addressed haulage road movements and segment (under sling) crane usage around Sydney Water utilities.	Collate and/or complete load, vibratory and impact assessments for Sydney Water Assets and during the next update of the Monitoring & Protection Plan, ensure that identified utilities are included and where required, define monitoring and protection arrangements.	Open – Pier 49 vibration monitoring has been conducted. Pier 74 and 75 vibration monitoring not required. Structural analysis completed. Updated Monitoring & Protection Plan remains outstanding, expected to be closed in Nov / Dec 2016.

5.4 Incidents

There were no significant incidents (Class 1 or 2) for the reporting period. All environmental incidents that occurred on the project during the reporting period were considered Class 3 only and are displayed in the bar chart in Figure 9 and the pie chart in Figure 10. The increase in the number of incidents caused by the SVC and OTS contractors compared to the previous reporting period is reflective of the increase in construction activity by both contractors during the reporting period.

Figure 9 – Incidents (Class 3) and Issue Rate (issues per inspection per month)

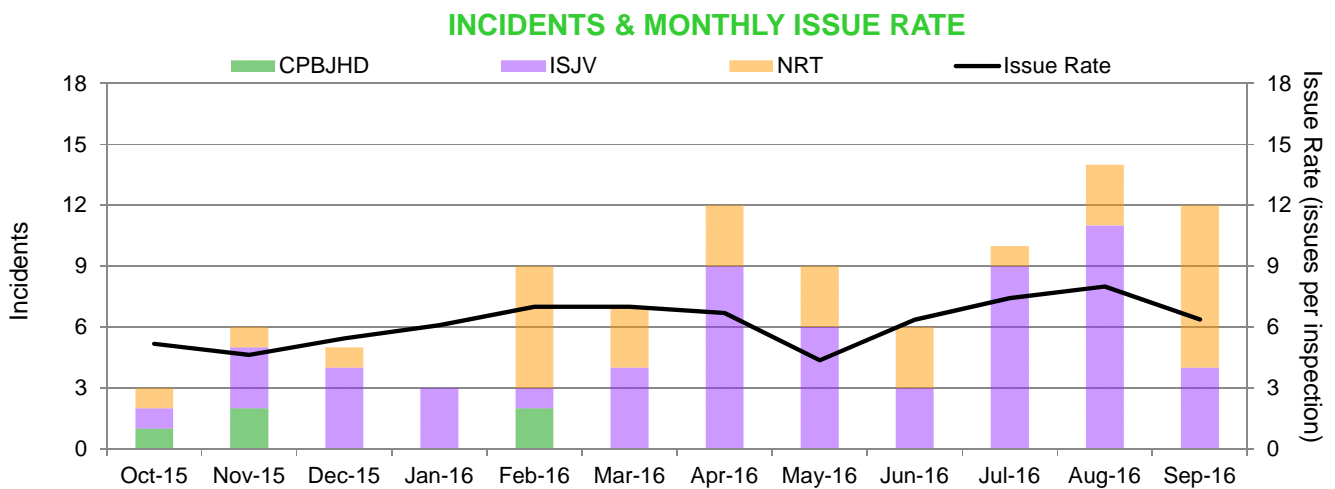
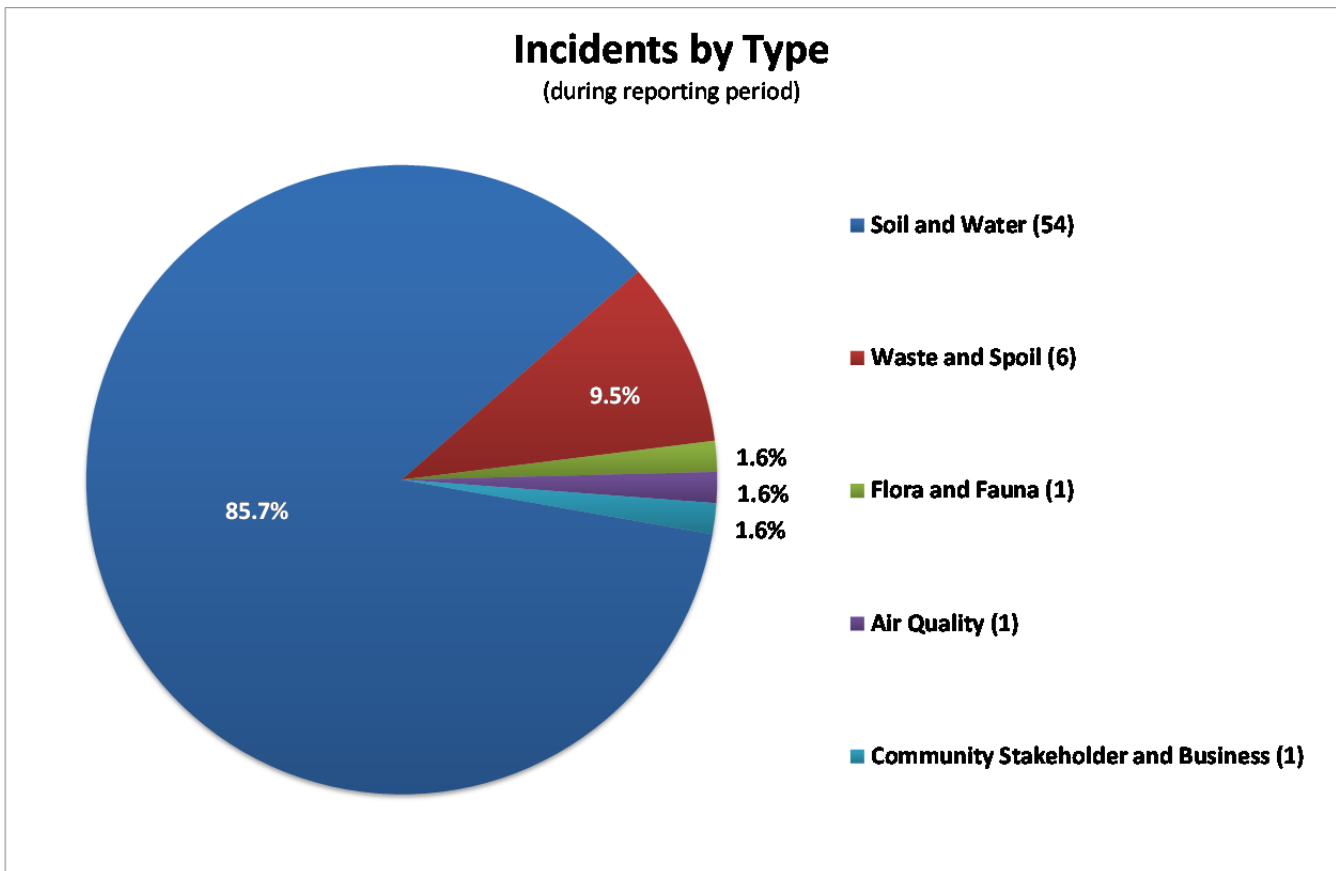


