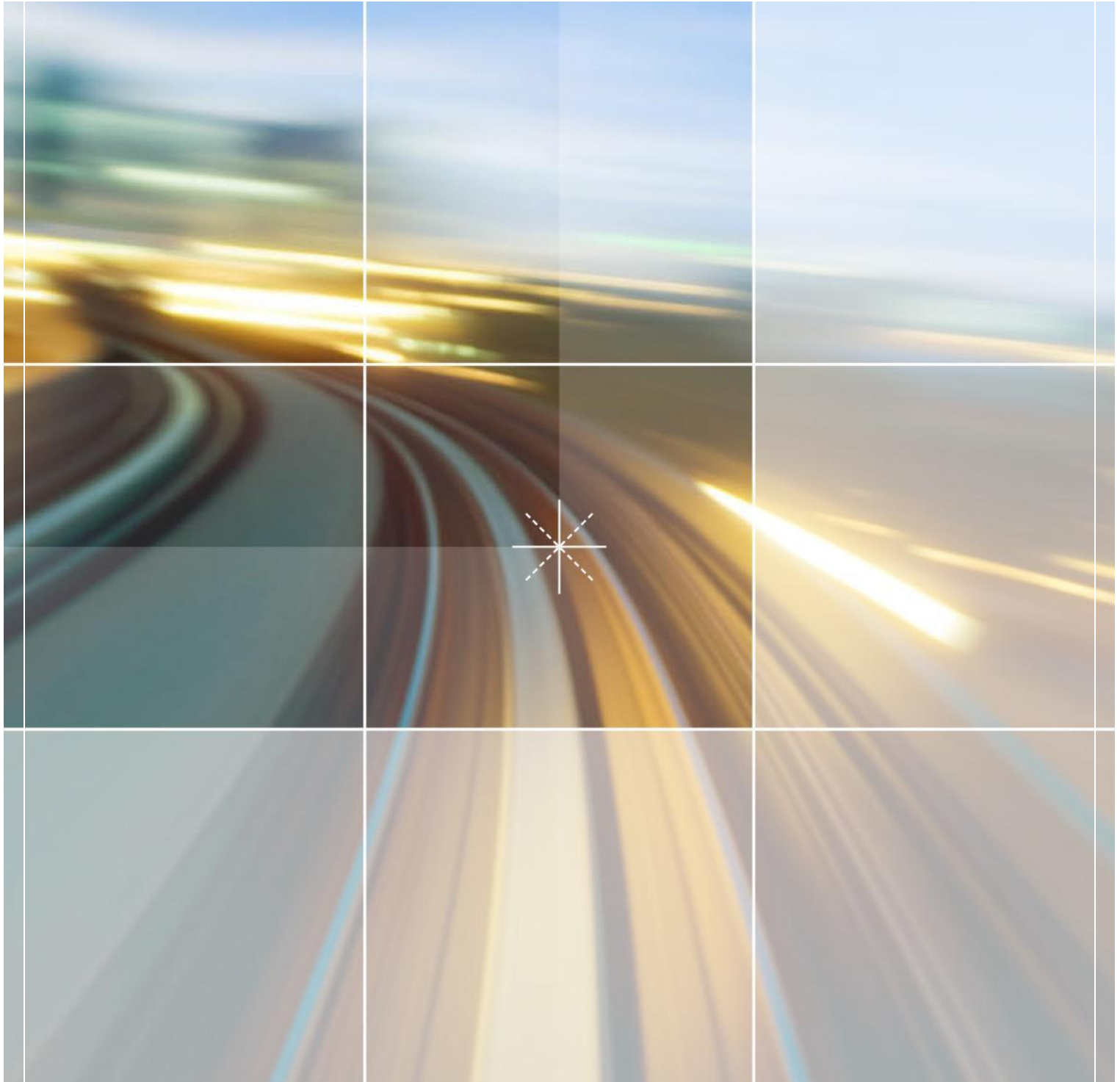


North West Rail Link
Environmental Construction Compliance Report
Oct 2013 to Mar 2014



PROJECT	North West Rail Link	DATE	14 May 2014
GROUP	Safety, Environment & Business Systems	STATUS	FINAL
AUTHOR	Marrinan, Matthew	REVISION	1.0
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Executive Summary

This Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with the Planning Approvals that have been granted to the North West Rail Link project. This report covers the period October 2013 to March 2014 and is provided to the Department of Planning and Environment (DP&E) in accordance with the Planning Approvals.

Environmental performance to date is considered to be high based upon zero significant incidents and a low number of non-compliances being reported. Environmental Representatives are reporting issues from inspections and Quarterly Reviews, however a positive culture of proactive management is evident in each works package for the NWRL. The audit program run through the CWG is identifying areas for improvement and these recommendations are being implemented to facilitate continuous improvement of environmental performance.

For the reporting period Boulderstone Pty Ltd (now Lend Lease) completed Early Works in February 2014. For the Tunnel and Station Civils contract, Thiess John Holland Dragados (TJHD) JV commenced site establishment works in October 2013 with significant construction work commencing in January 2014 following approval of their Construction Environmental Management Plan on 20 December 2013.. Impregilo Salini (IS) JV was awarded the Surface and Viaduct Civils works and is currently preparing environmental documentation for approval by DP&E while design investigation works have commenced.

For the period a number of compliance activities were undertaken and are summarised in the table below:

		TfNSW	Early Works	TSC	SVC	OTS
By End of Q4 2013	Ongoing Conditions (Non-compliances)*	135 (0)	191 (1)	324 (0)	534 (0)	NA
	ER Inspections (Issues Raised)	NA	12 (31)	11 (0)	0 (0)	NA
	Audits (Findings)	0 (0)	1 (4)	1 (1)	0 (0)	NA
	Class 1 or 2 Incidents**	0	0	0	0 (0)	NA
	Complaints	0	38	21	0 (0)	NA
By End of Q1 2014	Ongoing Conditions (Non-compliances)*	135 (1)	120 (0)	323 (0)	532 (0)	NA
	ER Inspections (Issues Raised)	NA	6 (10)	12 (6)	0 (0)	NA
	Audits (Findings)	1** (2)	0 (0)	8** (14)	0 (0)	NA
	Class 1 or 2 Incidents***	0	0	0	0 (0)	NA
	Complaints	0	13	36	0 (0)	NA

1 Introduction

1.1 Purpose of this Report

This Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with the Planning Approvals that have been granted to the North West Rail Link (NWRL) project. The period covered by this report is October 2013 to March 2014. The preparation of this report is one compliance activity of several that are documented in the NWRL Compliance Tracking Program (CTP) which was approved by the Department of Planning and Infrastructure on 14 May 2013.

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.

Key features of the NWRL project include:

- Single deck, rapid transit service between Cudgegong Road and Chatswood;
- Rolling stock – modern, single deck, rapid transit carriages;
- Eight new stations as presented in the reference scheme;
- Station precinct development with integration into the road and bus network;
- Two elevated stations (at Rouse Hill and Kellyville) and an at grade station at Cudgegong Road;
- Train stabling and maintenance facilities at Tallawong Road;
- 23 km of new track and rail infrastructure between Epping and Cudgegong Road, (unchanged from reference scheme);
- Rail track and systems (power, ventilation, communication, signalling, etc);
- Approximately 4 km of elevated rail track (The Skytrain) and 4 km of at grade track between Bella Vista and Cudgegong Road;
- Excavations for the Cherrybrook, Castle Hill, Hills Centre, Norwest and Bella Vista Stations;
- Approximately 15.5 km of twin running tunnels (approximately 6.1 metres in internal diameter) between Epping Station and Bella Vista Station. The running tunnels will be constructed primarily by tunnel boring machine;
- Cross passages between the running tunnels;
- Mined caverns, niches and openings for rail crossovers and equipment;
- Permanent concrete lining of all tunnels, caverns, cross passages and underground openings which must allow for all future track bed and rail services fixings; and
- Systems and stations on the existing 13 km Epping to Chatswood Rail Link upgraded and converted to create an integrated service from Cudgegong Road to Chatswood.

