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1. Executive Summary

This Environmental Construction Compliance Report documents TfNSW's and its delivery contractors' compliance with three planning approvals (SSI-5100, SSI-5414, and SSI-5931) that have been granted for the Sydney Metro Northwest project by the NSW Department of Planning and Environment (DP&E). This report covers the period from 1 April 2017 to 30 September 2017 and is provided to DP&E in accordance with the requirements of these planning approvals.

During the reporting period, the project continued to experience a high level of construction activity. The SVC contractor continued construction on the skytrain and commenced construction on the Windsor Road Bridge. The OTS contractor's construction activities significantly increased following acceptance of numerous sites handed over from the SVC contractor.

Environmental performance has continued to trend well across the project, with zero Class 1 and Class 2 environmental incidents to date. Class 3 incidents (incidents which are not notifiable under the POEO Act) increased slightly during the reporting period from 70 to 86. The degree of compliance to Environmental Requirements during the reporting period was marginally decreased from 2% during the previous reporting period to 1.8% during this reporting period, with 19 non-compliances raised. Environmental Representative inspections increased from 41 to 52 from last reporting period.

The total number of complaints received by the project increased compared to the last reporting period (from 80 to 139). This is partly attributed to an increase in construction activity and work front visibility by the OTS contractor, particularly in new locations such as Showground.

Lastly, although the total number of audits undertaken and total number of audit findings decreased compared to the previous reporting period, audits have generally concluded the degree of compliance to environmental requirements is stable. This decrease is a result of the SVC contract approaching conclusion.

Construction Package	Ongoing Requirements (non-compliances raised)	Class 1 & 2 Incidents (Class 3 incidents)	ER Inspections (issues raised)	Complaints
Tunnel and Station Civil (TSC)	0 (0)	N/A	N/A	0
Surface and Viaduct Civils (SVC)	491 (14)	0 (25)	26 (303)	28
Operation, Trains and Systems (OTS)	639 (5)	0 (61)	26 (141)	108
Transport for NSW	179 (0)	0 (0)	N/A	3
Total (this period)	1309 (19)	0 (86)	52 (444)	139
Total (previous Period)	1309 (24)	0 (70)	41 (312)	80

2. Introduction

2.1. Purpose of this Report

This Environmental Construction Compliance Report documents Transport for New South Wales (TfNSW) and its delivery contractors' compliance with three planning approvals (condition D5 of SSI-5100, SSI-5414, and SSI-5931) that have been granted to the Sydney Metro Northwest project by the NSW Department of Planning & Environment (DP&E). These approvals require regular reports to the Secretary of DP&E throughout construction of the project. This report is the ninth Environmental Construction Compliance Report for the project and covers the period between 1 April 2017 and 30 September 2017.