Figure 10 – Environmental Incidents by Type during the Reporting Period

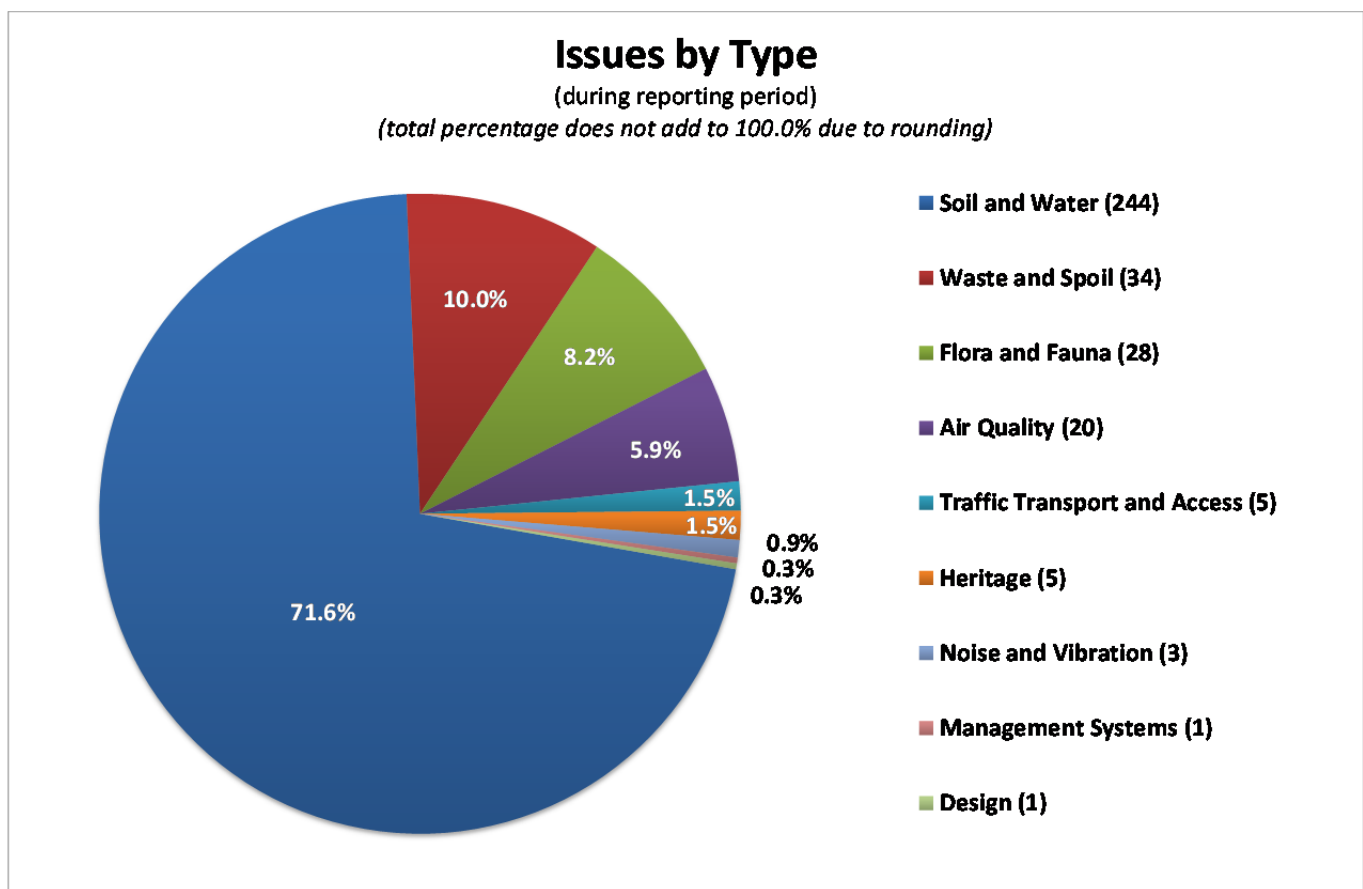


5.5 Independent Environmental Representative Inspections

The three Independent ERs conducted a total of 47 environmental inspections and raised 341 issues. During the reporting period, the monthly 'Issue Rate' fluctuated around an average number of issues per inspection of 6.5 (refer to Figure 9).

During the reporting period, Soil & Water issues comprised over 71% of all issues identified during independent ER inspections. Despite the cessation of physical works on the TSC contract during the reporting period, Soil & Water issues remain dominant due to the increase in soil disturbance activities on the SVC and OTS contracts. Combined with Waste & Spoil, Flora & Fauna and Air Quality, these issues represented the vast majority of all issues identified on the project (95.7%). A breakdown of the type of issues identified on the project during the reporting period is provided in Figure 11.

Figure 11 – Environmental Issues Raised by Type during the Reporting Period



5.6 Complaints

The project received a total of 49 complaints during the reporting period:

- 1 against TfNSW (concerning general housekeeping at the Cherrybrook Station site);
- 10 against the TSC contractor (refer to Figure 14 for breakdown by site);
- 28 against the SVC contractor (refer to Figure 15 for breakdown by site); and
- 10 against the OTS contractor (refer to Figure 16 for breakdown by site).

This represents a decrease in the total number of complaints received compared to the previous reporting period by 43% (from 86 to 49). This reduction is mainly attributed to the completion of all Tunnel Boring Machine (TBM) activities during the previous reporting period and demobilisation of the TSC contractor from its seven sites (TSC contractor activities represented 70% of all complaints during the previous reporting period).

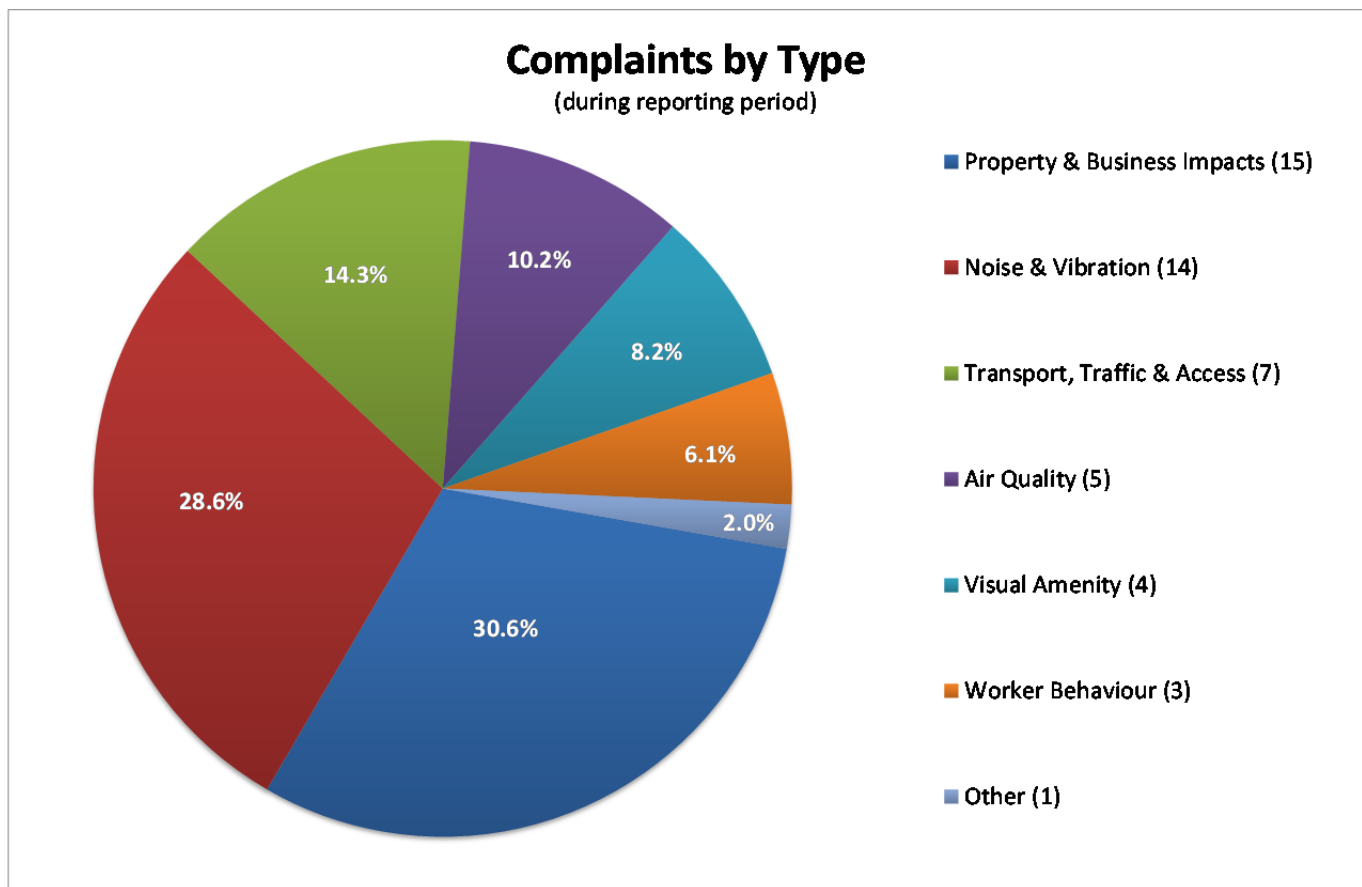
Full details on each complaint received during the reporting period are provided in Appendix A. These complaints have been actioned and resolved in accordance with the Construction Complaints Management System. There are no matters which are currently subject to mediation.