1.3 Statutory context

The North West Rail Link is subject to environmental assessment under the Environmental Planning and Assessment Act 1979 (EP&A Act). It 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.

Before work can commence on the project, detailed environmental assessments have been carried out and approved by the Minister for Planning and Infrastructure. The Planning Approvals for the project are for:

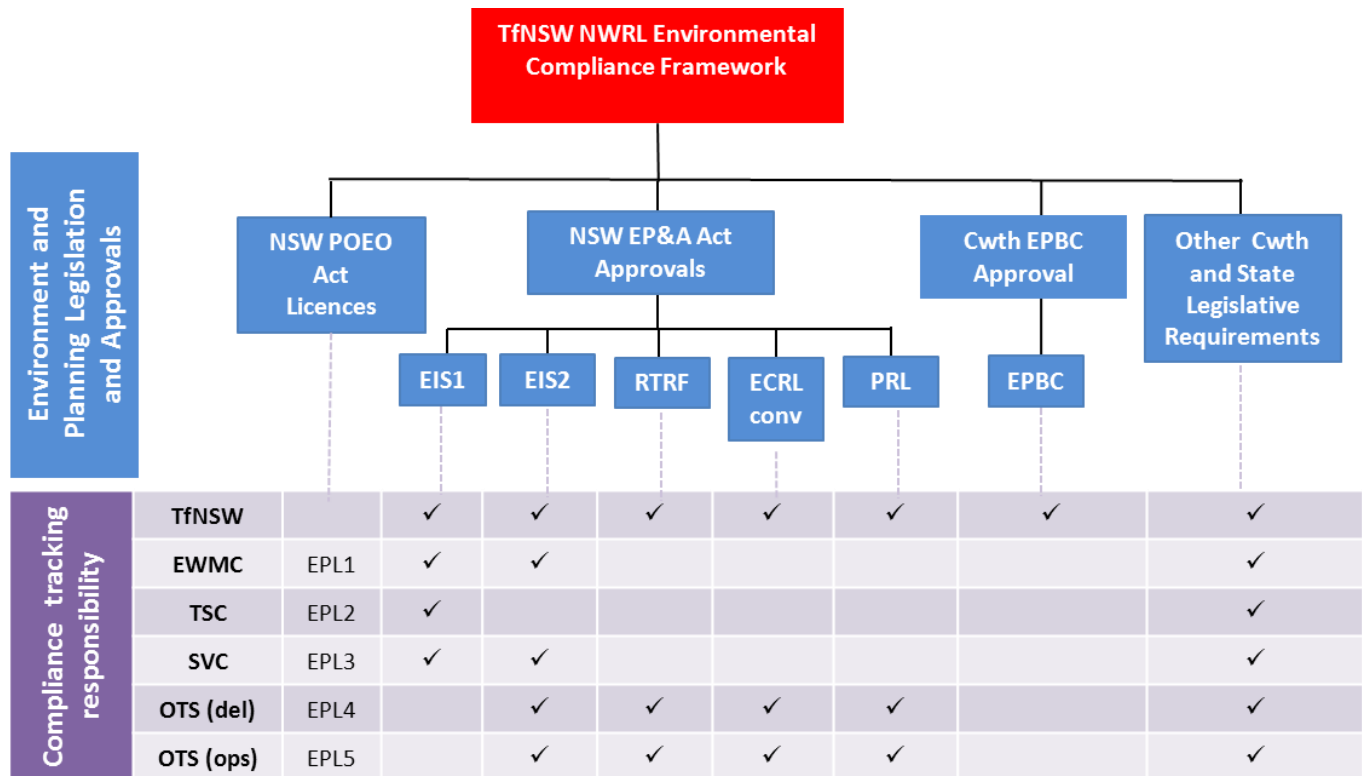
- Stage 1 - Major Civil Construction works (EIS1).
- Stage 2 - Stations, Rail Infrastructure and Systems works and operations (EIS2).
- Rapid Transit Rail Facility works and operations (RTRF EIS).

Each of the approvals imposes a number of conditions on TfNSW and its contractors. Additionally each approval requires TfNSW to report its compliance status against the conditions.

2 Construction stages

This report considers each of the approvals in a staged manner (North West Rail Link Stage 1 Infrastructure Approval Staging Report and North West Rail Link Stage 2 Infrastructure Approval Staging Report) as different contracting parties have varying accountabilities against each. The matrix below provides a high level overview of how the approvals relate to the contracting parties.

Figure 1- NWRL Environmental Compliance Framework



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 1.

Table 1 Compliance monitoring activities

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

3.2 Auditing and Reporting

Two levels of environmental auditing occur during the construction of the NWRL. The first level consists of an internal audit program by each Contractor covering:

- Compliance with approval, permit and licence conditions;
- Compliance with the Contractor's, CEMP, sub-plans and procedures;
- Community consultation and complaint response procedures;

- Environmental training records; and
- Environmental monitoring and inspection results.

The second level is undertaken by TfNSW through Compliance Working Groups (CWG). These CWGs coordinate the independent environmental audit program required by condition D5(d) which is a holistic program aimed at covering all major contracts within the audit cycle with a 6 monthly audit frequency. Individual audits focus on single works packages as well as TfNSW. The CWG review the status of risks, non-conformances, previous audit findings / closeout, and incidents to determine the appropriateness of scope and frequency in the audit schedule.

3.3 Compliance Working Group

There are separate Compliance Working Groups (CWG) for each major contract. The primary function of the CWG's is to oversee and co-ordinate audit programs within respective works packages, this includes the contractors internal environmental audits and independent 3rd party environmental audits required under condition D5(d). These meetings are convened monthly.

During the period between Oct 2013 and Mar 2014 three CWGs were active pertaining to Stage 1a, 1b and 1c. Ten audits were conducted during this reporting period where the scope was environmentally relevant as shown in Table 2.

These audits produced a total of 22 environmentally related findings which are detailed in Table 6.

Table 2 - Environmental Audits between Oct 13 and Mar 14

Audit No	Auditee	Scope	Audit Date
EW-BPL-06	EWMC	Planning Approvals Strategic Audit	2/12/2013
TSC-AUD-004	TSC	Site Establishment SQE	13/12/2013
TSC-AUD-010	TSC	IC TSC Design Review	30/01/2014
TSC-AUD-009	TSC	Bella Vista Station Emergency Preparedness	23/01/2014
TSC-AUD-011	TSC	Construction Planning and Execution Process	18/02/2014
TSC-AUD-014	TSC	Construction Flora and Fauna Management Plan & Construction Heritage Management Plan	26/02/2014
TSC-AUD-015	TSC	Construction Noise and Vibration Management Plan	20/03/2014
TSC-AUD-016	TSC and TfNSW	Independent Environmental Audit	17/03/2014
TSC-AUD-018	TSC	TJHD Community Liaison Plan	31/03/2014
TSC-AUD-019	TSC	Cherrybrook SQE Implementation	26/03/2014

3.4 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 3.

Table 3 - 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.

3.5 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; and
- Reporting.

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** (Figure 2).

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.

