

North West Rail Link  
Environmental Construction Compliance Report #3  
Apr 2014 to Sept 2014



<b>PROJECT</b>	North West Rail Link	<b>DATE</b>	19 December 2014
<b>GROUP</b>	Safety, Environment & Business Systems	<b>STATUS</b>	FINAL
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# Executive Summary

This 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 to the North West Rail Link project. This report covers the period April 2014 to September 2014 and is provided to the Department of Planning and Environment (DP&E) in accordance with these Planning Approvals.

Environmental performance during this period continued to be maintained at a high level with no major incidents and a low frequency of non-compliances relative to the number of approval requirements on the project.

The Early Works phase of the project is now finalised and Boulderstone Pty. Ltd. (now part of Lend Lease) have completed all environmental requirements with the exception of the Business Management Report.

Theiss John Holland Dragados Joint Venture (TJHD) is active across all of their sites and most sites are sealed with well-established environmental controls.

Impregilo Salini Join Venture (ISJV) has commenced construction in this quarter. ISJV trigger the requirements of Stations, Rail Infrastructure and Systems Approval (SSI-5414). A second Compliance Working Group was established for ISJV in September and it will commence its audit program in November 2014.

Northwest Rapid Transit (NRT) was awarded the Operations Trains and Systems contract in September 2014 and is currently preparing documentation for approval by DP&E. NRT trigger the requirements of the Rapid Transit Rail Facility Approval (SSI-5931).

		TfNSW	Early Works	TSC	SVC	OTS
By End of Q2 2014	Ongoing Conditions (Non-compliances during Quarter)	135 (4)	2 (1)	324 (0)	489 (0)	NA
	ER Inspections (Issues Raised)	NA	NA	12 (58)	3 (1)	NA
	Audits (Findings)	0 (0)	NA	2 (6)	0 (0)	NA
	Class 1 or 2 Incidents	0	NA	0	0	NA
	Complaints	2	NA	53	0	NA
By End of Q3 2014	Ongoing Conditions (Non-compliances during Quarter)	181 (0)	NA	343 (1)	507 (1)	623 (0)
	ER Inspections (Issues Raised)	NA	NA	11 (60)	8 (15)	NA
	Audits (Findings)	0 (0)	NA	7 (10)	0 (0)	NA
	Class 1 or 2 Incidents	0	NA	0	0	NA
	Complaints	1	NA	48	1	NA

# 1 Introduction

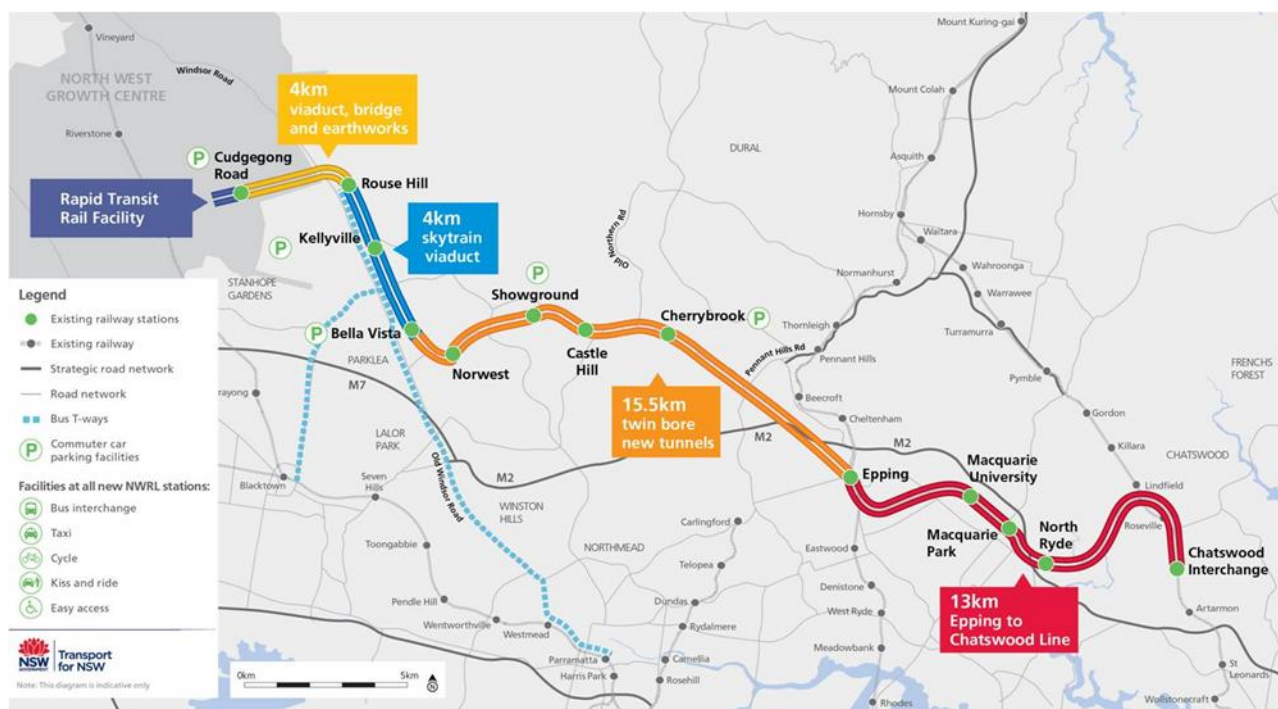
## 1.1 Purpose of this Report

This 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 North West Rail Link (NWRL) project. These approvals require regular reports to the Secretary of the Department of Planning and Environment (DP&E) during construction of the NWRL with this being the third Construction Compliance Report covering the period between 1 April 2014 and 30 September 2014.

## 1.2 Background

The NWRL will deliver a new high frequency single deck train system initially operating as a shuttle between Cudgegong Road, Rouse Hill and Chatswood. The NWRL includes eight new stations, approximately 15.5 kilometres of tunnels from Epping to Bella Vista, a four kilometre elevated 'Skytrain' (viaduct) between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Rail Link to deliver high frequency rapid transit services.

Figure 1 - Overview of Alignment



## 1.3 Statutory context

### 1.3.1 Planning Approvals

The NWRL is subject to environmental assessments under the NSW Environmental Planning and Assessment Act 1979 (EP&A Act) and is classified as Critical State Significant Infrastructure. Under amendments to the EP&A Act, the Concept Plan for the project, which was approved in 2008, is taken to be a Staged Infrastructure Approval under Part 5.1 of the Act. Under Part 5 of the EP&A Act the project also seeks approvals for other works as required and not already covered by an existing approval.

The project is also captured under the Commonwealth Environmental Protection and Biodiversity Conservation Act (EPBC Act) as a Controlled Action and required a Federal approval by the Australian Government Department of the Environment.

A summary of the approvals held by TfNSW that relate to the NWRL project is provided below:

**Table 1 - NWRL Approvals**

Approval	Determining Authority	Date Approved
Parramatta Rail Link	Minister for Planning	26/02/2002
Major Civil Construction works (approval reference: SSI-5100) as Modified	Minister for Planning	25/09/2012
Construction and Operation of NWRL (approval reference: EPBC 2012/6360)	Secretary for Department of Environment (Cwth)	11/04/2013
Stations, Rail Infrastructure and Systems (approval reference: SSI-5414) as Modified	Minister for Planning	08/05/2013
Rapid Transit Rail Facility (approval reference: SSI-5931)	Minister for Planning	15/01/2014
Lindfield South Substation	TfNSW (NWRL)	19/09/2014
ECRL Conversion	TfNSW (NWRL)	Pending

### 1.3.2 Environmental Protection Licences

The NWRL requires its contractors to hold Environmental Protection Licences (EPL's) for works they undertake where those works trigger the need for an EPL under the Protection of the Environment Operations (POEO) Act. A summary of EPLs that active on the project during the reporting period is below.

**Table 2 - NWRL Environmental Protection Licences**

Licensee	Contract	Activity	EPL	Status
Lend Lease Engineering Pty Ltd	Early Works Managing Contractor	Railway systems activities	20198	Surrendered, 12/11/2014
Thiess Pty Ltd	Tunnel and Station Civils	Concrete Works and Railway systems activities	20319	Issued, 30/09/2013
Salini Australia Pty Ltd	Surface and Viaduct Civils	Railway systems activities	20454	Issued, 03/06/2014

This report does not document compliance against the above EPLs which is undertaken by the relevant contractor to the EPA.

## 2 Active construction packages

The following construction packages were active during the reporting period:

**Table 3 - Active Construction Packages on the NWRL**

Contract package	Contractor	Awarded	Status
Early Works Managing Contractor (EWMC)	Lend Lease Engineering Pty Ltd	August 2012	Completion April 2013
Tunnel and Station Civils (TSC)	Thiess John Holland Dragados (TJHD) JV	July 2013	Construction ongoing
Surface and Viaduct Civils (SVC)	Impregilo Salini JV (ISJV)	December 2013	Construction ongoing
Operations Trains and Systems (OTS)	Northwest Rapid Transit (NRT)	September 2014	Construction commences early 2015

### 2.1 Early Works (EWMC)

Lend Lease completed the EWMC package in April 2014. The EWMC package enabled the timely commencement of major civil construction works with activities including site clearing, utility diversions, construction power supply, demolition and heritage investigation works.

The EWMC package represented sub-stage 1a under the Stage 1 Approval SSI-5100.

### 2.2 Tunnel and Station Civils (TSC)

The TSC package is to construct the 15.5 km 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:

- Site establishment works were completed.
- The concrete batching and pre-cast segment production facility was completed with segment production commencing.
- Station box excavations were well progressed.
- Tunnelling commenced at Bella Vista.

### 2.3 Surface and Viaduct Civils (SVC)

The SVC package is to construct an elevated 4km viaduct including earthworks between Bella Vista and Cudgegong Road, Rouse Hill. The package includes the construction of a 270m 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. This second approval places requirements on permanent works design, including urban design of the viaduct.

During the reporting period:

- Site establishment works commenced.
- Site clearing and geotechnical works were ongoing.
- Piling commenced for the viaduct piers at Kellyville.

## **2.4 Operations Trains and Systems (OTS)**

The OTS package will deliver the eight new stations shown in Figure 1 commencing at Cherrybrook and ending at Cudgegong Road. These stations are:

- Underground: Castle Hill, Showground and Norwest which are being built using a 'cut and cover' approach.
- Open cut: Cherrybrook, Bella Vista and Cudgegong Road are being built as open cut stations - that is, open to the sky, but below ground level.
- Elevated stations: Kellyville and Rouse Hill to be built on the viaduct

The OTS works also include the delivery of rail systems, rail track, precinct works and will provide the new rolling stock and will ultimately operate the NWRL for a 15 year period. This package represents sub-stage 2b under the Stage 2 Approval SSI-5414.

The OTS package will also deliver and operate the Rapid Transit Rail Facility (RTRF), which 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.

Additionally conversion of the Epping to Chatswood Rail Link (ECRL) is required to convert to rapid transit. This conversion will include 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
- Installation of air-control units within the station precincts at Epping, Macquarie University, Macquarie Park and North Ryde.

The above works will be subject to a new ECRL Conversion 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.

No works were undertaken during the reporting period.

## 2.5 Lindfield South Substation (LSS)

The NWRL Project Delivery office is also overseeing the delivery of a new substation in Lindfield. The Lindfield South Substation will provide additional capacity to the North Shore Line on the Sydney trains network.

The substation was approved by TfNSW under Part 5 of the EP&A Act in September, although works will not commence until early 2015.

## 2.6 Planning Approval and Construction Package Relationship

A summary of the relationship between the planning approvals and construction packages is provided below:

**Table 4 - Allocation of Approvals**

Approval	Date Issued	EWMC	TSC	SVC	OTS	LSS	TfNSW
SSI-5100 (Stage 1)	25/09/2012	✓	✓	✓			✓
SSI-5414 (Stage 2)	08/05/2013			✓	✓		✓
SSI-5931 (RTRF)	15/01/2014				✓		✓
Lindfield Substation REF Approval	19/09/2014					✓	✓
ECRL Conversion REF Approval	Pending				✓		✓
Commonwealth Approval (EPBC Act)	11/04/2013						✓
PRL Approval (Parramatta Rail Link)	26/02/2002				✓		✓

# 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 NWRL project Environmental Management System (inclusive of the Construction Environmental Management Framework) and the Contractor’s Construction Environmental Management Plans (CEMP). These activities are summarised in Table 5.