The SVC contractor recorded a slight increase in the total number of complaints received during this reporting period (from 23 to 28). This increase can be attributed to the increase in construction activity on the skytrain during this reporting period (a total of four cranes began to be used compared to only two being in use during the previous reporting period).

The majority of complaints received (59%) related to Noise & Vibration and Property & Business Impacts, especially against the TSC and SVC contractors. The complainants to the TSC contractor were concerned that parts of their property had been damaged as a result of vibration caused by previous tunnelling activities. These complaints were transferred to the TSC contractor's property team for further investigation and follow up with the complainant. The majority of the Noise & Vibration complaints received against the SVC contractor concerned noise impacts during night works. As a result of some of these complaints, the SVC contractor has changed its work practices (e.g. some noisy tools are no longer being used after 10pm in some site areas).

Transport, Traffic and Access complaints reduced by 63% in this reporting period compared to the previous reporting period (from 19 to 7). This can be attributed to the significant decrease in truck spoil movements following the completion of TBM activities during the previous reporting period. Refer to Figure 12 for a breakdown of complaints by type.

Figure 12 – Complaints by Type



The SVC and OTS contractors both continue to work on building and maintaining good relationships with community stakeholders, including council representatives and local residents and businesses. A particular focus during this reporting period was on informing stakeholders about site activity changes, such as the commencement of new/different construction activities, deliveries and out-of-hour works by the OTS contractor at the Portion 2 and Portion 3 sites. Construction, delivery and out of hours works continue to be communicated to stakeholders and the community in accordance with the Overarching Stakeholder and Community Involvement Plan and contractor-specific Community Liaison Implementation Plans.

A continued program of community notifications, newsletters, door-knocking, forums and one-on-one meetings has helped ensure residents and businesses know what kind of activities to expect and when, and know whom to call if they would like more information. TfNSW also provides information through the Sydney Metro Northwest Community Information Centre (CIC) at Castle Hill and a program of mobile engagements at community events (such as fetes and markets) and local shopping centres.

Figure 13 – Complaints by Contract

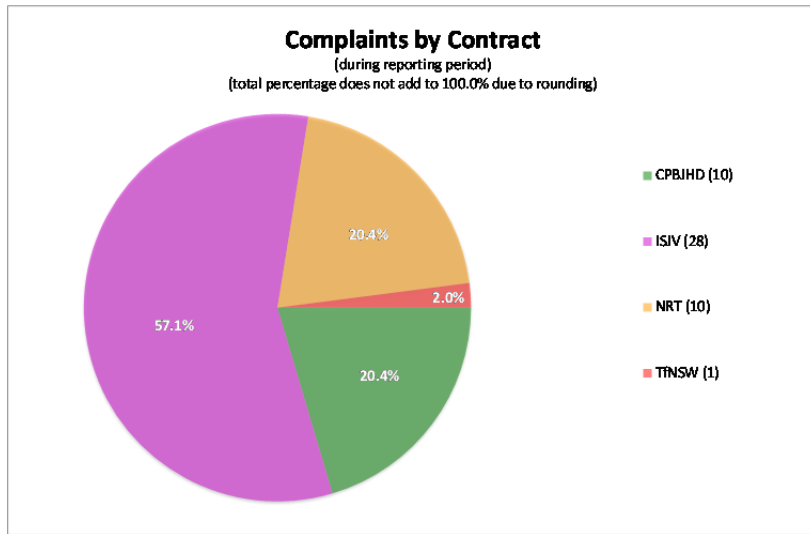


Figure 14 – CPBJHD Complaints by Site

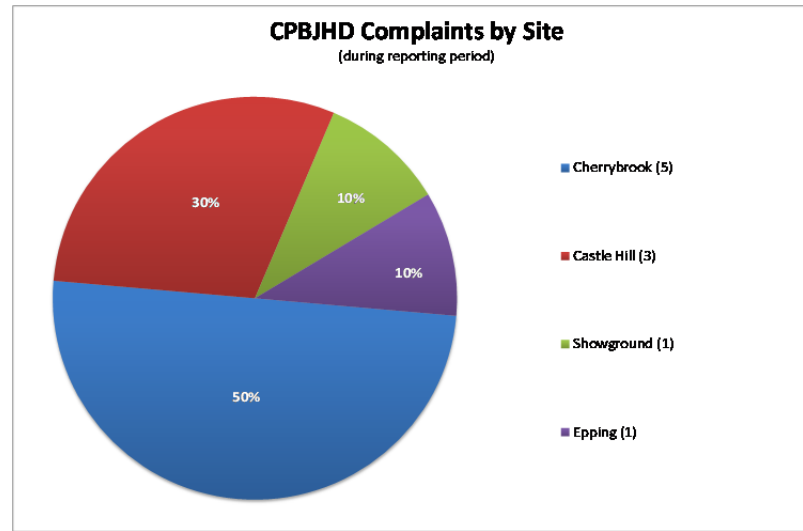


Figure 15 – ISJV Complaints by Site

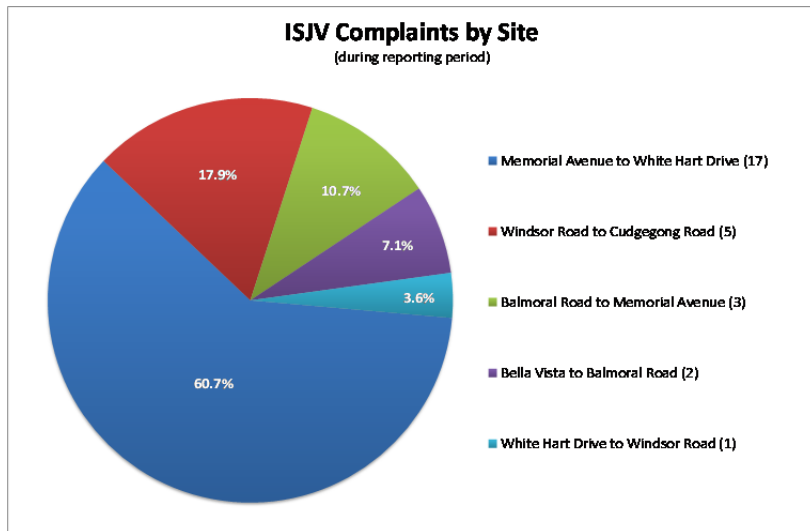
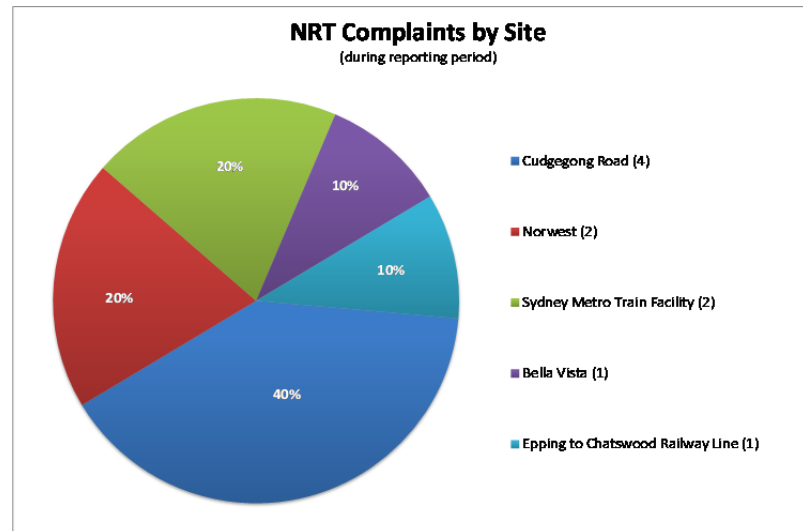