2.2. Northwest Project Overview

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

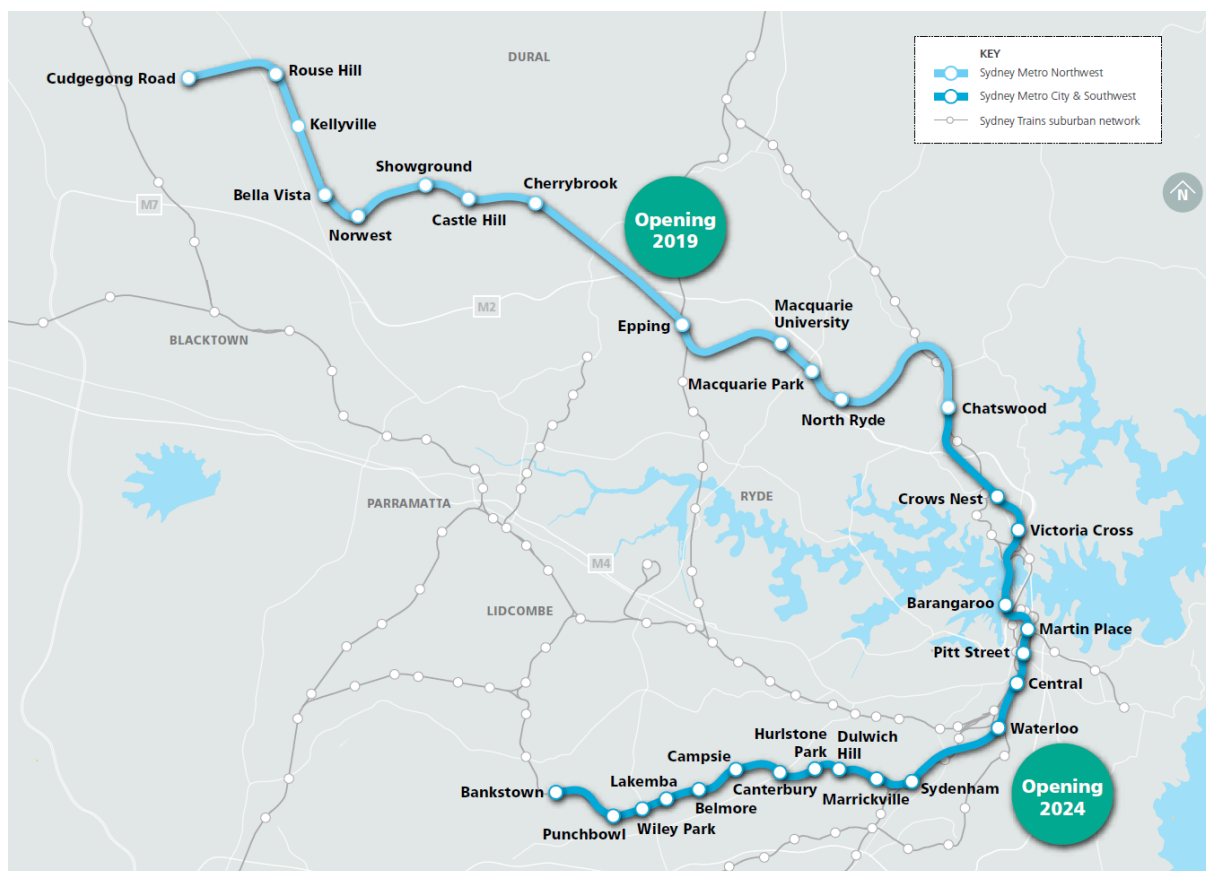


Figure 1 – Overview of the Program alignment – Northwest, and City and Southwest.

2.3. Project Planning Approvals

The Sydney Metro Northwest project is subject to the following planning approvals:

- State planning approval as Critical State Significant Infrastructure under Part 5.1 of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act).
- State planning approval under Part 5 of the EP&A Act for other works as required and not already covered by existing 'Part 5.1' approvals.
- Federal planning approval as a 'Controlled Action' under the Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act).

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

Table 1 – Planning Approvals Register

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

3. Construction Packages

Construction has been completed on the Early Works, Tunnels and Station Civil, and Lindfield Substation packages. During this reporting period, the Surface and Viaduct Civils (SVC), Operations Stations and Trains (OTS), and Northern Corridor Works (NCW) packages were active, and it is expected that the SVC contract will be completed in the next reporting period.

Sydney Metro Northwest is rapidly moving towards completion with operations on track to commence mid-2019.

Table 2 – List of ongoing major construction packages that are active on the project

Contract Package	Contractor	Awarded	Status
Surface & Viaduct Civils (SVC)	Impregilo-Salini Joint Venture (ISJV)	17/12/2013	Construction ongoing
Operations, Trains & Systems (OTS)	Northwest Rapid Transit (NRT)	15/09/2014	Construction ongoing
Northern Corridor Works (NCW) *	Laing O'Rourke Australia (LORA)	20/11/2015	Construction commenced and ongoing

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



Figure 2 – Completed viaduct from Rouse Hill towards Norwest, and Windsor Road Bridge under construction. Images were taken in September.

3.1.1. Handover

Portion handover from one contractor to another has been a principle activity during this reporting period. Majority of the SVC package has been handed across to the OTS contractor. The initial three portions of the SVC have been divided into 33 sub-portions, and 27 of the 33 sub-portions have been handed over, as construction work on SVC draws to an end during the next reporting period.