**Table 5 Compliance monitoring activities**

Activity	Responsibility
<b>Daily</b>	
Ongoing site surveillance	<ul style="list-style-type: none"> <li>Contractor(s)</li> </ul>
<b>Weekly</b>	
Environmental Representative inspection	<ul style="list-style-type: none"> <li>Independent ER</li> </ul>
Environmental Manger’s site inspections	<ul style="list-style-type: none"> <li>Contractor(s) and TfNSW</li> </ul>
Review of environmental actions and controls	<ul style="list-style-type: none"> <li>Contractor(s)</li> </ul>
<b>Monthly</b>	
Environmental compliance status update	<ul style="list-style-type: none"> <li>Contractor(s) to TfNSW</li> <li>TfNSW to Project Executive</li> </ul>
<b>Quarterly</b>	
Risk assessment review	<ul style="list-style-type: none"> <li>Contractor(s)</li> </ul>
Compliance Review	<ul style="list-style-type: none"> <li>TfNSW, Contractor(s) and Independent ER</li> </ul>
<b>Six Monthly</b>	
Independent Environmental Auditing	<ul style="list-style-type: none"> <li>Independent 3<sup>rd</sup> party auditor</li> </ul>
<b>Annual</b>	
TfNSW Management review	<ul style="list-style-type: none"> <li>TfNSW</li> </ul>
Internal EMS auditing (annual audit cycle)	<ul style="list-style-type: none"> <li>Contractor(s) and TfNSW</li> </ul>

## 3.2 Auditing

There is a Compliance Working Group (CWG), compromised of representatives from the Contractors and TfNSW NWRL, for each major contract. The primary function of the CWGs is to oversee and co-ordinate audit programs within respective works packages, this includes the Contractors internal environmental audits and independent 3<sup>rd</sup> party environmental audits.

### 3.2.1 Internal audits

The first level of audit is undertaken by our Contractors with TfNSW NWRL 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
- Environmental monitoring and inspection results

### 3.2.2 Independent Audit

These CWGs also assist in coordinating the Independent Environmental Audit program required by 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 3<sup>rd</sup> party to TfNSW and the Contractors.

## 3.3 Incident Management

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

- Categories for environmental emergencies and incidents;
- Forms for recording of environmental incident details and response;
- Notification protocols for each category 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 EPA); and
- On-site rectification actions.

Categories for environmental incidents are assigned three classes (1, 2 and 3) under the TfNSW incident management procedure. These classes are based upon the consequence matrix from the NWRL Risk Management Procedure as shown below in Table 6.

**Table 6 - Incident Classes**

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

### **3.4 Complaint Management**

Complaints are handled through the NWRL Complaints Management System which forms part of the North West Rail Link (NWRL) 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
- Reporting

### **3.5 Independent Environmental Representative**

TfNSW engage independent Environmental Representatives (ER) as a third party adviser to TfNSW and our Contractors. The engagement of an ER is a requirement of the Planning Approvals, and their role is generally to:

- Monitor compliance with the Planning Approvals
- Be available to DP&E for advice
- Provide advice in relation to environmental performance
- 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
- Participate in auditing on an as needs basis

# 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 project. Specific details of this assessment are contained in the NWRL 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 NWRL Staging report. At this point the condition will become **Inactive**.

Within each works package each applicable condition progresses through three distinct phases:

**Pending:** The condition is determined to apply to the works package, however that works package has not yet commenced construction or non-construction activities.

**Ongoing:** The condition is determined to apply to the works package and that works package has commenced construction or non-construction activities.

**Complete:** The condition 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 NWRL Staging Report, it will be classified as **Ongoing** and tracked in the same manner as a works package.

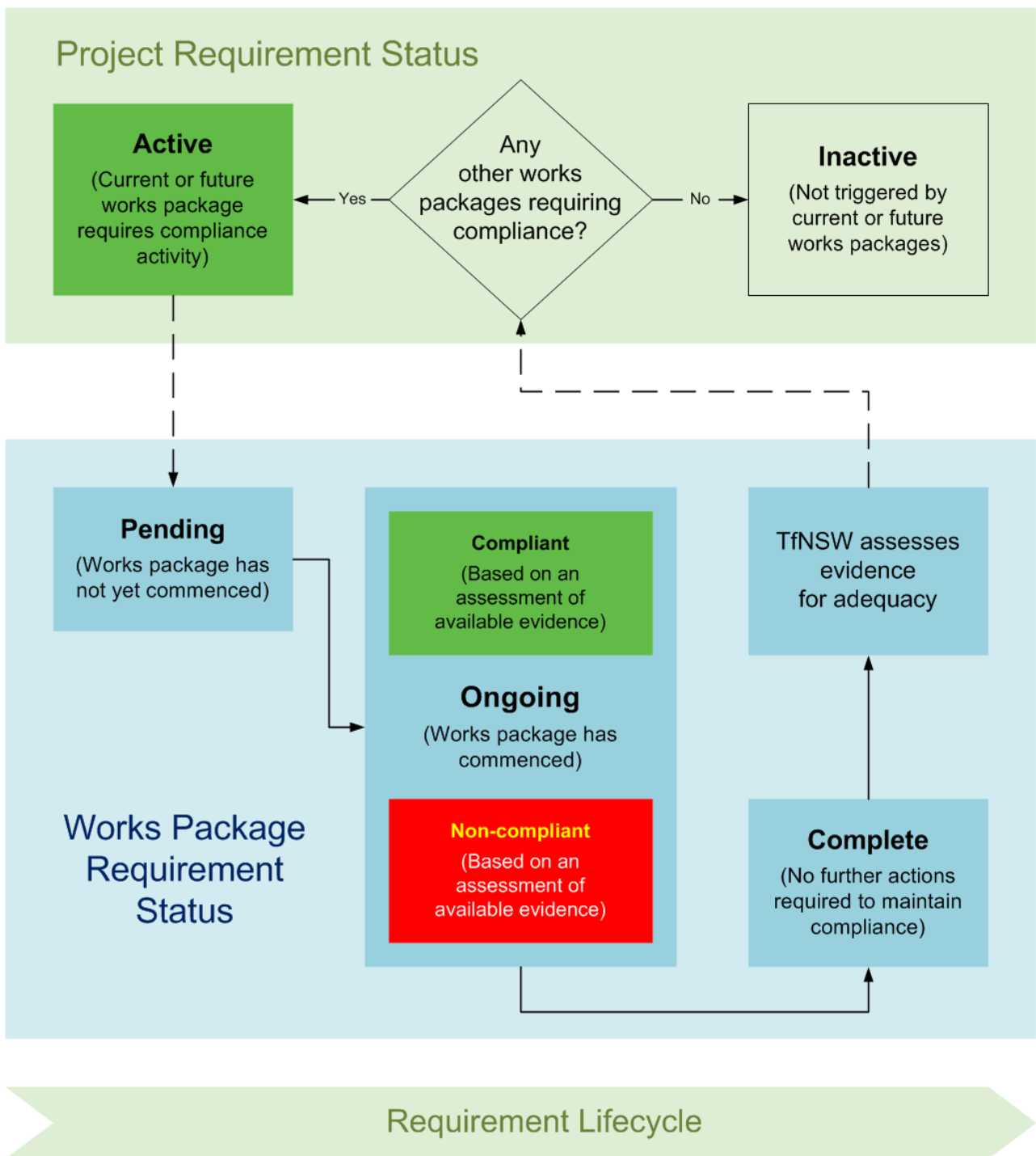
Compliance is assessed for Conditions of Approval with an **Ongoing** status and can be determined to be either **Compliant** or **Non-compliant**. These assessments occur during surveillance activities outlined in Table 5.

For the purposes of the NWRL Compliance Tracking Program Compliant and Non-Compliant are defined as:

**Compliant:** A temporary status assigned to a Condition of Approval which indicates a check of evidence has occurred and confirmed it is adequate to demonstrate the requirements of a condition is being met on the day it was checked.

**Non-Compliant:** A temporary status assigned to a Condition of Approval which indicates a check of evidence has occurred and confirmed it is inadequate to demonstrate the requirements of a condition is being met on the day it was checked.

Figure 2 - Requirements Lifecycle



## 5 Compliance Status

This Construction Compliance Report covers Quarter 2 2014 and Quarter 3 2014 of construction undertaken through the Planning Approvals granted by DP&E for the NWRL. This is the third Construction Compliance Report since construction commenced in May 2013.

TfNSW verified the completion of environmental requirements relating to the Early Works project in June 2014. This process identified a non-compliance relating to the scope of the EWMC's final Ecological Monitoring Report which is detailed in Table 8 of this report.

Compliance requirements relating to Stage 2b and the Rapid Transit Rail Facility (Planning Approval SSI-5414 and SSI-5931) are now ongoing since the award of the OTS works package to NRT in September 2014. This brings the total number of ongoing compliance requirements to 1654.

There was a total of 7 Non-compliances against these requirements which are detailed in Table 8 and there were no significant environmental incidents during the reporting period.

The CWG conducted 9 environmentally relevant audits during the reporting period which generated 16 environmental audit findings. Two of these findings remained open at the end of the reporting period.



## 5.1 Compliance Overview

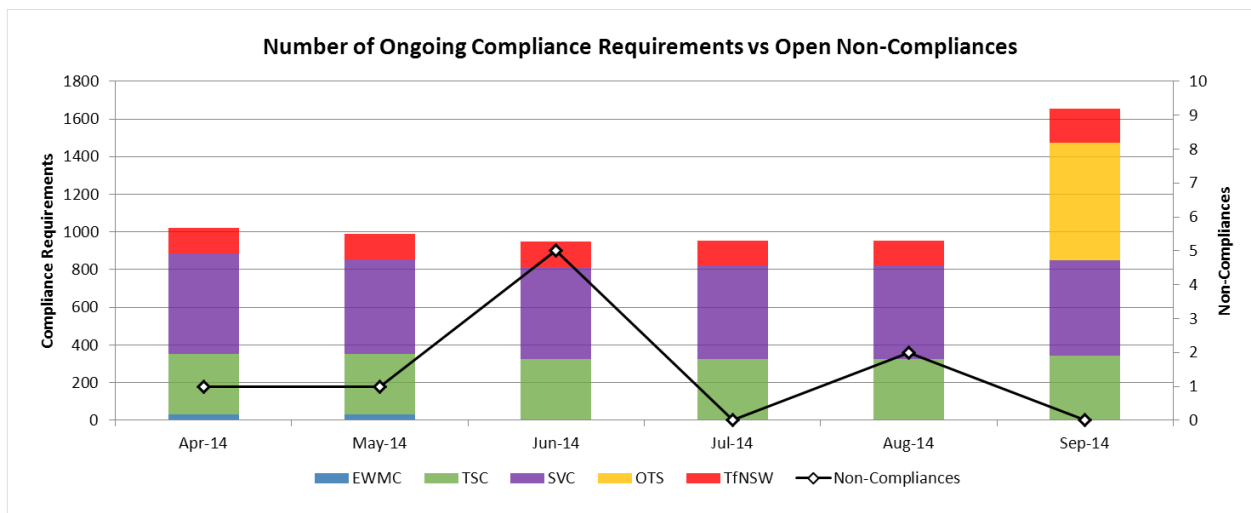
The results of the compliance monitoring are provided in Table 7. Non-compliances and audit findings are detailed in section 5.2 and 5.3. Issues and observations arising from the Environmental Representatives inspections that identify non-compliances against the MCoA are also included in section 5.2.

**Table 7 Environmental Compliance Surveillance Data from April 2014 to September 2014**

		TfNSW	Early Works	TSC	SVC	OTS
By End of Q2 2014	Ongoing Conditions (Non-compliances during Quarter)	135 (4)	2 (1)	324 (0)	489 (0)	NA
	ER Inspections (Issues Raised)	NA	NA	12 (58)	3 (1)	NA
	Audits (Findings)	0 (0)	NA	2 (6)	0 (0)	NA
	Class 1 or 2 Incidents	0	NA	0	0	NA
	Complaints	2	NA	53	0	NA
By End of Q3 2014	Ongoing Conditions (Non-compliances during Quarter)	181 (0)	NA	343 (1)	507 (1)	623 (0)
	ER Inspections (Issues Raised)	NA	NA	11 (60)	8 (15)	NA
	Audits (Findings)	0 (0)	NA	7 (10)	0 (0)	NA
	Class 1 or 2 Incidents	0	NA	0	0	NA
	Complaints	1	NA	48	1	NA

As the project progresses through its various stages the compliance load will fluctuate as shown in Figure 3. Predominantly the trend is increasing as additional work packages come online triggering compliance activities under the Planning Approvals.

**Figure 3 - Compliance load and non-compliances**



\* Note that the ongoing compliance requirements in this graph include requirements relating to the PRL approval and will incorporate requirements from any REF approvals in the future.