Figure 16 – NRT Complaints by Site



6 Environmental Monitoring and Management

6.1 Water Quality Monitoring Program

The Sydney Metro Northwest project continues to implement a Water Quality Monitoring Program that monitors surface water and groundwater quality along the alignment. Refer to Section 6.1 of the Environmental Construction Compliance Report #5 for details.

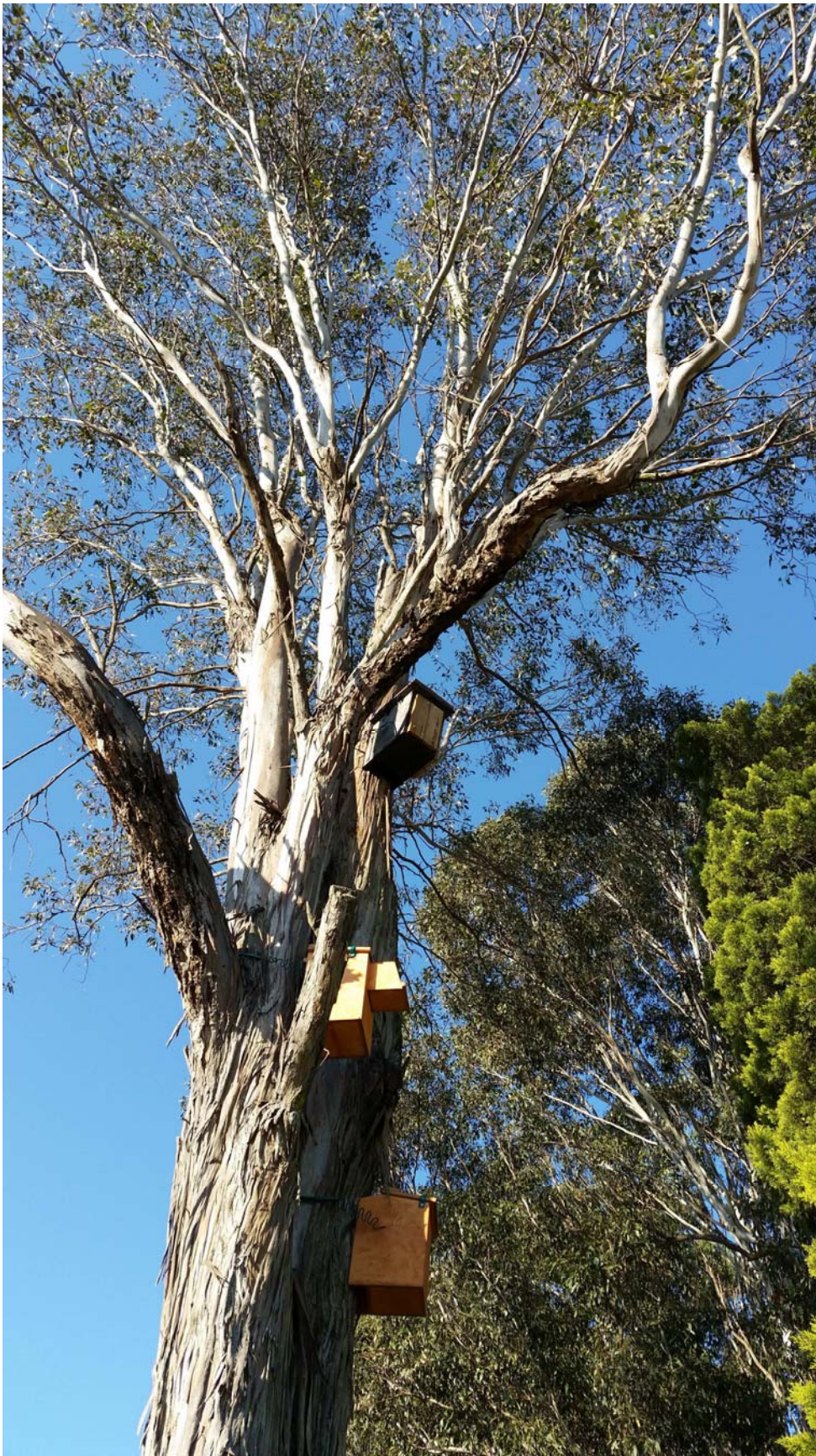
6.2 Ecological Monitoring Program and Biodiversity Offset Package

The Sydney Metro Northwest project continues to implement an Ecological Monitoring Program and offset potential biodiversity impacts by securing a Biodiversity Offset Package. Refer to Section 6.2 of the Environmental Construction Compliance Report #5 for details on each of these.

As of October 2016, the project has:

- Installed 317 nest boxes (refer to Figure 17) to compensate for roughly the same number of hollows that were removed following hollow-bearing trees being felled (some trees contained multiple hollows);
- Submitted the Urban Design and Corridor Landscape Plan (Stages 1 and 2) to the DP&E; and
- A Sustainable Timber procedure and process to enhance and demonstrate that all reasonable and practicable measures are being taken to obtain 100% Forest Stewardship Council timber for the project. Sustainable timber training has also been rolled out to delivery teams across the project.

Figure 17 – Nest Boxes Installed by the OTS Contractor on a Tree in Bella Vista near Balmoral Road



6.3 Heritage

The Sydney Metro Northwest project continues to protect, manage, conserve and promote local significant Aboriginal and European heritage artefacts uncovered on the project. Refer to Section 6.3 of the Environmental Construction Compliance Report #6 for details.

During the reporting period, the project has:

- Uploaded the final Archaeological Salvage Program reports to the project website;
- Liaised with numerous stakeholders to find a final repository for the Aboriginal and European heritage artefacts uncovered during the Archaeological Salvage Programs;
- Continued to explore options for heritage interpretation with local stakeholders, including the OTS contractor and the TfNSW Aboriginal and European heritage consultants; and
- Promoted the awareness and significance of the Aboriginal and European heritage artefacts uncovered on the project through:
 - A display cabinet showcasing a selection of the Aboriginal heritage artefacts at the Sydney Metro Delivery Office in Macquarie Park, NSW (Figure 18);
 - The 2016 National Aborigines and Islanders Day Observance Committee (NAIDOC) Week celebrations (Figure 19), including an internal presentation on 'Uncovering Aboriginal Artefacts' by the TfNSW Aboriginal heritage consultant; and
 - An exhibition of a selection of the European heritage artefacts at the Sydney Metro Northwest Community Information Centre at Castle Hill as part of History Week from 3 – 11 September 2016 (to remain on exhibition until at least December 2016). Refer to

Figure 18 – Aboriginal Heritage Artefact Display Cabinet at the Sydney Metro Delivery Office in Macquarie Park, NSW



Figure 19 – Aboriginal Cleansing Ceremony during the Sydney Metro 2016 NAIDOC Week Celebrations



Figure 20 - White Hart Inn Heritage Artefacts on Display at the Community Information Centre at Castle Hill, NSW



7 Sustainability

The Sydney Metro Northwest project implements a Sustainability Policy and a Sustainability Strategy, the latter of which establishes objectives and targets that were outlined in the Environmental Construction Compliance Report #5. Figure 21 provides a status update of some of the sustainability activity on the Sydney Metro Northwest project as of the end of October 2016.