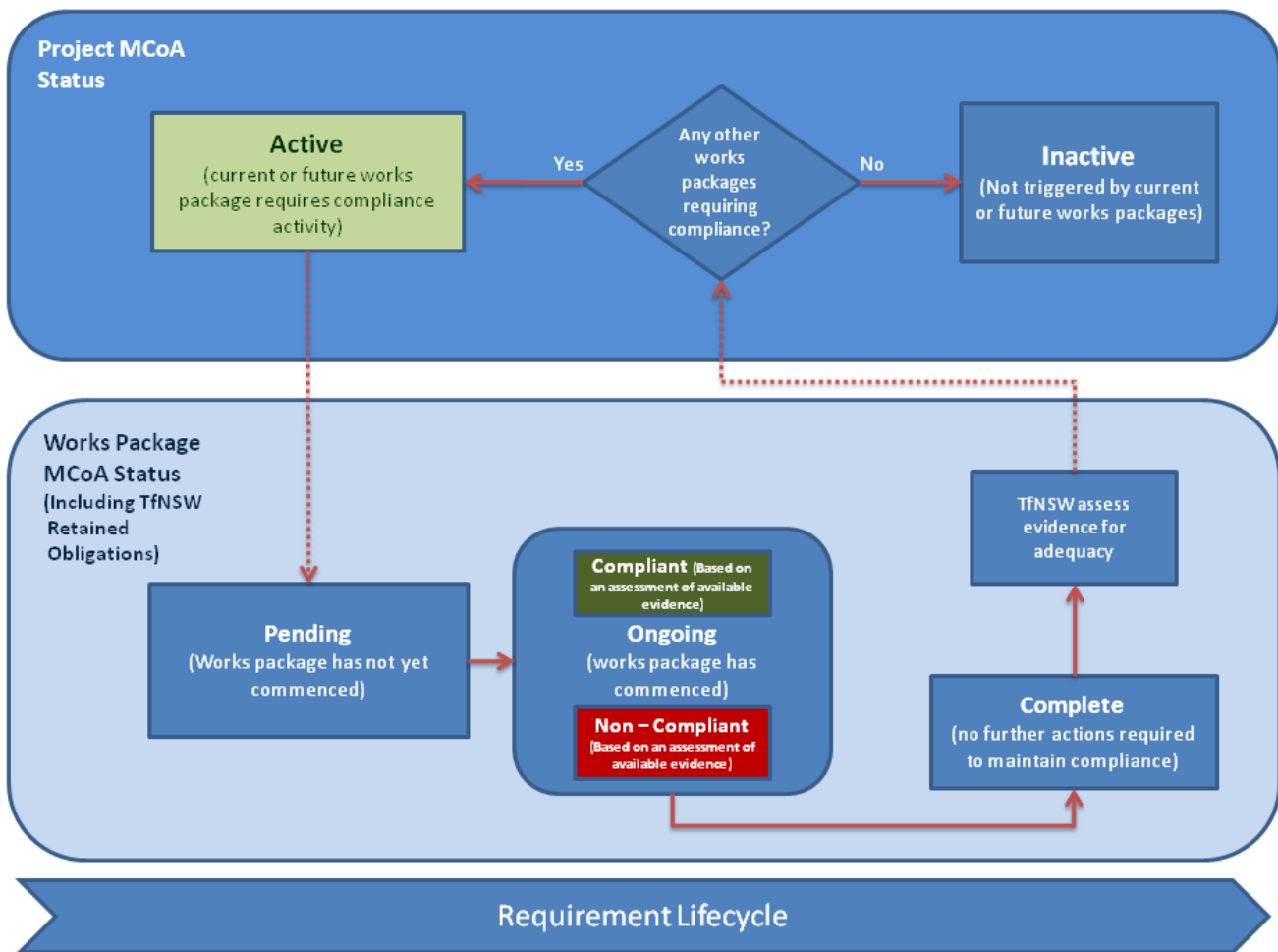
Compliance is assessed for Conditions of Approval with an **Ongoing** status and can be determined to be either **Compliant** or **Non-compliant**. These assessments occur during surveillance activities outlined in Table 1.

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 - MCoA Lifecycle



5 Compliance Status

This Construction Compliance Report covers Quarter 4 2013 and Quarter 1 2014 of construction undertaken under the Planning Approvals granted for the NWRL. This is the second Construction Compliance Report since construction commenced in May 2013.

Compliance requirements relating to Planning Approval SSI-5414 are now ongoing since the award of the viaduct package to ISJV in December 2013. This package is required to comply with conditions relating to both Planning Approvals under Stage 1c and Stage 2a.

Compliance monitoring activities in Q4 2013 and Q1 2014 have reported non-compliances that occurred in May 2013 and September 2013 (Table 5). To prevent the potential for historical data to change in relation to non-compliances, from April 2014 non-compliances will be reported based upon the date of identification instead of the date of occurrence.

Boulderstone Pty Ltd reached practical completion in February 2014 for the Early Works portion of the NWRL. The ER has conducted a final review of compliance against the Conditions of Approval and Revised Environmental Mitigation Measures in March 2014. TfNSW are in the process of verifying the completion of compliance for conditions that applied to the EWMC.

Following completion of Early Works reports relating to the Water Quality Monitoring Program and the Business Management Plan will be submitted to DP&E and relevant stakeholders in accordance with conditions C11 and E32 prior to the completion of compliance for those conditions.

5.1 Compliance Overview

The results of the compliance monitoring are provided in Table 4. 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 4 Environmental Compliance Surveillance Data from May 2013 to September 2013

		TfNSW	Early Works	TSC	SVC	OTS
By End of Q4 2013	Ongoing Conditions (Non-compliances)*	135 (0)	191 (1)	324 (0)	534 (0)	NA
	ER Inspections (Issues Raised)	NA	12 (31)	11 (0)	0 (0)	NA
	Audits (Findings)	0 (0)	1 (4)	1 (1)	0 (0)	NA
	Class 1 or 2 Incidents**	0	0	0	0 (0)	NA
	Complaints	0	38	21	0 (0)	NA
By End of Q1 2014	Ongoing Conditions (Non-compliances)*	135 (1)	120 (0)	323 (0)	532 (0)	NA
	ER Inspections (Issues Raised)	NA	6 (10)	12 (6)	0 (0)	NA
	Audits (Findings)	1** (2)	0 (0)	8** (14)	0 (0)	NA
	Class 1 or 2 Incidents***	0	0	0	0 (0)	NA
	Complaints	0	13	36	0 (0)	NA

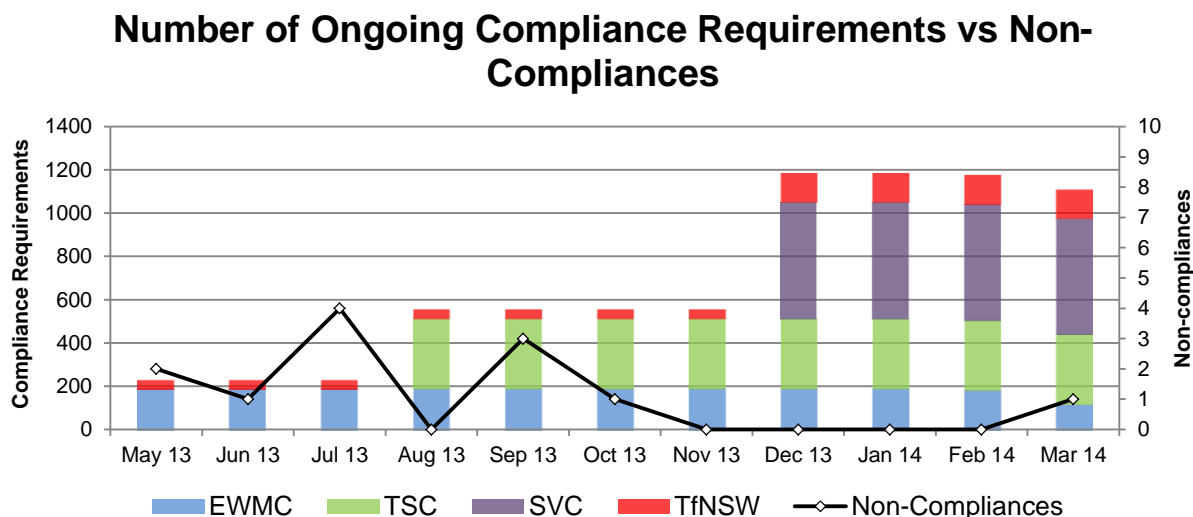
* Data relating to the number of Active Conditions of Approval and Revised Environmental Mitigation Measures has been combined and includes conditions from both Planning Approvals (SSI-5100 and SSI-5414). Ongoing conditions are defined in section 4 of this report.

** Note that the Independent Environmental Audit was conducted on both the TSC contractor and TfNSW Delivery Office for the NWRL. It is considered one audit for the purposes of this report.