## 5.2 Non - Compliances

One non-compliance was carried over from Q1 2014 relating to the NWRL Website and was closed out in June 2014. Four other non-compliances were reported in June 2014 and two in August 2014. Details of these issues are presented in Table 8 below.

**Table 8 - List of non-compliances between May 2014 and September 2014**

Month Raised	Contract	Identified Through	Condition	Classification	Issue	Status (date closed)
March 2014	TfNSW	Compliance Review	D4	Systems and Documentation	Not all relevant documentation was available on the project website.	Closed (15/06/2014)
June 2014	TfNSW	Ongoing site surveillance	E12 (SSI-5100)	Unauthorised Works	Block layers were working overtime to ensure completion of the job by COB on Wednesday the 25th June. The workers were very close to completion of their job, 12 bricks left to lay, when ordered to cease work. They were attempting to complete the task that day so as not to be required to return to site to lay only a few more blocks on Thursday.	Closed (27/06/2014)
June 2014	TfNSW	Ongoing site surveillance	E12 (SSI-5100)	Unauthorised Works	An excavator was floated off-site about 5:30 Friday morning on 30 May 2014 without the knowledge of the site supervisor or TfNSW.	Closed (03/06/2014)

Month Raised	Contract	Identified Through	Condition	Classification	Issue	Status (date closed)
June 2014	EWMC	Compliance Review	C1 (SSI-5100)	Systems and Documentation	Early Works Managing contractor (EWMC) had not conducted ecological monitoring in line with the methodologies outlined in the CFFMP. Difficulties relating to site access preventing this activity were not communicated to TfNSW environment team. The resultant ecological monitoring report is not compliant with the requirements of condition C1.	Closed (14/06/2014)
June 2014	TfNSW	Compliance Review	B1 (SSI-5100)	Unauthorised Works	Unclear Approvals process failing to endorse as "minimal environmental Impact" under the definition of construction in the Project Approval.  Lack of a Minor Works procedure and notification to contractors and other stakeholders on the process for approval of minor works.	Closed (30/06/2014)
August 2014	TJHD	Review of environmental actions and controls	D5g (SSI-5100)	Systems and Documentation	During the Quarter 2 2014 compliance review of TJHD, the Environmental Representative identified that a water discharge event on the 1st April 2014 at Cherrybrook also represented a non-compliance. The current TJHD incident management process does not specifically consider whether incidents are also non-compliances as required under D5(g) of SSI-5100.	Closed (14/08/2014)
August 2014	ISJV	Compliance Review	B1 (SSI-5100 and SSI-5414)	Unauthorised Works	The Pre Construction Minor Works Approval for Terry Road (ISJV-003) stated that an Asbestos Removal Plan must be provided to the ER prior to the removal of asbestos during demolition works. Although a copy of the Asbestos Removal Plan was provided by the asbestos removal contractor, this was not submitted to the ER prior to the commencement of asbestos removal works.	Closed (05/08/2014)

## 5.3 Audit Findings

During the period between Apr 2014 and Sept 2014 two CWGs were active pertaining to TSC and SVC. Nine audits were conducted during this reporting period where the scope was relevant to requirements in the conditions of approval as shown in Table 9.

These audits produced a total of 40 environmentally related findings which are detailed in Table 10.

**Table 9 - Environmental Audits between May 2014 and September 2014**

Audit No	Auditee	Scope	Audit Date
TSC-AUD-024	TJHD	Epping Service Facility Site S, Q and E Implementation	19/05/2014
TSC-AUD-025	TJHD	Construction Soil and Water Management Plan	28/05/2014
TSC-AUD-030	TJHD	TJHD Traffic Management for Local Area Works	08/09/2014
TSC-AUD-033	TJHD	Kellyville Precast Facility SQE Work Process & SSSMP	21/08/2014
TSC-AUD-034	TJHD	TSC Audit Action Verification	03/09/2014
TSC-AUD-036	TJHD	Castle Hill Station SQE Work Process & SSSMP	26/08/2014
TSC-AUD-035	TJHD	Visual Amenity Management Plan and Construction Compound and Ancillary Facilities Management Plan	17/09/2014
TSC-AUD-043	TJHD	Showground Station SQE Work Process & SSSMP	30/09/2014
SVC-IC-AUD-001	ISJV	Review of DCD Stage Design Control System Implementation by ISJV	15/07/2014

Nine environmentally relevant audits have been conducted on the NWRL during the period between April and September 2014 which are detailed in **Error! Reference source not found.** Environmental audit findings from these audits are presented below in Table 10.

**Table 10 Environmental Audit findings from October 2013 to March 2014**

#	Month	Audit ID	Works Package	Finding	Action	Status (date closed)
1	May 2014	TSC-AUD-024	TSC	Site Supervisor's contact details not included on Site Environment Plan (SEP)	Include Site Supervisor's contact details on SEPs going forward	Closed (05/06/2014)
2	May 2014	TSC-AUD-024	TSC	Epping SEP did not include internal haul road, relocated permanent site car park, and water treatment plant location	Next revision of Epping SEP to be reflective of relevant site features as construction progresses	Closed (06/06/2014)
3	May 2014	TSC-AUD-024	TSC	The Epping Erosion and Sediment (ERSED) Plan was not toolboxed as required to the site workforce upon implementation	The recently updated Epping ERSD Plan will be tool boxed to the site workforce this week	Closed (22/05/2014)
4	May 2014	TSC-AUD-024	TSC	Nest Box Memo had not been finalised as required and provided to Transport for NSW (TfNSW), the Environmental Representative (ER) or the Independent Certifier (IC)	Nest Box Memo in process of being finalised and will be provided to TfNSW, the ER and the IC once complete	Closed (02/06/2014)

#	Month	Audit ID	Works Package	Finding	Action	Status (date closed)
5	May 2014	TSC-AUD-024	TSC	Current Vehicle Movement Plan (VMP) was reviewed and while all the traffic movement directions are shown, the safe routes to be taken by pedestrians is unclear and not marked on the VMP	Review the current operating VMP for the site to ensure that pedestrian routes are clearly identified and these are communicated at daily pre-starts and displayed in common areas	Closed (19/06/2014)
6	May 2014	TSC-AUD-025	TSC	Monitoring was not undertaken after a period of rainfall with >36mm in 5 days	Monitoring to be completed in accordance with the CSWMP	Closed (15/07/2014)
7	Sept 2014	TSC-AUD-030	TSC	Construction Traffic Management Plan (CTMP) not updated to reflect that the responsibility for traffic inspections is with Site Engineers	CTMP to be updated to reflect this change follow next programed audit	Open <sup>1</sup>
8	Sept 2014	TSC-AUD-030	TSC	Traffic inspection frequencies are not being adhered to consistently across all sites	Regular Inspection frequency to be adopted in accordance with procedure	Open <sup>2</sup>
9	Aug 2014	TSC-AUD-033	TSC	Site specific induction for Kellyville includes out-dated SEP	Update SEP	Closed (28/08/2014)
10	Aug 2014	TSC-AUD-036	TSC	Safety and Environment noticeboard displayed out-dated Site Environment Plan (SEP) and Erosion and Sediment Control plan (ERSED)	Update SEP and ERSED plans	Closed (26/09/2014)
11	Aug 2014	TSC-AUD-033	TSC	Kellyville SEP not recently communicated to workforce via toolbox talks. Last toolbox 13/11/13	Conduct toolbox talk with Kellyville workforce on the SEP	Closed (29/09/2014)
12	Aug 2014	TSC-AUD-033	TSC	Environmental procedures haven't been toolboxed to Kellyville site staff	Toolbox environmental procedures to workforce	Closed (29/09/2014)
13	Sept 2014	TSC-AUD-035	TSC	Shade cloth not tied back onto the northern boundary fence at Showground Site	Tie back shade cloth	Closed (10/10 2014)
14	Sept 2014	TSC-AUD-035	TSC	A Pile of sticks and branches adjacent to the sediment basin required flattening at Cherrybrook Station Site	Flatten pile	Closed (10/10 2014)
15	Sept 2014	TSC-AUD-035	TSC	Slashing of weeds was required adjacent to the sediment basin at Cherrybrook Station Site	Slash Weeds	Closed (10/10 2014)
16	Sept 2014	TSC-AUD-035	TSC	Vegetation maintenance and rubbish removal was required by TfNSW along the northern site boundary and Castle Hill	Conduct maintenance	Closed (10/10 2014)

<sup>1</sup> The CTMP audit is scheduled for Dec 2014

<sup>2</sup> Action was in the process of being implemented at the time of writing this report

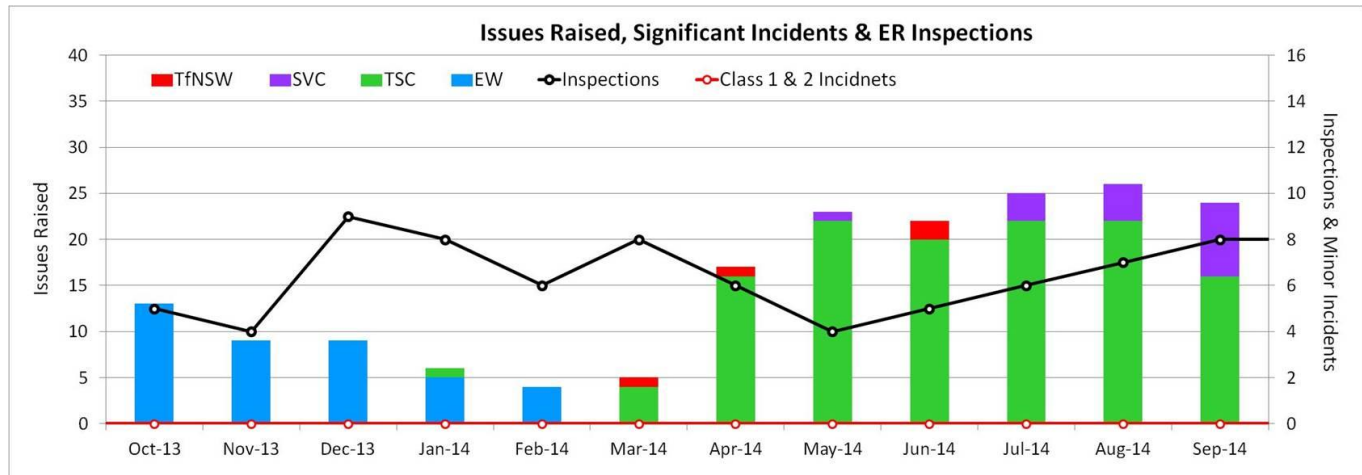
## 5.4 Significant Incidents

There were no significant (Class 1 or 2) incidents for the reporting period.

## 5.5 Environmental Representative (ER) Activity

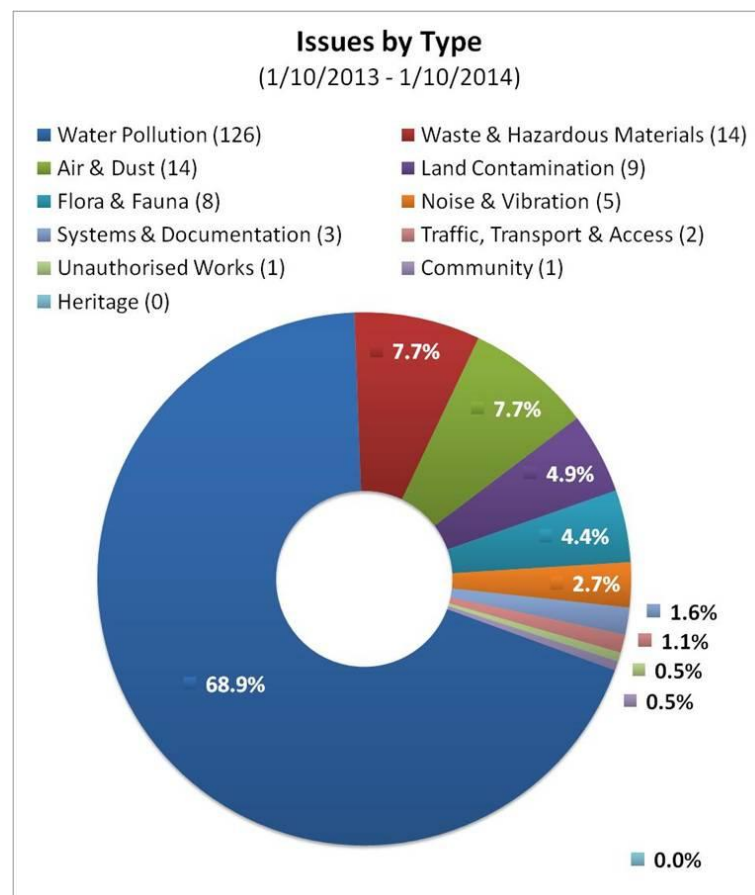
A summary of Environmental Representative activity is provided below. There were 2 ERs on the project during the reporting period one each for the TSC and SVC Contracts.