7.1 Sustainability Initiatives and Performance Highlights

Throughout the Sydney Metro Northwest project construction period, initiatives have been implemented to ensure sustainability requirements of all construction packages are achieved and deed requirements are met. The following subsections provide examples of some of the project's sustainability initiatives and achievements. These topics are also referenced in the EISs.

7.1.1 Spoil Usage

The Sustainability Strategy requires that 100% of clean spoil from the project be beneficially reused. Spoil management details are outlined in the Construction Soil and Groundwater Management Plans for each delivery package. The majority of the TSC spoil material was transported to approximately 90 external sites across Sydney for reuse, with the remainder used within the project or for environmental works. The SVC and OTS spoil material is currently entirely reused within the project sites.

A graphical representation of the combined cumulative spoil data is shown in Figure 21. 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of 2016 Q3, approximately five and a half million tonnes of spoil has been reused. During this quarter, 100% of spoil was reused within the project.

7.1.2 Waste Usage

A requirement of the Sustainability Strategy is that 90% of recyclable construction and demolition waste be recycled. Waste material is accumulated from a number of sources on the project, with classification and definition outlined in the Construction Environmental Management Plans. The project deed nominates a benchmark of 90% of all inert and non-hazardous construction waste generated to be recycled or reused. As of 2016 Q3, 96% of total waste material is being recycled.

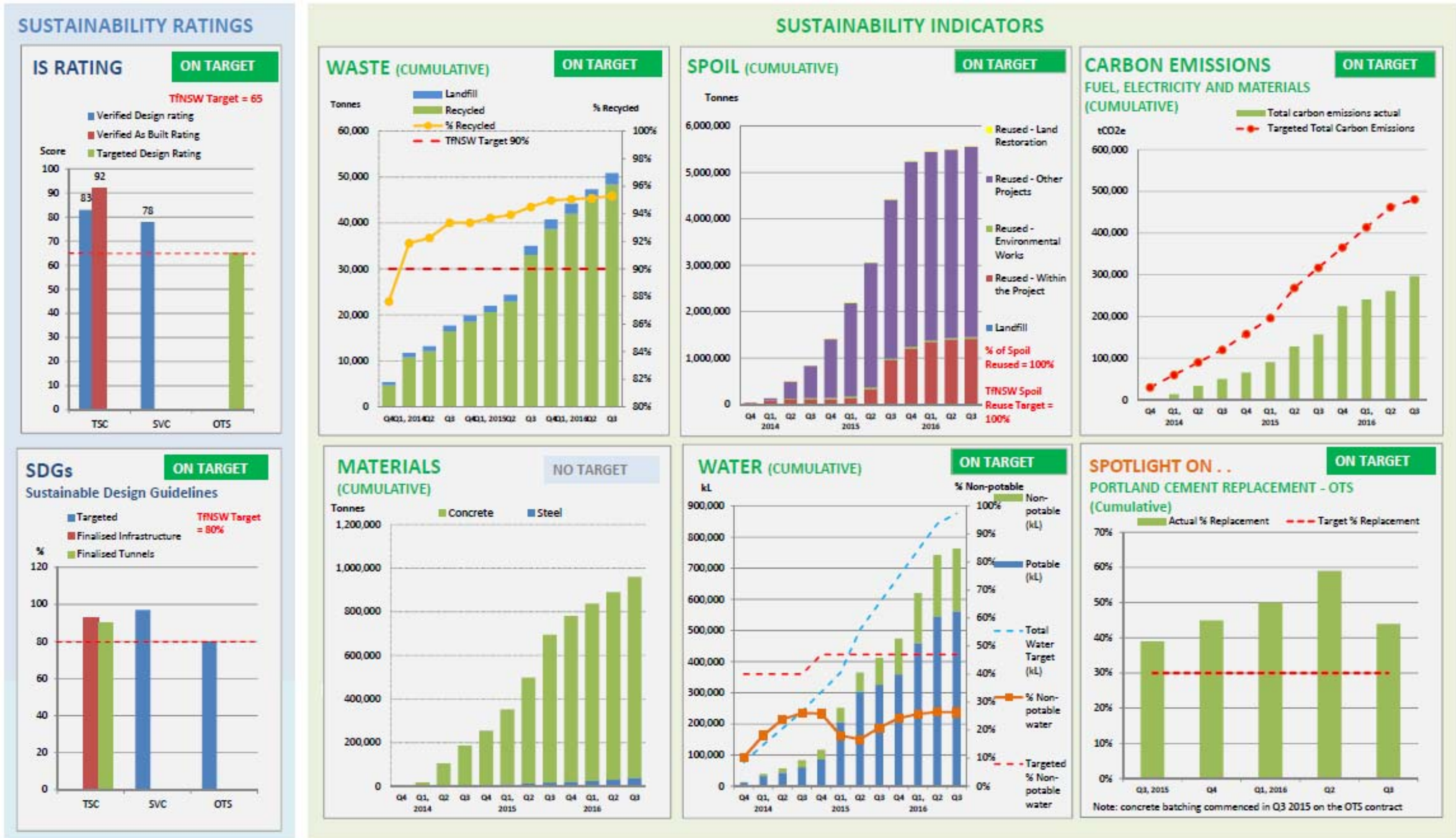
7.2 Greenhouse Gas Emissions Offset

The Sustainability Strategy and the planning approvals require 100% of the project's operational carbon emissions to be offset. A Request for Expression of Interest (REOI) for the procurement of electricity from a renewable energy project in NSW was released in early 2016. TfNSW has shortlisted applicants and is currently progressing with the next stage of the procurement.

7.3 Reporting

Sydney Metro has engaged Ernst Young (EY) to undertake a performance review and assessment of the 14 objectives and 43 associated targets outlined in the Sydney Metro Northwest Sustainability Strategy. EY has individually assessed the performance to date of all three major contractors and of the Sydney Metro Northwest project as a whole, and has indicated that a good level of performance has been achieved overall, highlighting areas for attention as the project progresses. EY has prepared a draft performance report, which is currently being reviewed by Sydney Metro.

Figure 21 – Sydney Metro October 2016 Sustainability Dashboard



Appendix A Construction Complaints Management Report

Report	Construction Complaints Management Report
Review Period	1 April 2016 – 31 September 2016