*** Class 1 and 2 incidents replace Major Incidents in the above table from the previous Construction Compliance Report. Incidents in these categories are major events and retain the same meaning as Major Incidents. This change aligns terminology with project environmental management plans and is explained further in section 3.4 of this report.

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

Figure 3 Compliance Tracking Trends



* Note that non-compliances shown above for June and July 2013 are reported in the Construction Compliance Report for Quarter 2 and Quarter 3 of 2013 (first Construction Compliance Report).

5.2 Non - Compliances

Two non-compliances occurred during the period between October 2013 and March 2014. Five additional non-compliances were raised during this period but related to events between May 2013 and September 2013.

These additional non-compliances are presented in the table below and have prompted a change to the methodology behind non-compliance reporting. From April 2014, non-compliance will be reported based upon the date they were raised instead of the date of occurrence.

Table 5 List of non-compliances from May 2013 to September 2013

Period	Month	Contract	Identified Through	Condition	Classification	Issue
Q2 2013*	May	EWMC	Quarterly Compliance Review	B1	Systems / Documentation	Fencing works (commenced) prior to minor works sign-off by TfNSW.
Q2 2013*	May	EWMC	Quarterly Compliance Review	B1	Systems / Documentation	Tree trimming had taken place outside the scope of the minor works approval conditions. ER entered site for inspection and noted that large tree branches had been removed. The minor works approval did not include this vegetation.
Q3 2013*	Sept	EWMC	Quarterly Compliance Review	E45(e)(x)	Ecology	Contractor indicated that there had been a snake kill on-site, this had not been reported at the time of occurrence.

Period	Month	Contract	Identified Through	Condition	Classification	Issue
Q3 2013*	Sept	EWMC	Quarterly Compliance Review	REMM A22	Waste and Hazardous Materials	Asbestos management of site was inadequate – with little signage or tape up preventing people from entering areas that contained asbestos.
Q3 2013*	Sept	EWMC	Quarterly Compliance Review	REMM W13	Waste and Hazardous Materials	Three subcontractor vehicles were noted leaving three separate compound locations without covering their loads. These were noted leaving from Cherrybrook, Connect and Metropolitan Demolition. This incident was identified as a non-conformance against mitigation measure W13.
Q4 2013	Oct	EWMC	Quarterly Compliance Review	E45	Systems / Documentation	Site environmental inspection checklist is not being completed.
Q1 2014	Mar	TfNSW	Quarterly Compliance Review	D4	Systems / Documentation	Condition D4 held by TfNSW: The condition requires that the CTP and other related documents are displayed on the website.

* Note that non-compliances are listed in this table relating to May 2013 and September 2013 due to compliance monitoring activities reporting non-compliances during these months. To prevent the potential for historical data to change in relation to non-compliances they will be reported based upon the date of identification instead of the date of occurrence beginning from April 2014.

5.3 Audit Findings

Eight environmental audits have been conducted on the NWRL during the period between October 2013 and March 2014 which are detailed in Table 2. Environmentally relevant audit findings are presented below in Table 6.

Table 6 Environmental Audit findings from October 2013 to March 2014

Period	Month	Audit Type	Works Package	Finding	Recommendation
Q4 2013	Dec	Internal	EWMC	Contractor could not demonstrate that personnel had received the required training in the CEMP and sub-plans, in particular with the requirement to maintain appropriate objective evidence to demonstrate compliance with MCoA.	Contractor should locate training records to demonstrate training in CEMP and sub-plans.
Q4 2013	Dec	Internal	EWMC	Contractor has not implemented a process to effectively maintain data demonstrating compliance with the MCoA.	BPL should implement the MCoA tracking sheet to provide a mechanism for recording and collation of MCoA compliance data.
Q4 2013	Dec	Internal	EWMC	BPL have not established the process with TfNSW for handover of environmental monitoring information, for example: <ul style="list-style-type: none"> • vegetation cleared • location of nest boxes • Additional flora and fauna areas identified • Water monitoring (locations and results) 	Contractor should agree with TfNSW the process for transfer of responsibility and information to TfNSW at completion of site works.
Q4 2013	Dec	Internal	EWMC	BPL has not established a process with TfNSW for handover of environmental compliance evidence.	Process for identification and transfer of data to be agreed.
Q4 2013	Dec	Internal	TSC	Erosion and Sediment Control Plans (ESCP) on display were unsigned.	Only signed copies of ESCP to be loaded into Project Pack and displayed on the wall.
Q1 2014	Feb	Internal	TSC	No refuelling procedure in use but mentioned in Wage staff SWMS. Adopt TJHD Refuelling procedure for consistency.	Adopt TJHD Refuelling procedure for consistency.
Q1 2014	Feb	Internal	TSC	Traffic controls not provided for concrete truck movements along Brookhollow Avenue on the day of the audit.	Revise the application of the Construction Traffic Management Plan for this activity.
Q1 2014	Mar	Independent	TfNSW	The method of documenting the ER's findings during site inspections potentially compromises the independency of the ER when conducting inspections.	Ensure that ER inspections are independent as required by the Compliance Management Procedure Table 2. Issues already identified by prior or separate TJHD inspections and subsequently observed during independent ER inspections should be formally communicated as such, to enable prioritisation timeframes and adequacy of intended actions to be verified by the ER as commensurate with

Period	Month	Audit Type	Works Package	Finding	Recommendation
					the risk - required by Condition of Approval E44 (f)
Q1 2014	Mar	Independent	TSC	An ongoing process for 3-monthly surface water monitoring of identified waterways required by the Water Quality Monitoring Plan had not been routinely implemented by TJHD at the time of the audit.	That the Soil & Water Management Plan and associated procedures / forms be thoroughly reviewed and implemented as required. Ensure that appropriate due diligence is applied based on magnitude / scale of works and potential impacts, rather than a narrow focus based on legal definitions.
Q1 2014	Mar	Independent	TSC	The Process for ensuring that TJHD Pedestrian Management Plans (including signage requirements) are customised to individual sites, updated to reflect changing circumstances and assessed as implemented and effective had not commenced at the time of the audit.	Ensure that the audit tool intended to be released to Site Management by Traffic & Logistics Manager is implemented ASAP, and on an ongoing basis. Define responsibilities for assessing the effectiveness of Traffic Management Plan requirements, including routine site inspections. Utilise document control processes to formally ensure sites are using current documents and removing obsolesces.
Q1 2014	Mar	Independent	TSC	TJHD update of the Compliance Tracking Register did not definitively notate compliance with regulatory obligations for licensing and tracking of regulated waste, nor was there comprehensive evidence of auditing of volumes or centralised reporting records implied by Planning REMM W14.	Implement regular audits and verify evidence prior to updating Compliance Tracking Register. Ensure Records are centralised and visible to all project functions.
Q1 2014	Mar	Independent	TSC	Periodic testing of Environmental Emergency / Incident Responses was not defined.	Define a schedule of regular training and practical scenario testing.
Q1 2014	Mar	Independent	TSC	TJHD had not conducted any Environmental Emergency / Incident response training, drills or scenario testing as yet to address identified environmental incidents and emergencies.	Implement ongoing schedule of regular training and practical scenario testing of responses to identified incidents and emergencies.
Q1 2014	Mar	Independent	TSC	No formal TJHD process was evident to check whether waste receiving facilities were licensed to receive the particular classification of waste.	Implement Management Plans and verify evidence prior to updating Compliance Tracking Register.
Q1 2014	Mar	Independent	TSC	TJHD input into the Compliance Tracking Register did not contain any relevant commentary pertaining to compliance or otherwise with REMM W1.	Implement Management Plans and verify evidence prior to updating Compliance Tracking Register.
Q1 2014	Mar	Independent	TSC	The Compliance Tracking Register (CTR) did not readily enable the provision of historical, period-specific and/or chronological compliance evidence over successive compliance reporting periods and/or the life of the project.	Enhance the CTR to provide chronological visibility of compliance tracking and related commentary, thereby providing a current and historical context for each condition.