Figure 4 - Environmental Representative Inspections, significant incidents and Issues



A breakdown of the type of issues identified by the ER is provided below.

Figure 5 - Percentage of Environmental Issues Raised by Type



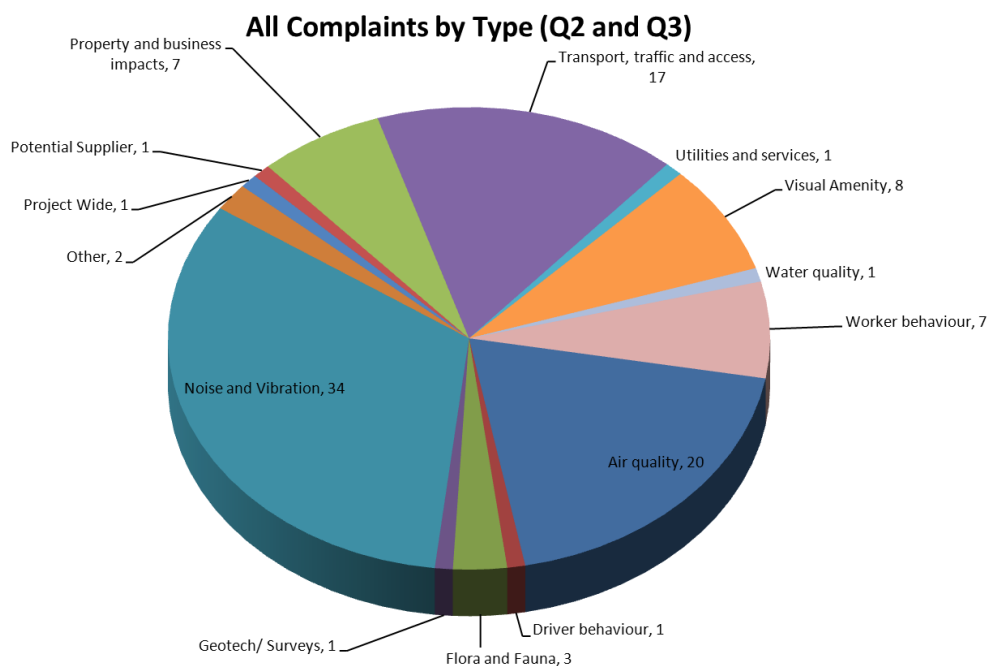
## 5.6 Complaints

During the period from 1 April 2014 to 30 September 2014 the NWRL project received a total of 104 complaints. All of these complaints have been resolved in accordance with the Construction Complaints Management System approved by DP&E on 19 March 2013. This report presents a summary of complaints with more detail provided in Appendix A.

The main areas of complaint across the project remained consistent throughout the reporting period, being Noise and vibration (34), Air quality (20) and Transport, traffic and access (16).

Complaint frequency and complaint types can be attributed to site activities during the reporting period. Construction activities are being communicated effectively to stakeholders and the community in accordance with the approved OSCIP and CLIP plans.

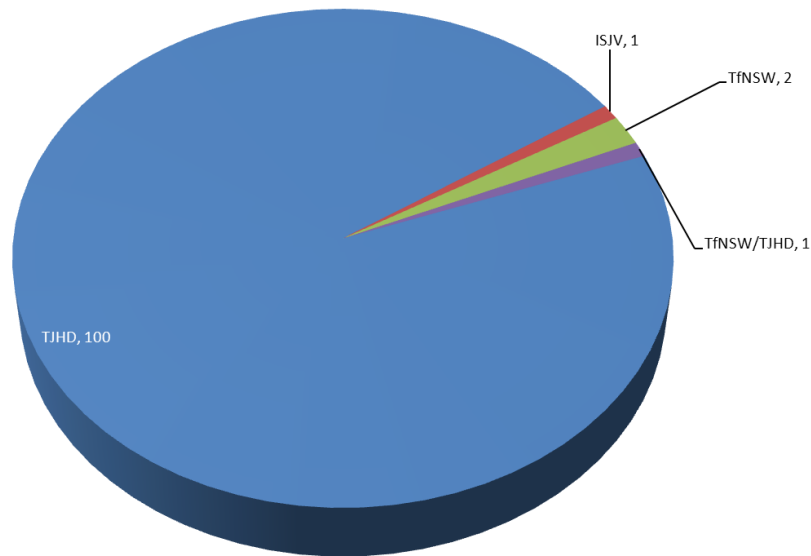
Figure 6 - Complaints by Type



With the commencement of construction for ISJV in July 2014 the majority of complaints received were in relation to work being conducted by TJHD who were in their construction phase for the entire reporting period. ISJV reported one complaint in the period while there were 100 complaints attributed to TJHD, 2 complaints related to TfNSW, and one complaint was shared between TJHD and TfNSW.

Figure 7 - Complaints by Contractor

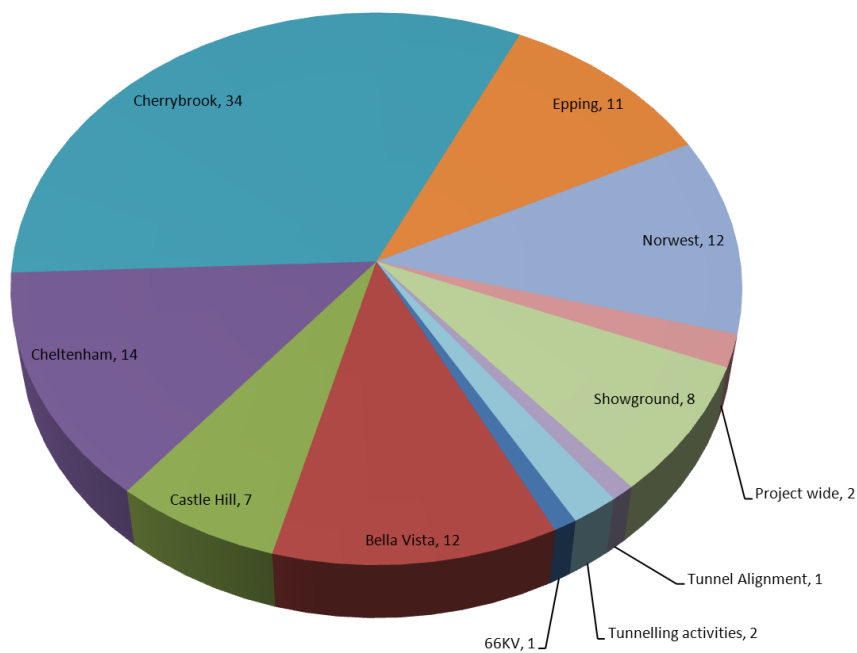
All Complaints by Contractor (Q2 and Q3)



Of the 104 complaints received during the period, 34 related to Cherrybrook, a site located in close proximity of residents. Cheltenham received the second highest number of complaints 10 of which were received in Quarter 2, and 4 complaints were received in Quarter 3 2014.

Figure 8 - Complaints by Site

All Complaints by Site (Q2 and Q3)





# Appendix A Construction Complaints Management Report

Report		Construction Complaints Management Report					
Review Period		1 April 2014 – 30 September 2014					
Quarter	Site	Classification	Complaint ID	Date	Contractor	Nature of complaint	Event description
Q2	Norwest	Unavoidable/Closed	140403RAO	3/04/2014	TJHD	Noise and Vibration	Noise and vibration – local business complained about the noise levels and wanted to know what works were happening and when they would be finished. TJHD advised that the noisy work was a result of the saw cutting the concrete driveway near their building in order to construct the heavy vehicle access road to site. Advised complainant that the saw cutting has now been completed and the concrete would be poured with activity in this area expected to be completed by Monday 7/04. Resident was offered noise monitoring but they declined.
Q2	Epping	Unavoidable/Closed	140403SMIT	3/04/2014	TJHD	Noise and Vibration	Noise and vibration – MP for Epping attempted to access the Epping worksite to discuss the high levels of construction noise on site on behalf of a local resident. A meeting was subsequently organised for later that day with the MP, resident and project team. MP sent an email to the Minister on behalf of the resident complaining about the loud construction noise heard from the resident's veranda. TJHD explained that resident (who did not attend the meeting) has been offered noise monitoring a number of times but has decline access to his property, TJHD undertook noise monitoring from his boundary and monitoring confirmed compliance. During the meeting TJHD project team explained the

							program and the reason for delay in putting the noise walls up and confirmed that installation of the noise barrier would commence before Easter and be finished by mid-May weather dependent.
Q2	Cherrybrook	Unavoidable/Closed	140404SEQU	4/04/2014	TJHD	Noise and Vibration	Noise and vibration - Resident complained that the doors in his house were shaking and that cracks were appearing in his walls. TJHD advised that a vibratory roller is currently being used approximately 30m from his property in order to compact an area for installation of the workshop. TJHD offered the resident vibration monitoring and advised that eligibility for a property condition survey would be investigated.
Q2	Cheltenham	Unavoidable/Closed	140407BUTT	7/04/2014	TJHD	Flora and Fauna	Biodiversity (plants and animals) – Complainant said that the current design is not like the proposal he received and is concerned more bushland will be destroyed. TJHD advised resident that there is a staged process for the removal of vegetation required prior to construction of the access road. Advised complainant that specialist ecologists and botanists will be on site during the process. TJHD emailed the vegetation clearing fact sheet to the complainant and encouraged them to call back if they had any further questions.
Q2	Cherrybrook	Unavoidable/Closed	140409BRAD	9/04/2014	TJHD	Visual Amenity	Visual amenity – Complainant wanted to know when maintenance will be undertaken on the outside of properties near the site, as the long grass is a health a safety issue. TJHD advised complainant that a landscaper has been engaged and will carry out grass cutting works between the project fence and the property boundary of Kayla Way on Friday.

Q2	Bella Vista	Unavoidable/Closed	140415PEAR	15/04/2014	TJHD	Transport, traffic and access	<p>Transport, traffic and access – Complainant contacted the project dissatisfied with the Balmoral Road closure and said that it was impacting on their land development operations causing them to lose money as a result of lost trade. Complainant said they were not consulted about the closure and would be engaging a traffic management company to remove the road closure, complainant felt that the VMS boards were giving off the wrong message and making people think the road was closed. TJHD advised complainant that the road closure was approved by relevant authorities and The Hills Shire Council, and was advertised in the local papers and council website. TJHD also doorknocked and dropped notifications to the affected neighbours. Advised that the road would be reopened on Thursday 17/04. TJHD changed the wording on the VMS boards and added the complainant to the email update list. TJHD also advised complainant that a separate organisation closer to their site had an approved road closure.</p>
Q2	Bella Vista	Unavoidable/Closed	140415GRAM	15/04/2014	TJHD	Air quality	<p>Air Quality – Complainant called to complain about the significant dust blowing in from the site, and although the unit was painted throughout in December it is already very dusty and dirty. Complainant would like to request some consideration from the project team, as the unit is currently empty and it would present more favourably if it were cleaned. TJHD advised complainant of the dust mitigation measures on site, such as the water carts, covered loads, stopping work on high wind days etc. Ongoing rain has also assisted with the suppression of dust. TJHD advised that they will not be cleaning the unit as it is not evident whether or not the project caused the dust, however TJHD encouraged the complainant to contact the project team at any time should the dust continue.</p>