When a sub-portion is identified for handover, TfNSW identifies:

- What works have been completed
- What conditions of consent apply regarding Environmental Requirements, and
- What Environmental Requirements are relevant

If any defects are identified, these defects must be addressed to the satisfaction of all parties (SVC, OTS contractors, TfNSW, and the Independent Certifier). If any non-compliance is identified, these are resolved prior to handover of sub-portions, or will be managed under the next planning approval.

3.1.2. Surface and Viaduct Civils (SVC)

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

The SVC package represents Stage 1c under the Stage 1 Approval SSI-5100 and Stage 2a under the Stage 2 Approval SSI-5414.

During the reporting period:

- Concrete segment production and installation activities were completed :
 - All 120 of the Windsor Road Bridge segments have been produced and installed.
 - All of the 1,127 skytrain segments have been produced and installed.
 - Both towers at Pier 112 and 113 have been erected on the Windsor Road Bridge
 - The spine beams have been installed on the Windsor Road Bridge
 - 32 cable stays have been installed on the Windsor Road Bridge
- Skytrain parapet production and installation activities concluded. A total of 2,330 parapets have been precast and installed on 105 spans.
- 377,424 tonnes of spoil were exported and beneficially reused offsite.
- Significant landscaping and finishing works were completed across the project.



Figure 3 - Windsor Road Bridge under construction

3.1.3. Operations Trains and Systems (OTS)

The OTS package includes construction of the Sydney Metro Trains Facility (SMTF), eight new stations and the operation of the Sydney Metro Northwest project for 15 years. The eight new Sydney Metro Northwest stations are shown in Figure 1 and include underground, open cut and elevated station designs. The SMTF is a train stabling and maintenance facility located at the end of the alignment on Tallawong Road, Rouse Hill. The operation of the Sydney Metro Northwest project includes the provision of new rolling stock and the delivery of rail systems, rail track and precinct works.

The OTS contractor is also required to convert the Epping to Chatswood Railway Line (ECRL) to rapid transit. This conversion includes the:

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

These conversion works are subject to the Epping to Chatswood Railway – Conversion to Rapid Transit Review of Environmental Factors (REF) approval under Part 5 of the EP&A Act. The OTS works are also subject to two other REF approvals that were self-determined by TfNSW in accordance with the EP&A Act Part 5:

- Norwest Station Subsurface Pedestrian Link and Northern Entry; and
- Willoughby to North Chatswood 33kV Underground Feeder Power Line.

The Parramatta Rail Link (PRL) approval will, in part, also apply to the design and operation of the converted line.



Figure 4 – 33 kV Underground Feeder Powerline works at Hercules Street intersection

During the reporting period:

- Track laying is completed at the Sydney Metro Trains Facility
- Track laying has been completed within two thirds of the tunnels
- Track laying has commenced on the skytrain since handover from SVC during this reporting period
- Track has been laid at Bella Vista, and Cudgegong Road Station sites
- Construction continues at the SMTF site, including on services, buildings and internal fitout, roadworks, landscaping, and rail systems.
- Construction continues on all station sites, including sub-surface works, building civil works, station electrical, mechanical and finishing works, road and precinct works, traction works and car park and bridge structure works. Lift shaft steel and escalators have been installed at Bella Vista Station site during this reporting period, as well as both canopies. Bulk earthworks continue at Bella Vista Station site to enable the construction of surrounding precinct roads.
- Works progress on new Metro stations with landscaping, platform installation, elevator installation, pre-cast elements being installed, and sub-stations well underway.

- Excavation works continued on the Norwest pedestrian link, with canopy tubes installed prior to excavation under Norwest Boulevard taking place.
- ECRL conversion works have continued during scheduled rail possessions, including site investigations, survey work and cable and cable tray installations.
- Construction continues on the 33kV Willoughby to Chatswood North power line, with trenching and conduit installations works continuing during the reporting period.
- Asset survey works, option investigations and bus procurement continue on the Temporary Transport Plan in readiness for the closure of the ECRL in 2018.