Period	Month	Audit Type	Works Package	Finding	Recommendation
Q1 2014	Mar	Independent	TSC	There were absent or incomplete records for daily site inspections in Lotus Notes for some sites in the last few months.	Environmental personnel monitor that inspections are being undertaken, are effective and that due diligence project records are filed.
Q1 2014	Mar	Independent	TSC	Other than significant environmental incidents, there was uncertainty around the need and/or timeframe to classify and report other categories of incidents, minor environmental issues or failures of controls.	Gain consensus on processes, classifications, timeframes and agreed formal Management System Processes to be used.
Q1 2014	Mar	Internal	TSC	The Site Environment Plan (SEP) loaded on to Keystone (documentation control system) is not the signed copy.	The SEP loaded on to Keystone needs to be replaced with the signed copy.
Q1 2014	Mar	Internal	TSC	Toolbox talks are not being conducted in parallel with revisions of the Site Environment Plans.	As part of the next revision of the SEP a toolbox needs to be conducted.
Q1 2014	Mar	Internal	TSC	The toolbox relating to the OOHW on the 10, 13 and 18 March 2014 could not be located in Lotus Notes at the time of the audit.	The toolbox relating to the OOHW on the 10, 13 and 18 March 2014 to be located and uploaded in Lotus Notes.
Q1 2014	Mar	Internal	TSC	It was identified that participants of training and awareness sessions are not recorded.	Capture attendance in a Meeting Attendance Sheet.

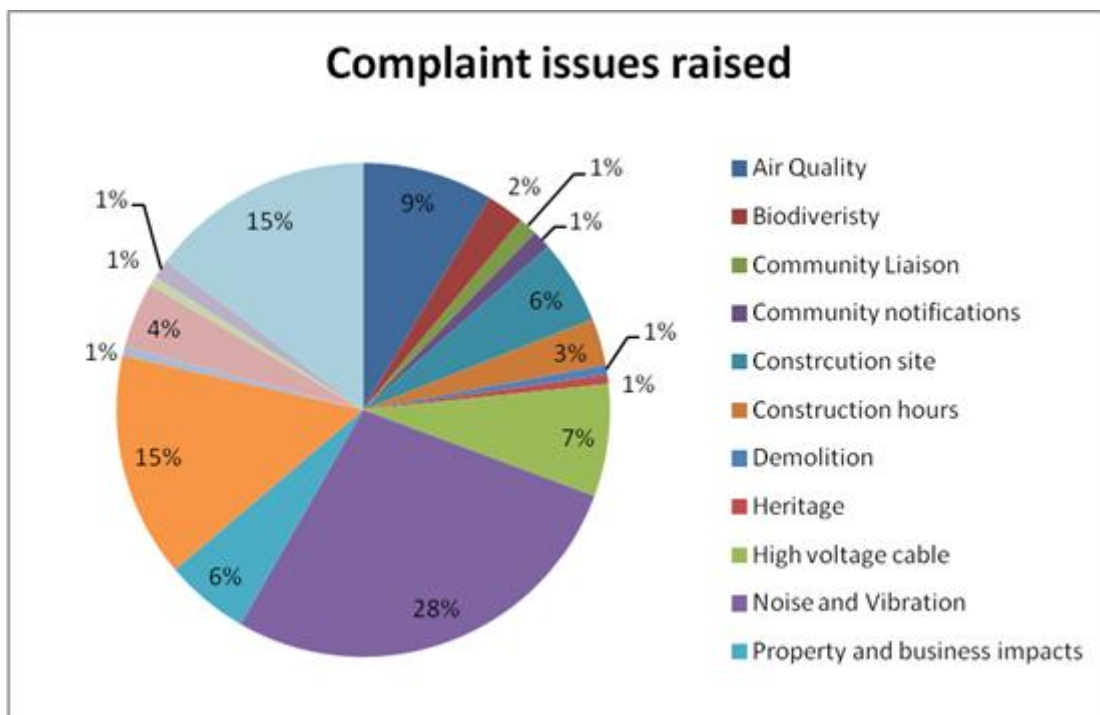
5.4 Significant Incidents

There were no significant incidents for the reporting period.

5.5 Complaints

During the period from 1 Oct 2013 to 31 March 2014 the NWRL project received a total of 108 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.

Figure 4 - Complaints by Type



Appendix A Construction Complaints Management Report

Report		Construction Complaints Management Report				
Review Period		1 October 2013 – 31 March 2014				
ID	Date	Contractor	Site	Open/ Closed	Commentary	Mediation Required
131001FREE	1/10/2013	BPL	Castle Hill	Closed	Site superintendent met with Peter and apologised for the trolley being left behind and removed the trolley.	No
131001RAO	1/10/2013	BPL	Baulkham Hills	Closed	Place Manager called Arishma and advised that work would be complete by around Friday.	No
131002STES	2/10/2013	BPL	Glenwood	Closed	Resident requested she be notified prior to anyone coming onto her property EW Communications manager meet with resident and agreed that no contractor put equipment or store anything without prior approval from resident.	No
131002CHI	2/10/2013	BPL	Castle Hill	Closed	TfNSW Place Manager advised resident that work has to be undertaken within a certain criteria above background noise. Team did some noise monitoring on Wednesday and were within the noise guidelines. Expecting that early works near her building would be less intensive for a time, before tunnelling contractor mobilised.	No
131002 EDWA	2/10/2013	BPL	Castle Hill	Closed	Place Manager explained that current situation was temporary while traffic light and pedestrian crossings were completed, and that park remained open at the other end for now. Place Manager acknowledged his concerns that the walk to the bus stop would be longer for Northpoint residents, but for safety and site constraint reasons, the project needs to fence along Old Northern Rd. Place Manager said she would talk to EW colleagues to make them aware of his concerns, and that some signage was currently being made. Place Manager offered to meet tomorrow to discuss, but the time was inconvenient. Place Manager encouraged him to call the project team whenever he has a query or encounters a problem around a worksite.	No
131004MILD	4/10/2013	BPL	Showground	Closed	Project team members met with resident and acknowledged	No

					incident and confirmed it would be raised with site staff.	
131010PARK	10/10/2013	BPL	Castle Hill	Closed	TfNSW Place Manager left message for Mr Parker on his mobile telephone to please call.	No
131014 RANC	14/10/2013	BPL	Epping	Closed	Place Manager responded to the resident stating the following: Our operating license gives the project the approved working hours of 7am to 6pm Monday to Friday and 8am to 1pm on Saturday's. In addition to this there are times where the project will need to undertake work outside of the standard working hours, if this is required residents will be notified in advance. During demolition the project will implement respite periods to minimise noise impacts. This equates to noisy activities being undertaken in three hour blocks with one hours rest. During the one hour rest period the project will continue to undertake quieter activities. In addition to the respite periods regular noise monitoring is undertaken during the works to ensure that the noise limits are kept within the approved criteria. The Epping demolition works will start to increase this week as external demolition begins. These works are scheduled to be completed in late December.	No
131017UNG	17/10/2013	BPL	Castle Hill	Closed	Project team members have shifted the cage to safely allow for the positioning of more outdoor settings. Stakeholder was advised that work area will be backfilled and returned to normal tonight.	No
131017COLL	17/10/2013	BPL	Cherrybrook	Closed	Project team inspected the site and used additional tarps to minimise dust. Subcontractor spoke with the resident and confirmed the additional measures. Resident happy with the outcome.	No
131018KING	18/10/2013	BPL	Epping	Closed	TfNSW Place Manager said project would organise for workers to be reminded in start of work briefings. TfNSW Place Manager advised that demolition is about to intensify in coming weeks. Complainant provided email address and appreciated the action taken.	No
131023SHAH	23/10/2013	BPL	Cherrybrook	Closed	EW traffic controls are set up on Franklin Road to allow southbound traffic to enter the site via a right hand turn. In future this will be limited to small vehicles. Contractors have been reminded to observe the site protocol and approved routes that do not include Franklin Road.	No
131024HEER	24/10/2013	TJHD	Castle Hill	Closed	TJHD advised complainant of the nature of the work and that the noisy work was completed. Offered noise monitoring.	No
131024MYER	24/10/2013	BPL	Baulkham	Closed	EW advised complainant that the noise work was part of the Totally	No