Q2	Cheltenham	Unavoidable/Closed	140422BIAN	22/04/2014	TJHD	Flora and Fauna	Biodiversity (plants and animals) - Complainant contact the project about the tree felling at Beecroft Reserve specifically a large tree which has been left on the ground outside the site boundary fence, impacting on ground dwelling fauna habitats. Complainant said that the company contracted to remove the trees have no regard for the trees or the local community. TJHD advised that the log in questions had been leaning outside the site boundary and needed to be cut for safety reasons. Australian Museum Consulting advised that the logs should be placed in its original location outside the site boundary for habitat purposes. The local council have requested the use of these hollow logs for ground fauna. Once council have advised on where they logs are to be delivered they will be removed. This complaint is unavoidable as TJHD were complying with advice from AMC ecological consultants in placing the hollow logs outside the site boundary.
Q2	Cherrybrook	Unavoidable/Closed	140422STAP	22/04/2014	TJHD	Noise and Vibration	Noise and vibration - Resident complained about the noise coming from the construction vehicles exiting the site on Castle Hill Road and accelerating up the hill. Complainant requested that the trucks use the Franklin Road exit. Noise monitoring was undertaken following this complaint which found that noise levels were compliant and less than predicted by noise modelling (sample included spoil truck movements and box excavation). TJHD advised that all truck movements would be via the new intersection at Glenhope Road. Franklin Road is not suitable for heavy vehicle use as it is a residential street with local schools. Advised resident of noise monitoring results, and offered additional noise monitoring.
Q2	Bella Vista	Unavoidable/Closed	140424ANON	24/04/2014	TJHD	Worker behaviour	Stakeholder contacted 1800 number to advise of incident his wife witnessed on Celebration Drive, where two workers in a truck appeared to be smoking marijuana in the vehicle. Stakeholder was unable to provide further details about timing or details of truck and declined to leave his contact details. As TJHD were unable to investigate the matter due to lack of information the complaint is

							unavoidable
Q2	Epping	Unavoidable/Closed	140503RANC	3/05/2014	TJHD	Noise and Vibration	Noise and vibration – resident complained about the noise associated with removal of the piling rig after hours. TJHD encouraged the resident to call the 1800 number in future, rather than email Community place Manager. If TJHD receive the complaint while work is happening they can investigate the noise, and possibly conduct noise monitoring. No further out-of-hours work this week.
Q2	Castle Hill	Unavoidable/Closed	140507ANON	7/05/2014	TJHD	Worker behaviour	Complainant advised CIC that the workers across the road from the bus stop erecting the hoarding were swearing audibly and there were women at the bus stop who could hear. TJHD further investigated and crew said they were singing and not using foul language. TJHD reiterated during a tool box the importance of worker behaviour. Complainant did not leave a contact number and no further information was provided to assist TJHD's investigation.
Q2	Norwest	Unavoidable/Closed	140508RAM	8/05/2014	TJHD	Air quality	Local business said that several of their departments have been complaining of an increased level of dust, and it seemed the street sweepers were no longer as frequent as they used to be. Complainant requested further action be taken. TJHD advised that a combination of mitigation measures are used to minimise dust, street sweepers, wheel washes, rumble grid, chemical spraying when required on exposed dirt areas, and laying pavement/hard stand areas site. Advised that dust levels will decrease over time as the excavation gets deeper. TJHD further investigated the site to see if any additional measures can be used. Encouraged complainant to call 1800 number in future for prompt investigation and response.

Q2	Showground	Unavoidable/Closed	140512MILT	12/05/2014	TJHD	Visual Amenity	Complaint was received about the colour of the noise wall along Carrington Road. Complainant was not a resident, however drives past the site daily. TJHD advised complainant that the noise barriers are in accordance with TfNSW project branding. TJHD explained that the noise barriers would have the same branding across the project and is used to provide project information and would be removed in 2019.
Q2	Cheltenham	Unavoidable/Closed	140513MOOR	13/05/2014	TJHD	Worker behaviour	Resident complained about TJHD workmen driving badly on local streets, using the horn and flashing light. Resident advised that the vehicles had NWRL branding, and that if this happened again they would report the matter. Complainant was unable to provide a date or time and did not record the number plate of the vehicle. TJHD advised that due to the lack of specific dates and times they would be unable to investigate the incident, but would however tool box all crew on the importance of driving appropriately on local streets. Encouraged complainant to call immediately and to record all details in future to assist an investigation. Memo was issued to all TJHD staff regarding driver behaviour.
Q2	Cheltenham	Unavoidable/Closed	140514KUHL	14/05/2014	TJHD	Transport, traffic and access	Resident complained that the traffic bollards on Kirkham Street were restricting ability to enter and exit driveway. Resident's daughter on P plates was trying to turn into the property and the traffic controller did not see her, worried about traffic backing up she went round the block and came in from the other side. Resident also complained that at one point exiting the driveway her son had to remove a bollard. TJHD investigated and found the traffic controllers were following TMP and the photographs indicated the bollards were in the correct location. TJHD advised resident to beep the horn or flash the lights to get the traffic controllers attention so that they can assist were necessary, and to call 1800 number with any further access issues.

Q2	Cherrybrook	Unavoidable/Closed	140515STAP	15/05/2014	TJHD	Transport, traffic and access	Resident complained of continuous noise generated by trucks changing gear as they turn out of the site on Castle Hill Road as well as an increase in dust and dirt on the road. TJHD advised that there is currently excavation and spoil removal works being undertaken and trucks are required to transport spoil via approved haul routes which include Castle Hill Road and the signalised intersection at Glenhope Road. Noise monitoring was undertaken and found to be compliant. TJHD advised that street sweepers and water carts are regularly used on haul routes and pavements to minimise dust. Castle Hill Road was inspected by the Senior Environmental Coordinator and found to have no evidence of significant tracking. Complainant said he may contact local MP and newspaper.
Q2	Epping	Unavoidable/Closed	140516JOE	16/05/2014	TJHD	Air quality	Resident complained of high levels of dust coming over the noise wall from site. TJHD advised that excavation is underway, requiring the removal of soil. TJHD advised that dust suppression measures are in place on site and they would instruct site foreman to ensure areas are continuously monitored and dust suppression practices continually implemented.
Q2	Cherrybrook	Unavoidable/Closed	140519BORG	19/05/2014	TJHD	Air quality	Complainant said that he is experiencing increased dust at his property and wanted to know whether a sound wall would be erected behind his property. TJHD advised complainant that a concrete noise wall has been erected at the back of the site between Oliver Way and Kayla Way and confirmed that there will be no noise wall erected behind his property as no high impact work is anticipated to take place in the sedimentation pond area. Advised of dust mitigation measures and encouraged complainant to call 1800 number in future, as he felt the dust was not acute as this moment so TJHD did not investigate further.

Q2	Epping	Unavoidable/Closed	140519LI	19/05/2014	TJHD	Noise and Vibration	Complainant is concerned about the machinery noise day and night, and claims that her baby is not sleeping well due to the noise, resident is at home with the baby during the day. Noise monitoring was undertaken at the resident's property and the noise levels were compliant. TJHD will undertake further noise monitoring at the complainants property when hammering is being conducted.
Q2	Epping	Unavoidable/Closed	140520RANC	20/05/2014	TJHD	Noise and Vibration	Resident complained about the high levels of noise on Beecroft Road during night works, and complained that the work has continued past 12am, and she was lead to believe it was due to finish by 12am. Resident also said that work had started at 5 am the previous Saturday morning. TJHD advised that the noisy work taking place was on the slip road and included rolling the asphalt and would be finished by 1.30am. TJHD confirmed that noise monitoring was being conducted behind the resident's property during all out-of-hours work and was compliant with requirements. Advised resident that this was the last anticipated night of out-of-hours work for some time. Resident complained that the noise was being generated by several projects working at the same time and would likely escalate the complaint.
Q2	Cherrybrook	Unavoidable/Closed	140520SEQU	20/05/2014	TJHD	Noise and Vibration	Complainant called to complain of constant beeping sound coming from the Cherrybrook site approximately every 20 seconds. TJHD advised the noise is coming from an excavator and the beep is standard safety practice for excavator operators to alert truck drivers to move forward or that loading is complete. TJHD advised that they would look into alternative alerts for truck drivers; however the beeping would remain during the investigation. Advised resident that beeping will not be used during extended hours. The beep noise is a standard safety requirement and is compliant.



Q2	Bella Vista	Unavoidable/Closed	140520ALY	20/05/2014	TJHD	Noise and Vibration	Resident complained of vibration and wanted to know whether her property would receive a precondition survey, as her brother was offered one on Lexington Drive. TJHD advised that the station box excavation included rock breaking activities, and is approximately 250 metres from their property. TJHD advised that due to the distance from the construction site, a property condition survey would not be offered, however TJHD offered to undertake vibration monitoring at the resident's property. TJHD are awaiting results from vibration monitoring, monitor to be installed for approximately one week.
Q2	Cheltenham	Unavoidable/Closed	140521COOP	21/05/2014	TJHD	Transport, traffic and access	Resident complained that trucks were driving too fast down Kirkham Street. TJHD advised resident that traffic control were in place down Kirkham Street and trucks were not driving above the speed limit as controls were in place. TJHD advised that the crew would be tool boxed on driving slowly and taking care on local roads.
Q2	Cherrybrook	Unavoidable/Closed	140526HAGA	26/05/2014	TJHD	Noise and Vibration	Resident complained about constant honking sound coming from the site, sounding similar to a car horn. TJHD advised that the beeping is standard safety practice for excavator operators to communicate and until an alternate method can be finalised the beeping will still need to be used in the short term. TJHD offered noise monitoring to the resident which was declined. TJHD also advised that beeping will not be used during the extended work hours.
Q2	Norwest	Unavoidable/Closed	140527PIGG	27/05/2014	TJHD	Noise and Vibration	Complainant advised that the night works are disturbing their sleep, and have been nosier the last few days. TJHD advised that the works are to restore the roundabout on Norwest Boulevard and would be completed on Friday morning. Noise monitoring was conducted and was compliant.

Q2	Cherrybrook	Unavoidable/Closed	140528STAP	28/05/2014	TJHD	Visual Amenity	Resident complained of the lights shining into his property during night works, and also being a danger as he cannot see properly when driving out of his driveway. Resident also complained of high levels of dust. TJHD advised that the lights were lowered by the environmental rep, and have been lowered again and repositioned to minimise impact on his property following his complaint. TJHD reviewed the photos supplied and believe they show light glare rather than dust. There is currently minimal dust on site. TJHD contact resident the following evening and confirmed that the repositioned lights were no longer affecting his property.
Q2	Cheltenham	Unavoidable/Closed	140528DEAR	28/05/2014	TJHD	Worker behaviour	Resident complained that workers were driving particularly fast on Castle Howard Road and requested TJHD monitor the construction traffic. TJHD after several attempts to call, email and doorknock have been unable to speak to resident. TJHD are considering periodically putting spotters along Castle Howard Road at peak times to assess driver behaviour. this complaint has been closed and judged as unavoidable as it has not been possible to gather details to mount a full investigation as to whether vehicles mentioned in complainant's email belonged to TJHD or not
Q2	Castle Hill	Unavoidable/Closed	140529FREE	29/05/2014	TJHD	Visual Amenity	Complainant advised that between the site hoarding and their fence line are weeds growing over a metre high. Resident complaint that the weeds are in flower and causing a weed problem on their side of the fence. TJHD enlisted a landscape contractor to remove the weeds and have made accessibility easier for future maintenance.
Q2	Bella Vista	Unavoidable/Closed	140529CAMI	29/05/2014	TJHD	Air quality	Complainant advised that there has been a significant increase in dust and her premises and stock are permanently covered in a thick layer of dust. TJHD attended the property and advised that dust mitigation measures are in place and hardstands have been created to minimise exposed areas of soil and exposed areas are treated with mulch or spray grass where possible. Some activities have ceased on site due to the recent high winds.

Q2	Castle Hill	Unavoidable/Closed	140529ANON	29/05/2014	TJHD	Air quality	Complainant advised of a significant amount of dust coming from Castle Hill the previous day. TJHD confirmed that all dust mitigation measures were in place on-site, however there were high winds on 28/05. Resident did not leave contact details.
Q2	Bella Vista	Unavoidable/Closed	140530MILE	30/05/2014	TJHD	Transport, traffic and access	Complainant reported a near miss involving a truck and dog that was pulling out of the site and turning right onto Celebration Drive. Complainant reported that she had to brake suddenly and that the driver also sped through the roundabout and onto Old Windsor Road overtaking another truck and dog that had pulled out of site earlier. Registration details were provided. TJHD advised complainant that a strict driver code of conduct is signed by drivers before they commence on the project and thanked her for providing the details to allow the complaint to be investigated. TJHD also explained that trucks would be using this route until mid next week after which, trucks would generally exit from Cumberlege Lane until the new site specific access is completed. A spotter has been put in place to assist with truck movements leaving site. A ROL has been submitted and approval should be granted by Monday, 2 June COB. Once the ROL is approved traffic control will be put in place to further assist with truck movements. Drivers to be tool boxed and incident further investigated. Further investigation with driver found that truck was fully loaded and was out of the roadway prior to noticing the other driver and was unable to stop safely.
Q2	Cherrybrook	Unavoidable/Closed	140530DONO	30/05/2014	TJHD	Transport, traffic and access	Resident complained that there are two water carts parked on Glenhope Road and wanted to know why as the previous newsletter said that all construction vehicle movements would be contained on site. TJHD advised that the water carts also spray some local roads, and were filling up at the hydrant.
Q2	Castle Hill	Unavoidable/Closed	140530ANON	30/05/2014	TJHD	Air quality	Resident complained of dust coming from site and onto his and his neighbours' verandas. TJHD advised that dust mitigation measures are in place, water carts, localised hoses, street sweepers and