Figure 5 – Work being carried out at the Castle Hill Station box

3.1.4. Northern Corridor Works (NCW)

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

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

During the reporting period, construction works continued, including the ongoing use of a temporary construction compound and laydown area within the Sydney Trains rail corridor off Cleland Road, Artarmon.

Construction works have primarily been undertaken between Artarmon and Chatswood stations, and construction works have commenced along the North Shore Line between Waverton and Waitara stations.

Survey Works at Epping Station also occurred during the reporting period. Works have mostly been undertaken during rail possession and isolation periods.



Figure 6 – Weekend possession works along the Northern Corridor being carried out

3.2. Planning Approval and Construction Package Relationships

Table 3 outlines the relationships between the planning approvals and construction packages.

Table 3 – Allocation of Planning Approvals to Construction Packages

Planning Approval	TSC	SVC	OTS	LS	NCW	TfNSW
Parramatta Rail Link			✓			✓
Major Civil Construction works as Modified (approval reference: SSI-5100)	✓	✓				✓
Construction and Operation of NWRL (approval reference: EPBC 2012/6360)						✓
Stations, Rail Infrastructure and Systems as Modified (approval reference: SSI-5414)		✓	✓			✓
SMTF (formerly Rapid Transit Rail Facility) (approval reference: SSI-5931)			✓			✓
Lindfield Substation				✓		✓
Epping to Chatswood Railway –			✓			✓

Planning Approval	TSC	SVC	OTS	LS	NCW	TfNSW
Conversion to Rapid Transit						
Lindfield Substation – Lindfield Station Electrical Works Conversion				✓		✓
Main North and North Shore Line Corridor Works					✓	✓
Norwest Station Subsurface Pedestrian Link and Northern Entry			✓			✓
Main North and North Shore Line Corridor Works: Addendum 01					✓	✓
Willoughby to North Chatswood 33kV Underground Feeder Power Line			✓			✓



Figure 7 – Aerial view of the Sydney Metro Trains Facility

3.3. Environment Protection Licences

Where the Sydney Metro North West project undertakes activities which are Scheduled Activities under the Protection of the Environment Operations Act (1997), their Principal Contractors are required to obtain the relevant Environment Protection Licences (EPLs). Table 4 lists the EPLs that have been active during the reporting period. This report does not document compliance against EPLs. This is being undertaken by the relevant license holders.

Table 4 – Status of Environment Protection Licences

Licensee	Contract / Works	Activity	EPL #	Status
Boulderstone Pty Ltd	EWMC	Railway systems activities	20198	Surrendered
Thiess Pty Ltd	TSC	Railway systems activities	20319	Surrendered
Salini Australia Pty Ltd (ISJV)	SVC	Railway systems activities	20454	Issued 03/06/2014 and currently active
John Holland Pty Ltd (NRT)	OTS	Railway systems activities	20544	Issued 19/12/2014 and currently active
Laing O'Rourke	NCW and LSS	Railway systems activities	12208	Surrendered



Figure 8 – Landscaping and efforts to protect and enhance waterways under the viaduct

4. Environmental and Compliance Management

4.1. Compliance Management

TfNSW is accountable for ensuring compliance with all of the Northwest project's requirements relating to environmental and compliance management.

4.1.1. Tracking

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

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

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

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

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

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

The 'Requirements Lifecycle' is displayed as a flow chart in Figure 8.