			Hills		Homes Centre demolition and that noisy work was scheduled to be completed by 5pm today.	
1311027JARM	27/10/2013	BPL	Castle Hill	Closed	TSC informed resident that the sound was coming from the Hills Centre site where some "diesel testing" was happening.	No
131101MCGR	1/11/2013	TJHD	Cherrybrook	Closed	TJHD environment rep advised that the trees being cleared are within the approved clearing zone and have not affected the tree line that will be left in place for screening. The cut down trees will be recycled and used as mulch.	No
131101ANON	1/11/2013	TJHD	All sites	Closed	TJHD advised that unannounced checks were made for all sites under their control and no issues were found. Security company were the same used for early works – no issues.	No
131101ANON	1/11/2013	BPL	Numerous sites	Closed	TJHD at this time had only some worksites under their control or partial control. The security services were the same contractors as for early works pending the appointment of new security guards. TJHD arranged for unannounced checks of security guards overnight and no issues were identified.	No
131102SIMP	2/11/2013	BPL	Cherrybrook	Closed	Project team member spoke with site team and the lights have been moved to face away from the residents on Oliver Way	No
131102RICK	2/11/2013	BPL	Castle Hill	Closed	EW Project Manager went on site and inspected the hot mix at The Baron and also talked with the two owners. Their concern was not on the quality of the reinstatement, but the timing of when the final pavers would be re-laid. The final handover walk has not yet been scheduled with Council, however we can bring this forward. Inspection will not take place until the final works are complete in the entire area – scheduled for late November.	No
131102ARCE	2/11/2013	BPL	Glenwood	Closed	TfNSW Place Manager advised that approximately nine more nights to complete the job: Monday/Tuesday/ Wednesday /Thursday this week. Works in this area were not feasible during the day. Restrictions from RMS re: ROL and the consideration for pedestrian safety mean night shift is required. Path has substantially more reinforcement than was expected and we are looking at having to do 0.5-1HR/night of hammering to break the path panels apart from each other. Concentrated saw cutting campaign to prepare the path for excavation on Friday night. Noise shields will be in place for remaining shifts.	No
131102RANC	2/11/2013	BPL	Epping	Closed	EW place manager advised that he building coming down closest to complainant's property does not have any hazardous materials being removed. Water is being used to suppress any dust however	No

					will raise this with the demolition contractor. Advised complainant that the Epping to Thornleigh project is working along Beecroft Road and their works also involve hammering. Unfortunately the project will not offer financial compensation as these works are being undertaken within the approved criteria.	
131104 RILE	4/11/2013	BPL	Rouse Hill	Closed	Place Manager advised resident that a water cart is permanently based on site and that during demolition hoses are being used to suppress dust.	No
131107BAYR	7/11/2013	TJHD	Castle Hill	Closed	TJHD advised that the environmental issues were looked at in EIS1&2 and were on public exhibition. Tree felling is required for tunnelling works and all removal is assessed by fauna specialists. Advised that the security guard will be taken off the site and the incident investigated	No
131107VLAT	7/11/2013	BPL	Cherrybrook	Closed	EW Construction Manager Daniel Banovic has issued a formal warning to the haulage company.	No
131111VAND	11/11/2013	TJHD	Castle Hill	Closed	TJHD advised complainant that the project is working under the EIS and our conditions of approval, some of the trees require removal.	No
131111-LEAH	11/11/2013	BPL	Castle Hill	Closed	HV Site Manager visited the property at 119 Showgroun Road and confirmed that property access was not blocked but rather the access to lawn was restricted. MB (EW HV Site Manager) spoke with Elizabeth this morning (10.45AM) and explained to her that the panels will be placed on the left hand side of the driveway to make access to the lawn and carport easier. Elizabeth appeared distressed, but accepted why the works were happening a bit later than originally planned. Elizabeth stated that when the fence panels are moved and access to the lawn and carport area is restored, she will be happy.	No
131109RANC	11/11/2013	BPL	Epping	Closed	EW advised complainant that the criteria sent to complainant are the project requirements regarding noise management. In relation to your property respite is the only noise mitigation requirement for these works as there are no specific criteria under the Interim Construction Noise Guideline 2009 (ICNG). As previously communicated, respite periods are three hours on and one hour off. In addition to this hammering works do not commence until 8.00am and can continue until 6.00pm with respite periods included. Consultation around works including noise management at Epping was undertaken during the EIS 1 and EIS 2 components of project planning. In addition to EIS consultation notifications around	No

					demolition works have been issued to local residents prior to and throughout the works programme. The building closest to your property is now demolished and work will now commence on the other two commercial buildings further away from your property. All demolition works are scheduled for completion by late-December. All demolition works are approved and undertaken in accordance with Department of Environment, Climate Change and Water NSW (DECCW) Interim Construction Noise Guideline 2009 (ICNG), the project's Environmental Protection License (issued and approved by the EPA) and approved Construction Noise Vibration Management Plan. We understand these works are a cause of concern for you and appreciate the time you've taken to contact us however, I reconfirm that the project will not be offering compensation for daytime demolition activities.	
131112HIRS(1)	12/11/2013	BPL	Castle Hill	Closed	TfNSW Place Manager telephoned caller, advised noise monitoring is being done during the night works. Advised team will contact him tomorrow as requested.	No
131113CRIN	13/11/2013	TJHD	Norwest	Closed	TJHD advised resident that the fencing would be removed and the parking space free to be utilised. Site engineer to speak to contractors to ensure that no other parking spaces are blocked.	No
131116VLAT	16/11/2013	BPL	Cherrybrook	Closed	Place Manager explained the nature of the work, and the origin of the noise. Reiterated the hours of work on Saturdays and confirmed that there would be no night work.	No
131117STAP	17/11/2013	BPL	Cherrybrook	Closed	Place Manager spoke with site supervisor who explained that a rainstorm and the fact that the drain was full of leaves had caused the flooding, CD organised for the drain to be unblocked by contractor as a sign of good will.	No
131118STAP	18/11/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that the noise was related to site establishment, specifically the tub grinder used when tree clearing.	No
13/11/20STAP	20/11/2013	TJHD	Cherrybrook	Closed	TJHD environmental officer arrived on site to conduct noise monitoring but the location of the noise had moved further from the complainant's property. Environmental officer set up noise monitoring, however complainant could not be reached on the phone. The noise levels were found to be compliant. Complainant was dissatisfied with the results and claimed that that the tub grinder had moved further away from his property so the reading was not accurate.	No
131120STAP	20/11/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that noise walls will soon be installed, there will be no heavy vehicle movements to remove spoilage between	No

					10pm and 7am, acoustic sheds will be installed, and the site will be designed to reduce community impact where possible. Noise monitoring was undertaken, and the work was within criteria.	
131120COOK	20/11/2013	BPL	Kellyville	Closed	Explained to complainant that we can only work on the road between 10am & 3pm and that our sites are inspected weekly by RMS. Complainant requested more warning signage so that if there are delays she can take an alternative route. EW said they would look into additional signage. EW advised works are almost finished.	No
131121VLAT	21/11/2013	BPL	Cherrybrook	Closed	Explained tankers are used for dust suppression and essential works. Driver has been cautioned and instructed not to use hydrant on Robert Road again	No
131121MCKA	21/11/2013	BPL	Epping	Closed	TfNSW Place Manager advised that the tunnelling contractor would be constructing a noise barrier, and would be holding an information session. Advised that current construction noise is within criteria, and EW are using respite periods and that hammering activities don't begin until 8am. In addition to this, the Place Manager explained that the closest building to him was now demolished and that the works were moving further away from the property. The Place Manager also explained that a permanent noise monitor had been installed in Edensor Street. Advised that two water cannons are working on site to manage dust.	No
131122RANC	22/11/2013	BPL	Epping	Closed	Independent Mediator (RL) responding to this query.	Yes
131125COUT	25/11/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that there are mulch berms around the northern perimeter of the worksite and along the tree clearing works as well as sediment fencing of site facilities in the vicinity of Robert and Franklin Rd. A sediment basin is currently being constructed, which will capture site runoff during the TSC Works.	No
131126SCHE	26/11/2013	BPL	Baulkham Hills	Closed	Place Manager requested complainant email through photos of the damage and a written report. TfNSW further investigating the incident.	No
131128BAYR	28/11/2013	TJHD	Castle Hill	Closed	Complaint was investigated and it was found to be a different security guard working on the site, complainant was advised that a new security guard company is taking over protection of the site in a week's time.	No
130312GEOR	3/12/2013	BPL	Glenwood	Closed	Project team member told resident that one more night was required to finish the works. Project team member offered the resident alternative accommodation for the works tonight (4/12/12) or movie tickets. Resident told project team member he would call	No