							spoil is wetted down when being loaded onto haulage trucks.
Q2	Epping	Unavoidable/Closed	140531LING	31/05/2014	TJHD	Noise and Vibration	Resident complained of noise from site and enquired as to what the progress was with building the noise walls. TJHD offered noise monitoring which was declined by resident. TJHD also explained timeframe for noise wall completion at the Epping site.
Q2	Cherrybrook	Unavoidable/Closed	140602CHU	2/06/2014	TJHD	Property and business impacts	Resident identified a crack in their bench top which was not detailed in the post construction early works property condition report. TJHD are currently investigating claim, there is no works currently happening near resident's property. A Condition survey has been arranged and claim will be investigated once the survey is completed
Q2	Cherrybrook	Avoidable/Closed	140603SMIT	3/06/2014	TJHD	Transport, traffic and access	Resident complained that construction vehicles are currently parked on Franklin Road on the nature strip. TJHD advised that the car park on site is currently having concrete jersey kerbs installed and there was no room for all vehicles in the over flow parking. TJHD advised vehicles would be removed as soon as work is completed.
Q2	Cherrybrook	Unavoidable/Closed	140603GOSS	3/06/2014	TJHD	Noise and Vibration	Resident complained that vibration can be felt from her property. TJHD advised that vibratory rolling was currently taking place in order to level an area so that plant could access a new stockpile. Rolling for the day to be completed in approximately 10 minutes. TJHD offered vibration monitoring which was accepted by resident. Works are being carried out as part of standard construction activities.
Q2	Cherrybrook	Unavoidable/Closed	140604STAP	4/06/2014	TJHD	Property and business impacts	Resident complained that the lights from night work on site are shining into their lounge window and requested they be repositioned. After installation TJHD had walked the perimeter of the site to assess the light spill. Once complaint was received TJHD attended complainant's property to ascertain which lights were impacting resident. Lights were adjusted and electricians on site were advised not to install or adjust any lights before impacts can be assessed from surrounding properties.

Q2	Bella Vista	Unavoidable/Closed	140604REAR	4/06/2014	TJHD	Noise and Vibration	Resident complained of vibration from work on the new haul road shaking their house. Vibratory rolling was ceased immediately. TJHD advised that all vibratory rolling works to date had been greater than 50metres from the complainant's property, and that an exclusion zone had been marked at 30metres from the dwelling where no vibratory rolling would occur. Resident initially declined a property condition survey, however a survey will now be undertaken and a static roller used until after the report is done. A vibration monitor has also been installed.
Q2	Cherrybrook	Unavoidable/Closed	140604HAGA	4/06/2014	TJHD	Noise and Vibration	Resident complained of high levels of vibration being felt from their property as a result of works happening on site. TJHD advised that vibratory rolling was currently taking place in order to level an area so that plant could access a new stockpile. TJHD offered vibration monitoring, which was accepted. Advised resident that the vibratory roller would be used intermittently for the rest of today and tomorrow. Works are being carried out as part of standard construction activities
Q2	Cherrybrook	Unavoidable/Closed	140605KOHL	6/06/2014	TJHD	Visual Amenity	Resident complained about the green colour of the hoarding and branding which has replaced the bushland. The increased noise generated as a result of the noise being reflected off the hoarding, as well as by trucks braking along Castle Hill Road as a result of the new intersection. Resident also requested that further planting be undertaken along Castle Hill Road. TJHD advised they were unable to change the colour of the hoarding and have passed his concerns onto the RMS regarding compression braking of trucks at the Glenhope road intersection. Noise modelling shows that the increase in noise from the hoarding is not significant.
Q2	Cherrybrook	Unavoidable/Closed	140611MART	11/06/2014	TJHD	Noise and Vibration	Resident complained of the high levels of vibration as a result of works on site and was concerned that her house would be damaged. TJHD advised that a vibratory roller was being used to level the area so trucks could access a new stock pile. Advised that rolling would occur the following day intermittently.

							Vibration monitoring has been offered to the resident and results were compliant.
Q2	Cheltenham	Unavoidable/Closed	140616COMB	16/06/2014	TJHD	Noise and Vibration	Resident complained of a low rumbling noise and vibration coming from the site. TJHD advised that a vibratory roller was being used to seal the road. Following standard practices of no more than 3 hours work and 1 hour respite. Monitoring was undertaken at the property and found to be compliant, resident lives >150m from the internal site access road and on the other side of the M2.
Q2	Cherrybrook	Unavoidable/Closed	140617HAGA	17/06/2014	TJHD	Noise and Vibration	Resident wanted to know when night work would be completed as his daughter was having trouble sleeping. TJHD advised that they were undertaking station box excavation works and would be finished by 10pm. Offered noise monitoring which was decline. TJHD place manager followed up the next morning to provide an update on works in the area. TJHD advised that works will be continuing until 10pm for the rest of the week
Q2	Cheltenham	Unavoidable/Closed	140624MOOR	24/06/2014	TJHD	Transport, traffic and access	Resident contact TJHD about a truck driver driving recklessly along Oaklands Avenue. Resident provided registration of truck and investigation undertaken traced the truck to belonging to subcontractors LACK. Incident had been logged by driver who maintained he was not speeding and pulled over to let complainant past. Drivers were tool boxed and reminded to take care on narrow roads around Cheltenham site.

Q2	Cheltenham	Unavoidable/Closed	140626BIAN	26/06/2014	TfNSW/TJHD	Air quality	Complainant advised that NWRL workers are parked on Castle Howard Road taking up most of the parking. Complainant also noted that dust was visible from the work being undertaken on the netball courts, and wanted to ensure mitigation measures were in place. TJHD advised that it was a particularly busy day on site as the final touches were being done to complete fit out of the temporary amenities building. None of the vehicles were TJHD's with one vehicle belonging to TfNSW – who advised complainant that all staff have been reminded of parking protocols around Cheltenham. TJHD advised that work to dig out the netball courts was underway and TJHD were spraying down the area to try and manage the dust. TJHD monitor wind levels on a daily basis and if required will stop work. TJHD advised that workers will no longer access the site via Castle Howard Rd by the end of the school holidays when we hope to have completed demolition of the old building.
Q2	Cherrybrook	Unavoidable/Closed	140627ANON	27/06/2014	TJHD	Worker behaviour	Anonymous complaint about a worker seen driving a spoil truck out of Cherrybrook site, looking like he was smoking marijuana, registration of truck was provided. TJHD investigated the complaint, and the driver was stopped 20 minutes after the complaint was received. The driver was searched, and found not to be in possession of marijuana or under the influence of any illicit substances and was fit for duty. Complaint classified as unavoidable as the claims were unsubstantiated. Complainant was unable to be contacted.
Q2	66KV	Avoidable/Closed	140627BRIA	27/06/2014	TfNSW	Utilities and services	Resident complained that his internet has been down for 2 days and may be due to 66KV works happening outside his property. Internet was reconnected by Optus to resident's house. Resident also complained about the way the site has been left and that damage may have been caused to the front wall and there may be cement in the gutter. TfNSW advised that council would be doing the permanent rectification works, and advised that the contractor

							would come back and clean the site. TfNSW took photos of the damage for further investigation.
Q2	Showground	Unavoidable/Closed	140627LATH	27/06/2014	TJHD	Transport, traffic and access	Council advised that half a dozen truck and dogs were parked adjacent to the new access road into the Showground site. TJHD is investigating the complaint; confirmation of whether the trucks parked were for TJHD work site could not be identified as no evidence was provided. Audit undertaken on Monday 30/06 showed no trucks onsite that day
Q2	Showground	Unavoidable/Closed	140627PELL	27/06/2014	TJHD	Property and business impacts	Complainant advised that her vehicle and 7 others parked in their car park, as well as some of the play equipment has some spots of green paint, which they believe may have come from the painting of the wall on Carrington Road. TJHD attended site and inspected the vehicles and play equipment, no evidence of paint was found, photos were taken and TJHD confirmed appropriate process and risk assessment was undertaken prior to commencement of the works. Agreement was reached with complainant however to organise car detailing and cleaning of 10 cars
Q2	Cheltenham	Avoidable/Closed	140630MATT	30/06/2014	TJHD	Water quality	Complainant advised that he saw dirty water running down the gutter in Kirkham St adjacent to the internal access road. TJHD advised complainant that an investigation would be undertaken – it was identified that a minor flow of spray seal from the recent sealing of the new internal access road and flowed into a nearby road gutter and then into the stormwater pit. Sand bag controls were in place, however they were not adequate in securing the spray seal. The spray was contained in the storm water pit. TJHD advised complainant that the gutter and stormwater pit would be cleaned by COB that day.
Q2	Showground	Unavoidable/Closed	140630AXFO	30/06/2014	TJHD	Worker behaviour	Complainant advised that he had witnessed staff doing illegal 'U turns' on Carrington Road to turn into the Showground site office. TJHD advised complainant that as no registration or time and date were provided regarding the illegal 'U turn' made they could not identify the driver. TJHD advised that it would be discussed during the pre-start meeting



							and that any deliveries to the Showground site office would be advised of the appropriate access.
Q2	Cherrybrook	Unavoidable/Closed	140630JOWE	30/06/2014	TJHD	Noise and Vibration	Resident complained of high levels of noise coming from the site, particularly with regards to a beeping noise. TJHD advised resident the beeping noise is a safety precaution the excavator driver uses to communicate with truck drivers to ensure safe movements of vehicles on site. TJHD advised that excavation of the station box is almost complete which would reduce the noise generated by machinery moving around. TJHD offered noise monitoring, which was denied as resident said that the noise was probably due to higher winds that day and the removal of the trees which used to screen the noise.
Q3	Norwest	Unavoidable/Closed	140702JOAS	2/07/2014	TJHD	Air quality	Complainant asked whether the dust could be kept to a minimum as all the vehicles are constantly covered in dust, request some compensation for additional car washing. TJHD advised of dust mitigation measure used to minimise the dust leaving site, such as water sprinklers, wheel washers, rumble grid and paved hard stand areas. Advised resident that as the excavation of the station box got deeper the dust would reduce. Supervisor advised that street sweepers were not currently in use as they were not wetting down the road to minimise the mud tracked onto Brookhollow. Advised that an additional sprinkler was being installed on the side closest to the building, and that additional hard stand and haul road wetting would be carried out.
Q3	Cherrybrook	Unavoidable/Closed	140712STAP	12/07/2014	TJHD	Air quality	Resident called to advise they had noticed dust coming from the site. Upon investigation TJHD determined that site was close at the time of complaint and that dust mitigation measures (including water carts) were in place during construction works.

Q3	Cherrybrook	Unavoidable/Closed	140713GIFF	13/07/2014	TJHD	Property and business impacts	Resident called to advise that lighting that has been installed on the eastern side of the Cherrybrook construction site is bright and lighting up their upstairs bedroom. Investigations by TJHD was facing downwards behind the hoarding, however one of the lighting globes was removed to reduce impact to residents.
Q3	Bella Vista	Unavoidable/Closed	140714WALT	14/07/2014	TJHD	Visual Amenity	Complainant requested that provision be made for local residents/ "side walk superintendents" to be able to view the progress of construction. TJHD advised that the hoarding around the sites is to minimise dust and noise emission, as well as being in line with TfNSW branding requirements.
Q3	Bella Vista	Unavoidable/Closed	140714WALK	14/07/2014	TJHD	Air quality	Complainant enquired about what is being done in regard to dust. Complained that any cars parked for an extended length of time are dusty and require washing. TJHD advised that recently a rock crusher has been utilised on site, to break down the spoil for removal, advised that this work would be completed in the next week, and that water sprayers have been used to try and suppress the dust. TJHD advised that they are currently finalising the concrete internal road network which will assist with reducing dust. Currently at Bella Vista there are a number of dust suppression measures in place including: use of water cart and street sweepers, covering all loaded spoil trucks leaving site, minimising areas of exposed ground and applying groundcover as soon as feasible (i.e. mulch, spray grass or polymer), along with education, communication and vigilance by all workers in relation to watching out for dust and reporting it immediately. Wind speeds are monitored and work stopped if required.
Q3	Tunnel Alignment	Avoidable/Closed	140714TROU	14/07/2014	TJHD	Other	Resident complained that property condition survey consultant visited property on the wrong time and day. Resident was very distressed by the mix up as her husband is unwell and she did not want him to be home alone when the survey was done. The gate to the property was also left open and her dogs almost escaped. TJHD contacted resident and apologised for the mix up in the schedule, offered resident a dinner voucher by way of apology. Survey