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2016 Q2	Cudgegong Road	Unavoidable	8/04/2016	NRT	Air Quality	Complaint about the level of dust generated as part of rock-breaking. Complained that it has been ongoing for several weeks. Resident complained that while driving home they noticed a cloud of dust over the site. NRT advised the complainant of the dust suppression methods that had been used on site including water trucks, street sweepers, covered loads and stopping work on high wind days. NRT advised that the complaint would be passed on to the site manager for further inspection. Site manager advised that dust suppression was operational on the rock crusher and three water carts were being utilised across the site and that they would continue to monitor the activity.
2016 Q2	Cherrybrook	Unavoidable	12/04/2016	CPBJHD	Property & Business Impacts	Complainant called regarding the findings of a post condition survey report for a property at Oliver Way, Cherrybrook. He is a property manager acting on behalf of the owner and is disputing the report findings. CPBJHD Community Place Manager advised the complainant that his concerns have been referred to the property team for follow up and further discussion with him.
2016 Q2	Memorial Avenue to White Hart Drive	Unavoidable	15/04/2016	ISJV	Noise & Vibration	Complainant called about noise that night which he described as coming from a jackhammer/compressor. It was preventing him from sleeping. Requested a call back the following morning. ISJV Community Place Manager investigated the matter and was advised that all works overnight were approved and in accordance with hours of operation guidelines. A message was left for the complainant advising him that ISJV would try and reduce the noise and that there were to be no works that evening (Saturday) or the next night being a Sunday.
2016 Q2	Cudgegong Road	Avoidable	20/04/2016	NRT	Worker Behaviour	Complainant advised that he saw a white ute drive into the Schofields Road parking lot at 5:45am and do burn outs and fish tails, almost hitting other parked cars. NRT investigated and identified the worker who was disciplined for his behaviour. Workers were reminded about their behaviour at the following toolbox talk.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	20/04/2016	ISJV	Noise & Vibration	Complainant posted a note to Facebook about hammering noise coming from the direction of Gantry Crane 1 located near Samantha Riley Drive. The noise occurred after midnight and had woken the complainant and his children. ISJV Community Place Manger contacted the complainant advising that the workers who had made the noise had been spoken to about it and advised they needed to take measures to reduce the noise or eliminate it altogether as it was disturbing the local community. She also provided the complainant with the project's Community Information Line so he could call immediately if he had a noise complaint, rather than post to social media, which might take longer to respond to.

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2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	20/04/2016	ISJV	Noise & Vibration	Complaint is similar to the one above. The complainant called about noise coming from the direction of Gantry Crane 1. ISJV Community Place Manager returned the complainant's call and advised what the noise was and that the workers had been spoken to about noise at night. She asked the complainant to call if it occurred again.
2016 Q2	Cherrybrook	Unavoidable	20/04/2016	CPBJHD	Property & Business Impacts	Complainant called following the receipt of a letter informing him that his file for a property damage claim was being closed after he had failed to submit the claim. Complainant said he had been dealing with family issues and had not been able to get the claim submitted. CPBJHD Community Place Manager advised complainant again on how to submit a claim and referred the matter to the property team.
2016 Q2	Epping	Unavoidable	24/04/2016	CPBJHD	Property & Business Impacts	Complainant called to report a water leak from some cracking in parts of his apartment. CPBJHD Community Place Manager advised complainant on how to submit a claim and referred the matter to the property team.
2016 Q2	Cherrybrook	Unavoidable	26/04/2016	CPBJHD	Property & Business Impacts	Complainant called about cracks in his home 100 metres from the tunnel alignment at Beecroft, outside the zone where property condition surveys were offered. CPBJHD Community Place Manager contacted the complainant and advised that the matter had been referred to the property team for investigation and further contact.
2016 Q2	Castle Hill	Unavoidable	28/04/2016	CPBJHD	Other	Complainant was upset that an email he received from the tunnelling team had published the emails of everyone on the subscriber list. CPBJHD Community Place Manager apologised and explained that unfortunately the normal process to hide the addresses had not been followed. She also explained that an apology email had been sent to all the recipients with a request to delete the email. The complainant appreciated the response.
2016 Q2	Memorial Avenue to White Hart Drive	Unavoidable	3/05/2016	ISJV	Noise & Vibration	Complainant called about noise he was hearing from the vicinity of Gantry Crane 1. ISJV Community Place Manager spoke to the complainant who said the noise was worse than normal. He described it as crashing and banging. The Community Place Manager offered ear plugs. The complainant said he would get some from his work. Noise monitoring had previously been offered and accepted. The results were that noise was within normal levels. ISJV followed up the source of the noise and found that something had jammed and the noisy work was essential to resolve the matter. This was relayed to the complainant.
2016 Q2	Memorial Avenue to White Hart Drive	Unavoidable	5/05/2016	ISJV	Transport, Traffic & Access	Complainant initially contacted Blacktown City Council on 2 May 2016 about lack of parking at Burns T-way car park, which had resulted in the complainant having to go to another T-way car park. She was upset by the number of spaces that had been roped off for skytrain works. TfNSW contacted the complainant and advised her complaint had been forwarded to ISJV for investigation. The complainant explained the incident and discussed her frustration. ISJV advised the spaces were taken up for finishing works. An additional 70 spaces would be made available in the next few weeks. Complainant was contacted and advised of the reasons for the spaces being taken and that additional spaces would soon be available.
2016 Q2	Cherrybrook	Unavoidable	6/05/2016	CPBJHD	Noise & Vibration	Complainant has noticed a humming noise at night for the past month. This appeared to be coming from the Cherrybrook Station site. She wondered if the noise would continue and for how long. CPBJHD Community Place Manager investigated the issue. It was thought that the noise might have been coming from the ventilation fans for workers in the tunnels. As the tunnel works had finished the fans could be turned down and this was arranged. The complainant was advised of this and that the station's contractor would be arriving on site in

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						coming months. It is likely they will need the fans turned up again. CPBJHD Community Place Manager will contact the complainant during this week to check whether turning the fans down has resolved the noise issue and the feedback was that it had.
2016 Q2	Showground	Unavoidable	10/05/2016	CPBJHD	Air Quality	Complainant called concerned at the dust and an odour being generated by the demolition works at the Showground Station site. He is particularly concerned as his wife suffers from asthma. CPBJHD Community Place Manager investigated the matter and contacted the complainant assuring him that mitigation measures were in place to dampen down any areas where dust was likely to be generated. This includes using a water cart on Carrington Road to dampen any dust and wetting down the piles of materials due to be removed in the next few days. She advised him that the odour had also been investigated and was likely to be from works near the old spoil shed and that this had been cleaned up.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	11/05/2016	ISJV	Property & Business Impacts	Complainant was driving under the viaduct at Memorial Avenue when a small amount of slurry fell on his car. He tried wiping it off but it made a mess. ISJV Community Place Manager called the complainant and was advised he had already washed his car and the substance had come off. The complainant will call again if there are any problems. He was satisfied with the response. This is one of four complaints about the same issue. ISJV undertook a full safety and environmental investigation into this.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	11/05/2016	ISJV	Property & Business Impacts	Complainant was also driving under the viaduct at Memorial Avenue when a small amount of slurry fell on his car. ISJV Community Place Manager called the complainant and was advised he had already washed his car and the substance had come off. The complainant will call again if there are any problems. He was satisfied with the response. ISJV undertook a full safety and environmental investigation into this.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	11/05/2016	ISJV	Property & Business Impacts	Complainant was also driving under the viaduct at Memorial Avenue when a small amount of slurry fell on his car. He requested that his car be cleaned. ISJV Community Place Manager called the complainant and arranged for the car to be cleaned. This was arranged for the complainant. ISJV undertook a full safety and environmental investigation into this.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	13/05/2016	ISJV	Property & Business Impacts	Complainant was driving under the viaduct at Memorial Avenue on 11 May when a small amount of slurry fell on her car. She took the car home and showed her husband who advised her to report it. ISJV Community Place Manager called the complainant and arranged for her car to be cleaned. ISJV undertook a full safety and environmental investigation into this.
2016 Q2	Sydney Metro Train Facility	Avoidable	16/05/2016	NRT	Worker Behaviour	Complainant was driving a school bus and accidentally turned into the temporarily closed Tallawong Road. In making a U-turn to get back onto Schofields Road, he overheard a derogatory comment about the bus on the site radio from the NRT crew. The driver took offence to this reference. When the driver was trying to turn around a construction vehicle came round the bend almost hitting the bus. NRT apologised and advised that the crew would be reminded about worker behaviour at the next day's toolbox talk.
2016 Q2	Memorial Avenue to White Hart Drive	Avoidable	18/05/2016	ISJV	Worker Behaviour	Complainant had been given permission by ISJV community team to photograph the gantry crane over Samantha Riley Drive from a safe location on the site but was not to enter the construction zone. As he was taking photos he was approached by the traffic control manager and told not to take his photo. The manager abused the complainant using offensive language. The complainant subsequently reported the matter via email to the ISJV Community Place Manager who reported it to ISJV senior management. The complainant was advised of the action taken by ISJV by the Community Place Manager which included disciplinary proceedings