					her back later today to confirm what he would prefer.	
131207CICO	7/12/2013	TJHD	Cherrybrook	Closed	TJHD advised that 2 water carts are being used and that Polymer will be laid to suppress the dust over the shutdown period.	No
131212ICO	12/12/2013	TJHD	Castle Hill	Closed	TJHD advised complainant that the truck was not part of North West Rail Link work. Site supervisor advised that the steamroller would be working intermittently until the Christmas shut down period.	No
131212STAP	12/12/2013	BPL	Cherrybrook	Closed	Team member met with resident and offered relocation for the rest of the extended weekend works. Resident declined relocation but accepted offer of vouchers. Spoke with resident about changes to the date of notification and about noise criteria	No
131212 HAGA	12/12/2013	BPL	Cherrybrook	Closed	Place Manager called and advised resident of the duration and nature of works. Place Manager also added that she would talk to site supervisor re light spillage and find out if anything could be done to "tweek" the lights.	No
131215SIMP	15/12/2013	BPL	Cherrybrook	Closed	EW advised that not work would take place over the Christmas period.	No
131215WHIT	15/12/2013	BPL	Cherrybrook	Closed	Place Manager called the resident and left a message explaining that the works along Castle Hill Road near Franklin Road were complete. Explained that we had one more noisy night on Glenhope Road tonight and then the lights would be commissioned Tuesday night.	No
131216SIMP	16/12/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that the current work will be completed in 30 minutes, and that there are currently 2 water carts working on site to reduce the dust levels, and during the holiday period soil stabilising polymer will be sprayed to suppress the dust.	No
131217GOSS	17/12/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that the activities near their property have ceased and that water was applied to reduce the dust in immediate response to the complaint. Two water carts are currently on site to reduce the dust levels, and during the holiday period soil stabilising polymer will be sprayed to suppress the dust.	No
131217WALK	17/12/2013	TJHD	Showground	Closed	TJHD reported that the barriers were installed as per earlier interface meetings with the TfNSW property team, however council were not notified again in advance of this access closure. The barriers are to be removed the following day 14/12/13.	No
131220DAVI	20/12/2013	TJHD	Castle Hill	Closed	TJHD advised business owner that the vibration was caused by a vibrating roller to prepare the ground for the Christmas shut down to reduce the dust and compact the ground. Advised that the roller would not be used for the rest of the day. Offered vibration monitoring in the new year when work starts again.	No
131220STAP	20/12/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that dust mitigation measures have been in	No

					place such as multiple water carts and the application of soil stabilising polymer during the Christmas shutdown period. Offered the complainant 2 car wash vouchers.	
131220JOWE	20/12/2013	TJHD	Cherrybrook	Closed	TJHD advised that the polymer would be laid on 21/12/13 during the shutdown, and advised that someone from TfNSW would contact them regarding the station access.	No
131220CONN	20/12/2013	TJHD	Bella Vista	Closed	TJHD advised that dust mitigation has been utilised, a number of water carts, a street sweeper and the application of soil stabilising polymer during the shutdown period.	No
131227GREN	27/12/2013	BPL	Castle Hill	Closed	EW advised that someone would be on site the next day to inspect the sign and its location.	No
131230GREN	30/12/2013	BPL	Showground	CLOSED	EW doorknocked resident to advise that changes to the signs will be investigated.	No
140110MART	10/01/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that compaction work will be carried out intermittently across the site for the rest of the week and that would be the cause of the vibrations they are feeling. Monitoring was undertaken at the property.	No
140110MACM	10/01/2014	BPL	Cherrybrook	CLOSED	Confirmed with resident that project is able to use John Road and Franklin Road as part of its delivery routes however the delivery received last week was unexpected and as such traffic control were not available. Spoke to our contractor about incident	No
1140114RAMA	14/01/2014	TJHD	Bella Vista	Closed	TJHD advised resident that they are currently using water carts and a street sweeper to reduce the dust, and will continue to do so. Encouraged resident to call again if the problem persisted.	No
140114CAI	14/01/2014	BPL	Bella Vista	OPEN	Advised the complainant that the "silt" would be completely cleaned up as well as the pool and cleaning would commence almost immediately. Explained that the boring was taking place 7 metres below ground making it impossible to pre-empt this type of event. Complainant wanted to be reimbursed for plumbing costs and her time off work.	No
140116SIMP	16/01/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that they were relocating and stockpiling top soil which was creating the dust. Advised that the work has been stopped for the day due to the dry weather however two water carts were being used on site to suppress the dust throughout the work.	No
140016CALI	16/01/2014	BPL	Cherrybrook	CLOSED	Both TJHD and EW teams were toolboxed on the importance of keeping their voices down and not using inappropriate language	No
140117LEE	17/01/2014	TJHD	Norwest	Closed	TJHD advised resident that noise walls are currently being erected	No

					and will be around the full site in approximately 3-4 weeks. Explained that the out-of-hours work at the roundabout will be completed in 3 weeks. Advised resident that noise monitoring would be undertaken.	
140120SHAH	20/01/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that the onsite car park near his property is being levelled by a vibratory roller which is causing the vibrations. Instructed crew to cease work and change methodology to use the static roller instead.	No
140121SIMP	21/01/2014	TJHD	Cherrybrook	Closed	TJHD offered resident the opportunity to meet with the project manager on site to discuss the drainage and installation of noise walls.	No
140121COLL	21/01/2014	BPL	Glenwood	CLOSED	Resident has been advised that contractor should not be using beepers and action has been taken to ensure reversing beepers are not used and squawkers employed instead. Resident advised of issues with plant last night and actions taken by BPL to remedy the issue to reduce noise	No
140121PASS	21/01/2014	BPL	Epping	OPEN	Project team member advised resident that the trucks in question would not be parking near his property.	No
140121SHEL	21/01/2014	BPL	Bella Vista	CLOSED	Resident was offered alternative accommodation for duration of works - relocated to Adina Serviced Apartments.	No
140123GAMA	23/01/2014	TJHD	Epping	Closed	TJHD advised resident that the current vibration is being caused by a padfoot roller, advised that in future resident would be contact before any work with the padfoot roller takes place. Offered resident vibration monitoring next time the work takes place, this was accepted and installed on 24/01/14. Results indicate that the vibration caused by the roller is within criteria.	No
140123REDD	23/01/2014	BPL	Bella Vista	CLOSED	Project team member advised resident he would receive a call by the end of the day. Mr Reddy phone back to advised he had received a call.	No
140124STAP	24/01/2014	TJHD	Cherrybrook	Closed	Complainant sent complaint to EPA. TJHD noise consultant and EPA concluded that the complainant's property will not be adversely impacted by traffic noise levels as a result of the temporary noise wall.	No
140125SAYD	25/01/2014	BPL	Bella Vista	CLOSED	Confirmed with the complainant that works could be carried out over the weekend but would not be at night.	No
140129HINT	29/01/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that they are speaking with council about the verge maintenance however they would ensure the lawn on the verge outside the site is mown.	No
140129LATC	29/01/2014	BPL	Glenwood	CLOSED	Project team members on nightshift were toolboxed and reminded	No