							consultant also contacted resident and apologised for the mix up.
Q3	Bella Vista	Unavoidable/Closed	140714FITZ	14/07/2014	TJHD	Air quality	Resident complained that after being overseas for a month and return home they had a large amount of dust covering their outdoor area and garden from the Bella Vista Site. Resident also expressed concern about the composition of the dust as she has small children that play in her backyard. TJHD met with resident at their home and inspected backyard and advised of dust mitigation measures that are used on site during construction and provided responses to the complainants concerns about asbestos on site.
Q3	Castle Hill	Unavoidable/Closed	140716HICK	16/07/2014	TJHD	Property and business impacts	Resident complained of damage to his property as a result of the vibration caused by the work on site. Resident requested someone from the project inspect his property and cracking on his veranda. Resident was offered a property condition survey in October with follow up doorknocks in November – resident did not respond. TJHD have made several attempts to contact resident to arrange a time to visit the property but have been unsuccessful in doing so.
Q3	Norwest	Unavoidable/Closed	140716FARI	16/07/2014	TJHD	Air quality	Complainant advised that she runs past the site frequently, however the dust from the site is becoming so bad that she has had to change her running route. Complainant wanted to know if further controls would be in place. TJHD advised that regular environmental inspections take place and TJHD regularly monitor wind speeds and when these exceed 30km per hour, additional site inspections are undertaken to assess works. If necessary, extra dust suppression measures are implemented which may include, applying additional water, or altering or stopping work for a period of time. Currently Norwest has a number of dust suppression measures in place including: use of water cart, street sweepers and sprinkler system, covering all loaded spoil trucks leaving site, trucks passing over rumble grids, minimising areas of exposed ground and applying groundcover as soon as feasible (i.e. mulch, spray grass, concrete or rock), along with education,

							communication and vigilance by all workers in relation to watching out for dust and reporting it immediately.
Q3	Cherrybrook	Unavoidable/Closed	140716MART	16/07/2014	TJHD	Noise and Vibration	Resident complained that they could feel vibration from the work site. TJHD advised that the vibratory roller was in use to compact the area for the installation of the workshop. TJHD advised that this work will cease in approximately 10 minutes and would be used intermittently until Monday 21/07. Resident accepted vibration monitoring offered by TJHD and results were within compliant levels
Q3	Cherrybrook	Unavoidable/Closed	140716CHU	16/07/2014	TJHD	Noise and Vibration	Resident complained that they could feel vibration from the work site. TJHD advised that the vibratory roller was in use to compact the area for the installation of the workshop. TJHD advised that this work will cease shortly and would be used intermittently until Monday 21/07. Resident accepted vibration monitoring offered by TJHD and results were within compliant levels. Resident is located 90m from roller works.
Q3	Cherrybrook	Unavoidable/Closed	140716HAGA	16/07/2014	TJHD	Noise and Vibration	Resident complained that they could feel vibration from the worksite. Resident is concerned that damage is being done to the property that is not yet visible. Resident's property is approximately 50 metres from the works. TJHD advised that the roller would be used intermittently until Monday 21/07 to compact the area for the installation of the workshop. TJHD advised that the property is more than twice the 'minimum buffer distance' for this type of plant that is implemented to minimise the risk of cosmetic damage to light structures. Humans are able to feel the vibration caused by this type of plant for up to 100m however the risk of property damage is very low. TJHD offered for vibration monitoring to be undertaken at the resident's property.
Q3	Cherrybrook	Unavoidable/Closed	140716FINL	16/07/2014	TJHD	Noise and Vibration	Resident complained that they could feel vibration from the work site. TJHD advised that the vibratory roller was in use to compact the area for the installation of the workshop. TJHD advised that this work would take place for approximately 20 minutes and would be used intermittently until Monday 21/07. TJHD noted that at the time of the call the rolling had

							ceased for the day. Resident accepted vibration monitoring offered by TJHD and results were within compliant levels
Q3	Cherrybrook	Unavoidable/Closed	140717STAP	17/07/2014	TJHD	Air quality	Resident complaint of levels of dust coming from the site. TJHD advised that saw cutting works are being undertaken in the station box, which in conjunction with the dry weather is creating dust. Advised that mitigation measures are in place and the area is being watered down while saw cutting is being undertaken. Advised that additional mitigation measures are in place around the site, which include the use of additional water on haul roads and other potentially dusty areas of work.
Q3	Cheltenham	Unavoidable/Closed	140721DEAR	21/07/2014	TJHD	Transport, traffic and access	Resident complained about trucks on Castle Howard Rd. Following several attempts to reach the caller by telephone, an email was sent to the resident describing TJHD's plan for heavy vehicles to use the new access, with one upcoming exception, which residents will be advised about in advance. Resident has responded.
Q3	Cherrybrook	Unavoidable/Closed	140725STAP	25/07/2014	TJHD	Noise and Vibration	Resident complained about a droning noise coming from the worksite. Following investigation it was found to be generated by the street sweeper. Noise monitoring was carried out and confirmed that the machine was operating within limits. TJHD advised the resident that they were happy to take additional noise measurements if necessary.
Q3	Bella Vista	Unavoidable/Closed	140725FITZ	25/07/2014	TJHD	Noise and Vibration	Resident complained via email about noise associated with oversize machinery deliveries early that morning. Following several attempts to reach the resident by telephone, the resident was emailed to advise program of works, that all work was in line with the notification and that the 24hr/7 day 1800 phone number was also an option for him. Resident was offered noise monitoring when future deliveries are occurring or at a suitable time. TJHD will follow up this offer.

Q3	Cherrybrook	Unavoidable/Closed	170725BORG	25/07/2014	TJHD	Property and business impacts	Resident complained of cracking in some of the cornices of his property and requested they be inspected. TJHD advised of letter of offer for property condition survey that had previously been sent with no response from resident. Complaint is determined as unavoidable as property is outside of zone of influence for tunnelling activities and survey had been offered but not accepted.
Q3	Cherrybrook	Unavoidable/Closed	140801STAP	1/08/2014	TJHD	Visual Amenity	Resident complained that the sheets of roofing material going up on the night time spoil shed are creating glare that is affecting his property. TJHD attended property to inspect the level of glare coming off the building, at 2:10pm during the visit there was no glare, which the resident also noted. TJHD advised that the roofing would be completed Tuesday 5/08 and they would re-inspect the glare at that point. Roofing is in line with TJHD Visual Amenity Management Plan.
Q3	Showground	Unavoidable/Closed	Direct to EPA	5/08/2014	TJHD	Air quality	Complaint received by EPA regarding dust at resident's home in Chapman Avenue Castle Hill. Resident is located midway between Castle Hill and Showground sites (approx 500mtrs from each) All dust mitigation measures are in place at each site and are compliant.
Q3	Showground	Unavoidable/Closed	140806HEIL	6/08/2014	TJHD	Air quality	Resident complained of dust coming from the construction site and queried whether adequate mitigation is in place, similar to the misting sprinklers used during the demolition. TJHD advised resident that during station box excavation large amount of spoil is being crushed on site and then removed, creating dust during the process. Mitigation is in place, water cart, street sweepers, loaded spoil trucks being covered prior to departure and applying ground over as soon as possible on exposed surfaces. Regular inspections are undertaken by TJHD, TfNSW and independent reps (inspection done that day) and wind speeds are measured daily. TfNSW environmental reps were satisfied with measures in place for wind suppression on that day. TJHD noted in response that weather forecasts indicate a visible haze across Sydney which may be adding to the perception of dust.

Q3	Epping	Unavoidable/Closed	140806CONN	6/08/2014	TJHD	Noise and Vibration	<p>Resident complained that the noise wall behind his property is inferior and does not believe that 'substantial footings' was the reason for the delay and wanted to know why noise wall was not as good as Cheltenham. TJHD confirmed that the footings were required to construct the noise wall, monitoring and noise cancelling head phones were offered to resident, both of which were declined. TJHD advised that the noise model for the Epping Worksite indicates that the noise wall will appropriately attenuate noise. It is also noted that as the shaft excavation progresses the cut itself will provide further noise attenuation, and so far all work has been compliant with noise restrictions. TJHD explained again delay in constructing the noise wall. (TfNSW have requested further information around the delay in construction of the noise wall)</p> <p>Complainant had already been advised of the extended timeframe for the building of the noise wall which due to the complexities of the substantial footings needed. The emergency work notified on the previous day, was for the buttress concrete pour. Residents have been notified previously that this buttress, a substantial structure, is the foundation for the permanent noise wall and that the noise barriers were to be relocated onto it when completed. TJHD has invited resident onto site on several occasions.</p>
Q3	Norwest	Unavoidable/Closed	140807CLAR	7/08/2014	TJHD	Noise and Vibration	<p>Resident complained of loud 'rock breaking' noises coming from the construction site in the early hours of the morning. Resident lives approx. 1.5km from both Norwest and Showground. TJHD confirmed that night work has been underway at Norwest for the nozzle construction, with noise monitoring results confirming compliance with CNIS. TJHD suspect noise heard is not generated by TJHD construction sites due to the property's distance from the site. TJHD informed resident that the lights seen from the Showground were probably due to the circus. TJHD called council who had no work underway – TJHD further investigating source for resident and</p>

							additional noise monitoring has been undertaken at Norwest.
Q3	Epping	Unavoidable/Closed	140807WAYE	7/08/2014	TJHD	Other	Complainant advised the when stepping out of his car at Epping he tripped on what looked like cats eyes. All catseyes have been place in accordance with plans submitted to Hornsby Council. TJHD investigated and confirmed that the equipment was not placed in high pedestrian traffic areas eg footpaths and bus stops. TJHD advised that feedback would be passed on to survey team. (TfNSW have requested further information from TJHD on the positioning of the catseyes as the car park will have regular pedestrian traffic.) The reason the catseyes are not placed in the middle of roads is to ensure that they are accessible to surveyors throughout duration of tunnelling, with minimal impact to the community in that they will then not require ongoing/daily ROL's to undertake the monitoring. Council regulations require that they are not placed in paths or near bus stops.
Q3	Castle Hill	Unavoidable/Closed	140812MISS	12/08/2014	TJHD	Noise and Vibration	Resident complained of banging noises waking him at around 7am. TJHD advised that the noise coming from site was as a result of the rock hammering. Noise monitoring was undertaken and found to be compliant. TJHD organised to meet with resident and discuss upcoming works on site.
Q3	Cheltenham	Unavoidable/Closed	140812BIAN	12/08/2014	TJHD	Transport, traffic and access	Complainant advised that he saw a ute branded with either Timermass or B/easy turning illegally into the new haul road at 11:30am. TJHD advised that no trucks with those logos entered or exited the site at 11:30am. All vehicles were on site by 9am. No number plates were provided. TJHD has since advised all workers and sub-contractors to obey road rules and take particular care on Kirkham St.



Q3	Norwest	Unavoidable/Closed	140813GREE	13/08/2014	TJHD	Air quality	Resident complained of high levels of dust coming from Norwest site, requiring them to have to increase their asthma medication. TJHD advised the complainant of the dust suppression methods that are being used on site including sprinklers, hoses, water trucks, street sweepers, covered loads and stopping work on high wind days etc. Inspection carried out on 12/8/14 showed sufficient dust suppression mitigation was in place. TJHD further explained that hardstands have also been constructed on site to assist with minimising dust and that the extensive earthworks associated with the station box construction will continue until the tunnel boring machines traverse through the area later this year.
Q3	Tunnelling activities	Unavoidable/Closed	140814BATT	14/08/2014	TJHD	Property and business impacts	Resident complained that he is concerned about the impact to his property as a result of the drilling and blasting as his property is 10m outside the 60m impact zone. Resident is concerned that his property foundations go very deep, into the rock and may be damaged. Resident requested property condition survey is done on his property. TJHD explained that there will be no blasting associated with the tunnel construction and reiterated the previous advice given to his enquiry earlier this week that his property was outside the area for surveys as the home is more than 70m from the alignment. As the resident is very concerned about damage TJHD has elected to include his property in the survey program.
Q3	Tunnelling activities	Avoidable/Closed	140818BABIC	18/08/2014	TJHD	Geotech/ Surveys	Resident complained that while property condition survey was being conducted the inspector walked through the house with muddy boots, treading mud on the carpets of 3 rooms. Opus (subcontractor) conducting property condition surveys will pay for the carpets to be professionally cleaned. TJHD apologised to resident for inconvenience and advised that all inspectors will be briefed before they attend a property.