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						against the worker involved.
2016 Q2	Cudgegong Road	Unavoidable	20/05/2016	NRT	Air Quality	Complainant advised they were experiencing high levels of dust at their property and were concerned as their child was suffering from a cough. NRT investigated the dust levels on site and found all mitigation measures to be in place. The stakeholder was advised the dust appeared to be at a minimum onsite and that the rock crusher was currently not in use. When active a water cart will be in operation at the same time. NRT advised several other construction sites in the area may be contributing to the dust.
2016 Q2	Memorial Avenue to White Hart Drive	Unavoidable	20/05/2016	ISJV	Property & Business Impacts	Complainant called stating that he had parked his car in Burns T-way car park that day and when he returned to the car he noticed it was covered in cement. He has photos and will send them. ISJV Community Place Manager spoke to the complainant and arranged for this car to be cleaned.
2016 Q2	Memorial Avenue to White Hart Drive	Unavoidable	20/05/2016	ISJV	Transport, Traffic & Access	Complainant contacted ISJV about car spaces being blocked by the contractor in the Burns T-way car park over the past few weeks and that day. He said they were occupying 2-3 spaces at a time and this puts a strain on commuters looking to park there. ISJV Community Place Manager responded by email. Advised there works were continuing around the car park and that spaces were only taken as required. She advised that there were around 60 additional spaces that would be made available once all works were completed and that this was likely in the next few weeks.
2016 Q2	Balmoral Road to Memorial Avenue	Avoidable	24/05/2016	ISJV	Noise & Vibration	Complainant and his wife were being kept awake at night by the noise from a generator that had been placed next to his property boundary. He also complained about a light shining into his home. ISJV Community Place Manager contacted complainant and advised that she had arranged for the generator to be turned off and that in future if it was required, noise mitigation measures would be used. In addition to this the light had been moved so that it was shining away from the property. The Community Place Manager contacted the complainant's wife the following day who stated that she slept well now the generator was off and the light directed away.
2016 Q2	Cherrybrook	Unavoidable	27/05/2016	CPBJHD	Property & Business Impacts	Complainant is acting on behalf of the owners of a property and is claiming damage to a balcony on the property as a result of tunnelling in the area. The claim was forwarded to the property team for further investigation including an inspection.
2016 Q2	Norwest	Unavoidable	25/05/2016	NRT	Noise & Vibration	Resident complained about noise on site in the early morning, approximately 1:30am. Resident is aware works are happening in the tunnel 24/7, however advised that the noise was not coming from the tunnel but was caused by reversing beepers as well as cracking and crushing noises. NRT advised that all vehicles have reversing quackers and that they would try and identify what the other noises were that the resident heard. Encouraged resident to call at the time of works to assist in identifying the noise and potentially assisting to eliminate it. NRT advised resident that 24 hour works were required and approved, however the team will do what they can to minimise noise and the impact to local residents.
2016 Q2	Windsor Road to Cudgegong Road	Avoidable	1/06/2016	ISJV	Transport, Traffic & Access	Complainant called about mud being tracked from the site at Cudgegong Road by trucks working on site. He believes this is causing a danger to motorists. This was initially investigated by NRT but found not to be coming from its site. As a goodwill gesture, the NRT Community Place Manager arranged for a street sweeper to sweep 20 metres either side of the NRT site. It was also noted that a rumble grid is in place at the NRT site. The matter

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						was referred to ISJV and its Community Place Manager also arranged for street sweeping to be undertaken.
2016 Q2	Windsor Road to Cudgegong Road	Avoidable	7/06/2016	ISJV	Property & Business Impacts	Complainant called about wire cuttings left on the ground on the caravan park property following the installation by an ISJV contractor of a safety screen. The complainant is concerned that the cuttings could cause injury to residents and visitors to the park and damage to car tyres. ISJV Community Place Manager contacted complainant and advised that ISJV will do everything in its power to ensure this does not happen again.
2016 Q2	Castle Hill	Unavoidable	16/06/2016	CPBJHD	Property & Business Impacts	Complainant emailed about cracks in his property which he believes are from the tunnelling works. Photos of cracks were forwarded. The Community Place Manager contacted complainant and explained the process for lodging a claim. Photos and complainant information was then forwarded to the property team to follow up.
2016 Q2	Windsor Road to Cudgegong Road	Avoidable	24/06/2016	ISJV	Transport, Traffic & Access	Complainant emailed concerned about lighting from the worksite at the corner of Windsor Road and Rouse Hill Drive shining directly at drivers heading north along Windsor Road. ISJV Community Place Manager sought advice from the construction manager and was assured that the lights would be directed away from drivers. The complainant was advised of this via email.
2016 Q2	Balmoral Road to Memorial Avenue	Avoidable	28/06/2016	ISJV	Transport, Traffic & Access	Complainant emailed the project concerned about confusing pedestrian signage near the Old Windsor Rd and Memorial Ave intersection. The ISJV Community team member telephoned the stakeholder and left a message that ISJV would investigate and rectify the matter ASAP. The Community team member sought advice from the traffic manager and the signage has been covered up and/or removed where possible for the remainder of the construction period in that area.
2016 Q3	Sydney Metro Train Facility	Unavoidable	12/07/2016	NRT	Air Quality	Resident complained about the levels of dust coming from the site, with particular concern for her children who have asthma and allergies. Resident complained of additional expense incurred by their family as a result of the dust; dryer for clothes, medication for children and the general inability to go outside due to dust. Resident requested financial assistance from NRT. NRT advised that there is a rock crusher on site and would remain there for the next 4-6 weeks, but that mitigation measures were in place (such as water carts, covered truck loads when leaving site and ceasing works when the winds are too strong). NRT also mentioned that there are several construction sites in the area. Resident said they would monitor the dust levels and call if it got worse.
2016 Q3	Epping to Chatswood Railway Line	Unavoidable	14/07/2016	NRT	Noise & Vibration	Resident complained of noise happening out-of-hours on Monday and Thursday night. NRT advised that no out-of-hours works occurred on Monday night, however other work was happening in the area. NRT advised that works on Thursday night were notified and that these works are required out of Sydney Trains service hours to minimise disruption. Resident thanked NRT and advised that they would monitor the noise levels in the future.
2016 Q3	Memorial Avenue to White Hart Drive	Unavoidable	14/07/2016	ISJV	Noise & Vibration	Complainant called regarding noise and light from gantry works near her home at Stanhope Gardens. Call was placed at around 10pm. ISJV Community and Stakeholder Manager reported the matter to the Construction Manager and the Environmental Manager and sent a text message that night to the complainant (who had asked not to be called that night) and followed up with a phone call the next day. A message was left for the complainant apologising for the disturbance. ISJV has reviewed the lighting to see if any need redirecting. ISJV offered noise monitoring to the complainant when she called back, however it was declined.
2016 Q3	White Hart Drive to Windsor Road	Unavoidable	23/07/2016	ISJV	Visual Amenity	Complainant emailed concerned that some hoarding had come loose in the wind and was swinging into oncoming traffic trying to get into Rouse Hill Town Centre. The complainant said the banner was located on an ISJV site. She says she tried to call the information line but there was no answer. ISJV Community Place Manager contacted the complaint via email on 25 July 2016 (as no phone number supplied) to find out exactly