					of the need for lowered voices. They were also advised to clean up rubbish on nature strip. Resident advised next stage is rehabilitation of areas impacted by works	
140129CREU	29/01/2014	BPL	Bella Vista	CLOSED	Advised the complainant that he was eligible for alternative accommodation, but he had a pet and did not take up the offer. Advised that the noise should decrease that evening.	No
140130COUT	30/01/2014	TJHD	Cherrybrook	Closed	TJHD confirmed that a traffic control vehicle had made the illegal turn. Advised complainant that an incident investigation is continuing with TJHDs HSEC representatives and that TJHD have also taken action to exclude traffic controller from the project.	No
140130TADE	30/01/2014	TJHD	Norwest	Open	TJHD requested the complainant send through photos of the trucks parking near his property and they would investigate. Invited complainant to Business Forum to be held in Norwest on Friday 31/01. Update owner of works remaining.	No
140130RICK	30/01/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that they have been conducting earthworks on site to strip, level and excavate the site in preparation for the station box, and that this work has been generating some dust, which they are trying to manage through the use of water carts, street sweepers, and soil stabilising polymer on the stockpiles.	No
140130CREUS	30/01/2014	BPL	Bella Vista	CLOSED	Advised that project was on track and the noise should start to minimise and upcoming work would be in Livorno Grove, not the complainants street and the cable pull would be finished by 8pm	No
140203FITZ	3/02/2014	TJHD	Bella Vista	Closed	Complainant said a traffic controller was rude. Traffic controller believes he was giving appropriate directions to the vehicle.	No
140203SAYA	3/02/2014	BPL	Bella Vista	CLOSED	Compensation request - referred to Project Director. Written reply 3rd March 2014.	No
140204GOSS	4/02/2014	TJHD	Cherrybrook	Closed	Advised resident that the dust being generated near his property was a result of the installation of the noise wall, and that it would continue for the rest of the day, however the water cart on site would pay particular attention to the area near his property.	No
140205MART	5/02/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that an investigation will take place. Vibration monitoring was undertaken at this property between 29/01/14 and 3/02/14. The results from the monitoring will be further assessed and early works post condition survey assessed.	No
140206GALE	6/02/2014	TJHD	Norwest	Closed	TJHD explained the works in detail to complainant and requested further information on the traffic controller's behaviour. No further information was provided.	No
140206SHAH	6/02/2014	BPL	Cherrybrook	CLOSED	Forwarded complaint to TfNSW for resolution. Trucks not related to	No

					NWRL	
140210MCKA	10/02/2014	TJHD	Epping	Closed	TJHD advised resident that a three metre hoarding is to be constructed. And requested a meeting with residents in the block to discuss the work. Noise monitoring undertaken and found to be within the requirements.	No
140211MART	11/02/2014	TJHD	Epping	Closed	TJHD advised resident that they have tried to doorknock the building however it is a security block and have not thus far been able to gain access, although notifications about the works have been delivered. Resident was unable to remember the date the truck was idling – encouraged to call 1800 at any time.	No
140211ODEN	11/02/2014	TJHD	Norwest	Closed	TJHD advised complainant that the traffic controller was told to remove their vehicle immediately, and their project induction card was revoked and the traffic controller has been removed from the site.	No
140214MCKA	14/02/2014	TJHD	Epping	Closed	TJHD advised resident that the type of reversing alarm is required for workplace health and safety. Offered resident noise monitoring at their property. Advised resident that the noise walls are scheduled to be constructed in April.	No
140214CONN	14/02/2014	TJHD	Epping	Closed	TJHD advised resident that a pole was being erected adjacent to their property, however no further pole erection would be required directly near their property. Encouraged resident to call the 1800 number in future. Complaint is unavoidable as TJHD have no control when Optus work and their noise levels as the work is outside the TJHD construction site.	No
140214KHOR	14/02/2014	TJHD	Epping	Closed	TJHD advised resident that a pole was being erected adjacent to their property, however no further pole erection would be required directly near their property. Encouraged resident to call the 1800 number in future. Complaint is unavoidable as TJHD have no control when Optus work and their noise levels as the work is outside the TJHD construction site.	No
140217FALL	17/02/2014	TJHD	Norwest	Closed	TJHD advised complainant that initially Brookhollow Ave was to be closed for 4 years, and will not only be closed 4 months. Explained that the Traffic Management Plan (TMP) associated with the closure was extensively reviewed by a range of authorities including Roads and Maritime Services (RMS) and emergency services and was approved by The Hills Shire Council Traffic Committee. Explained that parking restrictions are for safety reasons, and will be monitored by council.	No
140217SAMA	17/02/2014	TJHD	Epping	Closed	TJHD provided justification for doing work at night and explained	No

					that a 3m noise barrier would be built around the site. TJHD outlined that additional dust mitigation had been put in place following an onsite meeting with residents - mulch has been placed in the area directly opposite the unit block and water cart is also being used in addition to hand watering.	
140218BUCK	18/02/2014	TJHD	Epping	Closed	TJHD advised complainant that the NWRL notices will no longer be delivered to the Epping scout hall and offered to email the notifications to ensure they remain up to date and informed.	No
140219CALE	19/02/2014	TJHD	Epping	Closed	TJHD advised TfNSW has endorsed a consistency assessment allowing construction vehicles temporary use of Ray Road until July 2014 to accelerate noise barrier installation at the Epping Worksite. Advised resident that construction vehicles will not access the site via Ray Road after July 2014.	No
140219CALI	19/02/2014	TJHD	Cherrybrook	Closed	TJHD advised complainant that the tooting of the horn had been by the security company coming to check on the site and to check in with the security guard, and that TJHD have asked the security company to tool box their staff about keeping the noise down.	No
140221JOWE	21/02/2014	TJHD	Cherrybrook	Closed	TJHD Advised resident that no work on site had taken place before the 7am pre-start meeting. TJHD advised the resident that earth works and piling have been happening on site since the end of last year and should not be generating any additional noise.	No
140222HINT	22/02/2014	TJHD	Cherrybrook	Closed	TJHD advised the complainant that the verge would be cleaned up that morning, and the delay was due to the time it took to procure the necessary tools. Advised resident that going forward the area would be maintained by TJHD.	No
140228GALE	28/02/2014	TJHD	Norwest	Closed	TJHD stopped noisy work immediately and offered member of staff a car wash, which was declined.	No
140310PURV	10/03/2014	TJHD	Norwest	Closed	TJHD explained the work happening on site, and that demolition has now been completed. Advised resident that the mitigation measures on site include multiple water carts, street sweeps and soil stabilising polymer.	No
140311STEE	11/03/2014	TJHD	Castle Hill	Closed	TJHD advised resident that the noise is coming from a generator on site used by the security guard for lighting. Advised resident that additional security is required while there is heavy machinery on site.	No
140311SIMP	11/03/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that the hydra mulch is being completed in sections. The area did receive a light coat of hydra mulch, it is not to the density that is required nor that of the density that has been	No

					sprayed along the completed batter. The final treatment of hydra mulch is expected to be in April.	
140321STAP	21/03/2014	TJHD	Cherrybrook	Closed	TJHD advised resident that the internal roads on site were only sealed with asphalt the day before and so the trucks could not use the Franklin Road exit till the road was dry. Noise monitoring was offered and undertaken at the resident's property and was compliant with requirements.	No
140325SALB	25/03/2014	TJHD	Norwest	Open	TJHD requested complainant email through photos of the damage and a written report. TJHD further investigating the incident. Street sweeper was in use that afternoon.	No
131213JOWE	13/12/2013	TJHD	Cherrybrook	Closed	TJHD advised resident that 2 water carts are in operation around the site and that prior to the Christmas shut down soil stabilising polymer would be put around the site to minimise the dust.	No
140327WIDM	27/03/2014	TJHD	Cheltenham	Closed	TJHD advised resident that they have been contracted to build the single lane access road from Kirkham St, and revegetation of Castle Howard Road is not part of TJHD works. Advised that complaint would be forwarded to TfNSW.	No