Q3	Castle Hill	Unavoidable/Closed	140820FREE	20/08/2014	TJHD	Noise and Vibration	Complainant advised that the noise levels at Castle Hill have not diminished as they were led to believe. Complained that staff are leaving with headaches caused by the noise and are disappointed that the extensive noise was not discussed when they met with TJHD. TJHD advised that during excavation they encountered a section of hard rock in the shale, which requires additional hammering and therefore creates additional noise. TJHD advised that during the meeting they explained why at times the noise was worse, due to the type of rock. TJHD advised that the ambient noise level will reduce over time as the exaction depth increases. Offer of noise monitoring was declined.
Q3	Epping	Unavoidable/Closed	140821GAMA	21/08/2014	TJHD	Air quality	Resident complained that over the last two days dust from the site has been coming over into her unit garage area. TJHD inspected the property, which did not appear to have any visible dust. Resident said the dust at that moment was not too bad due to the rain however resident claimed her vehicle, which was not in the car park during the inspection, was reasonably dusty. TJHD noted that other vehicles parked in the car park had no visible signs of dust. Resident advised that the day before a plume of dust was visible above the access shaft area, further investigation suggests that this may have been water vapour rather than dust. Resident was happy with outcome and mitigation in place.
Q3	Cherrybrook	Unavoidable/Closed	140829STAP	29/08/2014	TJHD	Transport, traffic and access	Resident complained that trucks are parking in front of his property on the nature strip and churning up the soil. Resident believed that the truck may have had S & L on the side, but was not sure. During meeting resident noted that trucks had been stopping on the verge for some time. Resident also raised previous concerns around vehicle noise and requested again that TJHD use the Franklin Road exit. TJHD has taken steps to toolbox drivers as to their use of this section of road, however specific truck details could not be obtained from resident.

Q3	Norwest	Unavoidable/Closed	140903DOBO	3/09/2014	TJHD	Air quality	Senior Inspector for WorkCover rang TJHD Safety Manager directly in his mobile advising that a neighbour adjacent to the Norwest Worksite had called WorkCover regarding dust affecting his health and wellbeing. Investigations by TJHD showed mitigation measures were in place and the site inspections undertaken on 2/9 and 3/9 did not identify any issues and that dust suppression was being used
Q3	Cherrybrook	Unavoidable/Closed	140908SHAH	8/09/2014	TJHD	Transport, traffic and access	Caller advised that he had witnessed a vehicle travelling in the wrong direction in Franklin Road around two weeks ago. Caller could not confirm vehicle was witnessed exiting the site, vehicle registration or make. Caller was advised that all site personnel have been site inducted and are advised of approved entry and exit routes. TJHD also advised that vehicles and personnel reported or witnessed to not adhere to these site rules will be removed from site as these matters are treated seriously. TJHD discussed with the caller on site measures such as signage, painted arrows and security guards, implemented to ensure that appropriate traffic behaviours are enforced. TJHD also advised that traffic behaviours not related to the project (i.e. local traffic) could not be enforced as it is outside of the project scope. Caller was advised that TJHD's interface manager was meeting with Hornsby Council shortly and would discuss possible implementation of additional signage and/or painted arrows on Franklin Road. Complainant was satisfied with this response.

Q3	Epping	Unavoidable/Closed	140909MCKA	9/09/2014	TJHD	Noise and Vibration	Complainant advised that the bucket on the excavator being used to tip spoil into the truck is banging on the side of the truck, which he thought was unnecessary. Site team thought caller had probably been disturbed by the long reach crane operating near the resident's unit block. This crane was being used to undertake remediation works to the nozzle area which included removal of the temporary noise barrier. As such the area in which the crane had been operating was exposed and no longer protected by a noise barrier. Site team noted that the crane had not been operated with undue care and that it was difficult to avoid noise from the bucket coming into contact with the truck. Site team agreed to talk to the crane driver about minimising noise where possible and noted that the crane was due to be removed from site shortly. TJHD emailed the resident directly and also noted that she would be sending an email to neighbours immediately adjacent to the works that day to provide an update on the progress of these remediation works. Noise monitoring was within noise goals. Resident has been offered nose cancelling headphones and declined.
Q3	Showground	Unavoidable/Closed	140910STEV	10/09/2014	TJHD	Pedestrian access	Complaint re pedestrian arrangements near the Showground site was dealt with by the Hills Shire Council. It was referred to TJHD to follow up with resident to investigate whether signage is still in place and whether any improvements can be made to reinforce that the path is closed. TJHD advised resident that multiple signs and detour signs are in place on both sides of the pedestrian walkway, advising pedestrians of the closure and that the footpath is physically blocked at the bus stop. The closure of the footpath has been approved by Council. Resident was advised they should use the lights at the corner of Carrington Road/Showground Road to cross Carrington Road. Resident will advise family to use lights. TJHD said they would look to see if any further improvements could be made on the signage in the area for pedestrians turning right on to Carrington Road from Showground Road.

Q3	Project wide	Unavoidable/Closed	140910FRAN	10/09/2014	ISJV	Potential Supplier	Stakeholder (member of the Indigenous Construction Resource Group (IRCG) complained that when enquiring about being a potential supplier ISJV staff were not courteous and behaved in a racist manner.
Q3	Bella Vista	Unavoidable/Closed	140912TRIN	12/09/2014	TJHD	Worker behaviour	Caller advised a contractor drove dangerously almost causing an accident and then pulled up next to her and was laughing and pointing at her. TJHD Bella Vista Project Manager and the site Superintendent confirmed that a vehicle with the supplied registration is not related to the Bella Vista site, however further investigation of the cars within the car park will be undertaken over coming days, as well as investigation with other sites. Driver (registered with the Kellyville precast facility) advised that they were changing lanes when heading south on Old Windsor Road (right lane to left lane) at approximately 4pm and did not notice complainant in their blind spot until they had changed lane. TJHD driver advised that they waved to the complainant as an indication of apology.
Q3	Cherrybrook	Unavoidable/Closed	140912MAR	12/09/2014	TJHD	Noise and Vibration	Caller advised that she can hear intermittent drilling from the site and would like to know when this work will be completed. Site was using rattle guns to tighten structural bolts for the installation of the acoustic ramp shed. Site team advised that the majority of the work will be completed by 5pm same day (possibly earlier) with some minor works to be completed on Monday 15.9. Complainant was advised of the works, likely duration and offered noise monitoring, this was declined as she was satisfied that the work will be completed shortly.
Q3	Norwest	Avoidable/Closed	140916GALE	16/09/2014	TJHD	Transport, traffic and access	Caller advises that project staff is parking in his car park, and supplied registration details for a car parked there at the time. TJHD Area Supervisor advised that vehicle is associated with a new sub-contractor, who despite attending project and site inductions had ignored site parking requirements. The workforce car park has not been operating at full capacity; however alternate arrangements are in place. Sub-contractor has been removed from the

							project. Further tool boxing with site workforce was undertaken on 17/9/14.
Q3	Norwest	Unavoidable/Closed	140918PRES	18/09/2014	TJHD	Noise and Vibration	Property Manager contacted the information line regarding a tenant's concerns about noise at 3am. Tenants moved into property around two weeks ago, and were concerned about having family's sleep disturbed. TJHD contacted the caller (property manager) and explained current activities on site and the project more broadly. TJHD offered to contact the tenant directly and discuss current construction activities. TJHD met with the tenant, provided an overview of current work including the use of a small rock breaker within the nozzle area out-of-hours, and provided tenant with recent newsletters and notifications issued before they moved in.
Q3	Showground	Unavoidable/Closed	140918BENT	18/09/2014	TJHD	Air quality	Resident complained about dust on their home, washing and car. TJHD site superintendent advised that all dust suppression was active that afternoon, including water cannon, sprinklers, water cart and a hose on each machine in the box. TJDH contacted resident and detailed the dust suppression measures onsite, TJHD's EPL requirements and advised that inspections are regularly undertaken. NB: The EPA completed an inspection of the Showground worksite on 7/7/14 in response to a dust complaint. The EPA identified no issues with the approach TJHD was taking to manage dust. Weekly and event triggered (i.e. high wind) inspections are also undertaken.
Q3	Cherrybrook	Unavoidable/Closed	140919MULC	19/09/2014	TfNSW	Visual Amenity	Resident visited the CIC to advise of overgrown grass around the perimeter of Cherrybrook station site and requested it be mown. TJHD followed up with caller and advised TfNSW would contact him to provide more advice. TfNSW Property team are arranging for lawn to be mown early this week: resident has been advised same.

Q3	Epping	Unavoidable/Closed	140922ZHAN	22/09/2014	TJHD	Noise and Vibration	Owner complained about noise from Epping site Advised their property is tenanted and previous tenants did not renew lease due to noise. Prospective tenants are now seeking a reduction in rent. Complainant advised she purchased property in April 2014 and was requesting information on when construction will finish and if compensation is available. TJHD advised standard construction hours and that 24hr operation of a road header will start soon at Epping site. TJHD advised that mitigation measures have been put into place to ensure works are carried out in accordance with guidelines from the EPA. Noise monitoring at the site is compliant and ongoing consultation has occurred with previous and current tenants.
Q3	Cheltenham	Unavoidable/Closed	140923BIAN	23/09/2014	TJHD	Flora and Fauna	Resident advised of rubbish (including dead fauna) near Cheltenham site, in the road area near the wall from the Castle Howard Road entrance and requested that this be removed. Also advised area is very noisy now, & seems to be forcing bird life further south along Castle Howard Road and questioned if noise readings are being taken of these construction activities when the digging/drilling is taking place. Also advised area is very noisy now, & seems to be forcing bird life further south along Castle Howard Road and questioned if noise readings are being taken of these construction activities when the digging/drilling is taking place. TJHD contacted site engineer who investigated the area where rubbish had been placed and noted that it had been placed next to a Council rubbish bin. There was also a dead possum in the old oval car park area. Although clearing of this rubbish is a matter for Hornsby Shire Council TJHD removed it to their site for disposal. TJHD notified Council of this dumping and asked for confirmation of Council's rubbish collection day. TJHD also advised resident regular noise monitoring of the works is conducted, including as recently as this week from inside the house closest to the worksite on Castle Howard Rd. Results show that

							noise levels are compliant with EPA approvals for this type of work.
Q3	Norwest	Unavoidable/Closed	140923ANON	23/09/2014	TJHD	Driver behaviour	Caller advised they saw a truck driving along M7 which then turned on to Norwest Boulevard and that the truck was driving erratically. Rego was BZ 90 NJ. TJHD were unable to contact complainant as the caller declined to leave contact details. In the absence of the complainant's contact details, Senior Project Engineer responsible for truck contract management was advised of truck driver behaviour. TJHD confirmed it was a contractor vehicle. Driver was interviewed and cautioned. He advised he had not undertaken any unsafe driving practices. Kingsfield drivers were tool boxed following complaint.
Q3	Cheltenham	Unavoidable/Closed	140925DEAR	25/09/2014	TJHD	Noise and Vibration	Resident complained of noise from Cheltenham site excavation. TJHD rang resident and confirmed that excavation was currently at 3m and there was approximately 17 more meters to go. Complainant was offered noise monitoring and noise cancelling headphones which were refused. TJHD offered to visit complainant to assess the situation in his house but he noted that this was not necessary. CPM agreed to keep complainant up to date with progress of excavation and to call by next time she was in the area.
Q3	Norwest	Unavoidable/Closed	140927WHEE	27/09/2014	TJHD	Transport, traffic and access	Resident visited Hawkesbury Harvest stand on 27/9 and advised that trucks with the logo 'Engra Haulage' were double parking in North west Boulevard and claims to have photos of this. TJHD have requested that resident email photos of trucks so they can determine if they are used on the project. TJHD were unable to determine from the photos provided if the trucks are being used on their sites. Drivers have been tool boxed regarding driver behaviour.



Q3	Project wide	Unavoidable/Closed	140929ANON	29/09/2014	TJHD	Project Wide	<p>Caller contacted the 1800 number in relation to a general enquiry about the NWRL project. When call centre operator asked caller for contact details, caller advised that she did not want to do this and wanted to make a complaint as she was not able talk to someone immediately. Caller was put through to primary complaints phone, which was unable to be answered at the time as Place Manager was driving, and caller left a message stating she did not wish to leave her details and was she unhappy with the process. TJHD was unable to follow up complaint as no contact details were left.</p>
Q3	Cherrybrook	Unavoidable/Closed	140930STAP	30/09/2014	TJHD	Transport, traffic and access	<p>Resident witnessed a small van making a U-turn into the Cherrybrook site using the slip access on Castle Hill Road. Resident also advised that he had cleaned up the verge outside his property on Friday and believed that overnight a large truck had used the grassed area to make a U-turn. TJHD confirmed with resident that he had not seen any large trucks using the nature strip to make a u-turn and were therefore unable to investigate this further. TJHD investigated and confirmed that two new subcontractors from "Stork", driving small vans, had entered the site this way and it was reiterated to them that although not illegal they were not to enter the site this way. Workers were also tool boxed not to access the site at daily pre-start meetings.</p>