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						where this hazard was as checks along the alignment have failed to identify the unsecured banner. The Community Place Manager has also asked what number the complainant called so that the issue of the phone being unanswered could be investigated. The superintendent from the nearby ISJV construction site at Tempus Street had already fixed the loose hoarding when the Community Place Manager called the complainant.
2016 Q3	Memorial Avenue to White Hart Drive	Unavoidable	3/08/2016	ISJV	Noise & Vibration	Complainant emailed ISJV after the contractor had doorknocked parts of her street to update residents on the works in the area. The complainant stated that the night works using the gantry crane were disturbing her son's sleep. His bedroom is upstairs at the rear of the house and there is no barrier between the windows and the crane to mitigate noise or light. ISJV Community Place Manager met with the resident to find a solution to the issue. She assessed the situation and discussed various solutions with the complainant including the installation of block out blinds which was accepted by the complainant. The blinds have been installed.
2016 Q3	Memorial Avenue to White Hart Drive	Unavoidable	3/08/2016	ISJV	Property & Business Impacts	Complainant called stating that property at Memorial Drive was being impacted by mud from the nearby construction site. The mud was over his driveway making it difficult to open his gate. ISJV Community Place Manager called complainant and visited property. She arranged for sandbagging to be undertaken on the part of the site where the mud was suspected to be washing down from. Further investigations identified issues with a sediment basin overflowing due to large amount of rain. Sucker trucks were brought in to empty the sediment basin twice a day while rain was falling and repairs made to the basin once the weather clears. In the meantime, the complainant's driveway was cleaned and he was constantly kept informed of all findings along the way.
2016 Q3	Windsor Road to Cudgegong Road	Avoidable	9/08/2016	ISJV	Noise & Vibration	Complainant called about the noise from trucks idling while at the segment storage yard in Schofields Road. She said that this had occurred from 11pm to 1am the previous night and this had disturbed her sleep and her subsequent work performance the following day. ISJV Community Place Manager contacted the team at the yard and explained the complaint. The Yard Manager spoke to contractors, explained the nature of the complaint and asked the drivers not to leave their trucks idling. The complainant was provided with the Community Place Manager's direct number invited to call her if it happens again.
2016 Q3	Memorial Avenue to White Hart Drive	Unavoidable	11/08/2016	ISJV	Visual Amenity	Complainant emailed stating that the road at Samantha Riley Drive was dirty with mud and weeds and needs to be cleaned. ISJV Community Place Manager contacted the stakeholder and said cleaning would be arranged. The mud and debris is a result of significant rain events that had occurred during the previous weeks. Complainant called again on 12 August 2016 stating that cleaning had not taken place. The Community Place Manager explained that the road had to be closed to do the high pressure cleaning that needs to take place and that this had to occur at night when there was less traffic and a crew. Cleaning has since taken place.
2016 Q3	Norwest	Unavoidable	15/08/2016	NRT	Visual Amenity	Complainant contacted The Hills Shire Council to advise that Brookhollow Avenue has dirt and dust tracked on it as a result of the construction works. NRT advised that a truck had left the site on Friday with its tailgate not correctly secured. The Project Manager organised for an immediate clean up and following the complaint organised for street sweepers to clean Brookhollow Avenue on a daily basis going forward. Complainant advised that he was not referring to a particular day and that due to parked cars the street sweepers don't always pick up all dirt. NRT provided the complainant with the Community Information Line number and encouraged complainant to contact the project directly.

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2016 Q3	Memorial Avenue to White Hart Drive	Unavoidable	15/08/2016	ISJV	Property & Business Impacts	Complainant called seeking reimbursement for the cost of two tyres which she claims were punctured by nails from the ISJV site at Kellyville. Complainant drives down Samantha Riley Drive every day past the skytrain site and believes the nails in her tyres came from the site. ISJV Community Place Manager contacted the complainant and advised that the contractor was of the view that the nails did not come from its site. The claim has been rejected and the complainant advised.
2016 Q3	Cudgegong Road	Unavoidable	16/08/2016	NRT	Air Quality	Resident complained about high levels of dust coming from the site, preventing him from opening any windows, and requiring constant cleaning. Resident works in construction and suggested sprinklers be used as an additional mitigation measure on the driveway. The Project Manager advised that works had ceased for the day and the car park watered down. Project Manager considered application of sprinklers in the car park. PM passed on concerns from complainant to SVC's adjacent site who also took additional dust mitigation steps.
2016 Q3	Balmoral Road to Memorial Avenue	Unavoidable	17/08/2016	ISJV	Transport, Traffic & Access	Complainant called after being fined for parking illegally in the Burns T-way car park. She is concerned that there are parking spaces being blocked by the contractor for no apparent reason. ISJV Community Place Manager explained that the carpark originally had 100 spaces and now has 160 and that occasionally some spots would be used for construction purposes. Complainant wanted to park in the pick-up zone of the car park but was advised that this was not a good idea. As of week commencing 22 August 2016, all parking spaces were returned to the commuters.
2016 Q3	Castle Hill	Unavoidable	18/08/2016	CPBJHD	Property & Business Impacts	Complainant lives in Castle Hill and called as she had noticed a tile had lifted in in her house, which no longer fits the space. The professional advice she was given was that it could have been caused by the tunnelling. CPBJHD Community and Stakeholder Manager contacted the complainant and arranged for an inspection of her property to be undertaken the same week.
2016 Q3	Bella Vista to Balmoral Road	Unavoidable	23/08/2016	ISJV	Noise & Vibration	Complainant contacted Sydney Metro via social media. Complainant had been hearing a short horn noise from trucks on site (working out of hours) and was finding it annoying and disturbing. ISJV Community Place Manager investigated the matter. Sydney Water had been working on the site and had not been using used tonal alarms. The site superintendent had also realised this and had asked the Sydney Water drivers to switch to using tonal sounds. There was no further action required by ISJV, the complainant was notified and work by Sydney Water has since been completed.
2016 Q3	Windsor Road to Cudgegong Road	Unavoidable	8/09/2016	ISJV	Noise & Vibration	Complainant visited a segment delivery site late in the evening (11.55pm) as she was being disturbed by the noise from trucks idling on site. She spoke to a TfNSW surveillance officer on site who passed the complaint to a TfNSW Environmental Engineer the following day. The matter was forwarded to ISJV's Community Place Manager who contacted the complainant and apologised for the noise disturbance, which was caused by the yard staff moving segments around. The complainant was offered both noise monitoring and respite accommodation but declined the respite and was not sure noise monitoring would help. The complainant was informed that work at the yard would cease in October 2016.
2016 Q3	Cherrybrook	Avoidable	22/09/2016	TfNSW	Visual Amenity	Complainant has noticed weeds and rubbish collecting around the outside of the Cherrybrook Station site and asked for it to be cleaned up. TfNSW stakeholder representative contacted the complainant and advised that this would be attended to. Work on clearing around the site has been completed.
2016 Q3	Bella Vista	Unavoidable	29/09/2016	NRT	Noise & Vibration	Complainant is located next to the pedestrian overbridge construction site at Glenwood. Her son is studying for his university exams and is being disturbed by the construction activity. NRT Community Place Manager

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						contacted the complainant and made some suggestions to help her son including relocating to the NRT office where he could study in an empty office or using the university library. An offer to undertake noise monitoring was made and will be conducted next week. The Community Place Manager provided details of the works underway and the program for the next week.
2016 Q3	Bella Vista to Balmoral Road	Unavoidable	30/09/2016	ISJV	Transport, Traffic & Access	Complainant had received notification that the temporary closure of Balmoral Road had been extended to end of January 2017. She was upset by this but did not disclose why. ISJV's Community Relations Manager explained the reasons for the closure and while the complainant understood why she was still dissatisfied with the situation.