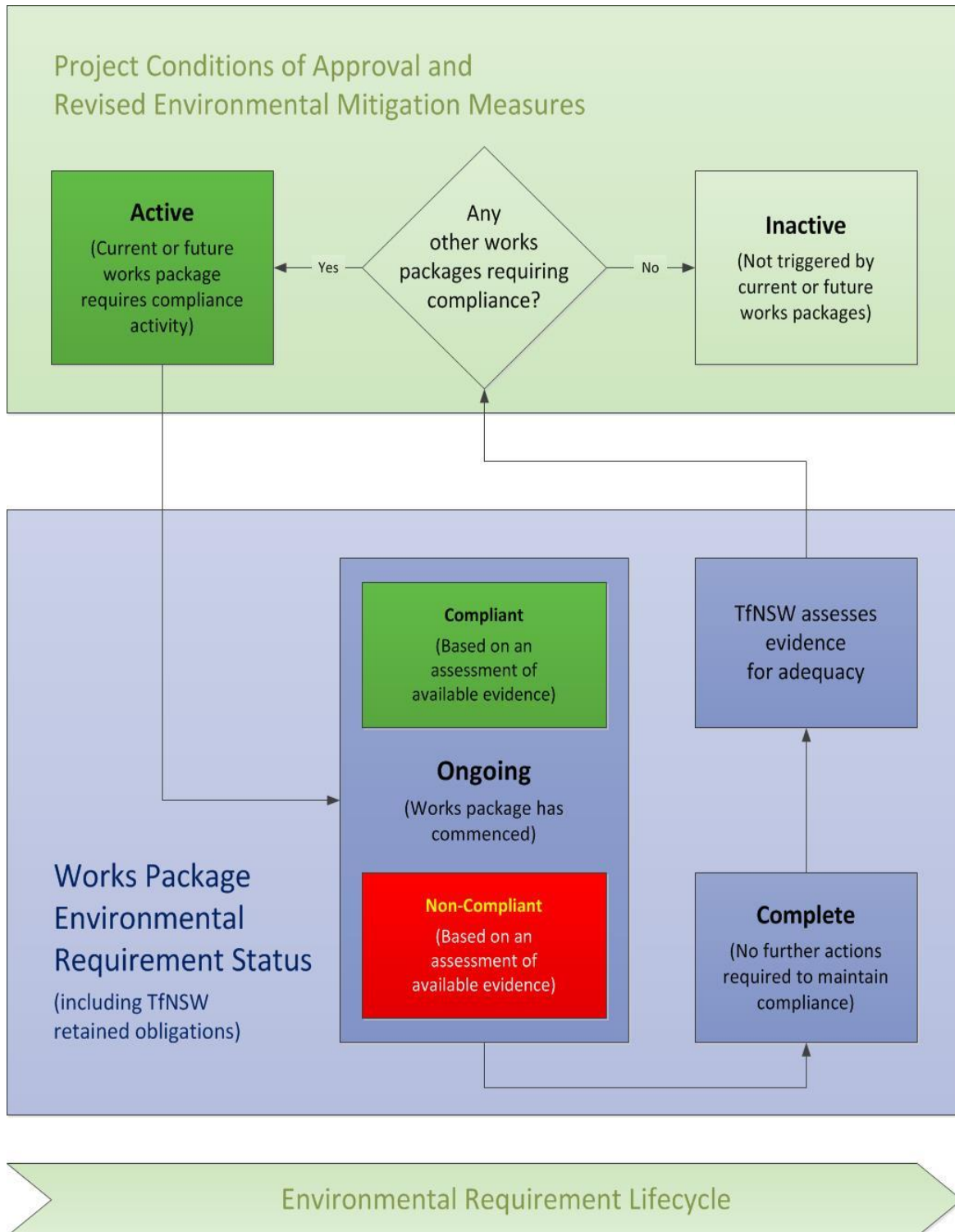


Figure 9 – Environmental Requirements Lifecycle

4.1.2. Review Activities

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

Table 5 – Compliance Monitoring Activities

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

4.2. Environmental Auditing

Two levels of environmental auditing occur during the construction of Sydney Metro North West. The first level consists of an internal audit program by each Principal Contractor. These audits include:

- 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 the Compliance Working Group (CWG) which coordinates the independent environmental audits required by condition D5. While planned independent audits are generally 6 monthly, the CWG meet monthly to review the status of risks, non-conformance, incidents, and determine appropriateness of scope and frequency of the planned audit schedule.

4.2.1. Compliance Working Group

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

During the period between April 2017 and September 2017 the CWG met with both the SVC and OTS contractor. The CWG presided over three environmental audits in the reporting period, two internal audits on the OTS package, and an audit was conducted in July 2017 with SVC (see Table 11 and Table 12). These audits produced a total of 19 findings which were predominately related to process and documentation.

4.3. Incident Management

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

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

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



Figure 10 – SVC worksite at the Windsor Road Bridge, night works

Table 6 – Environmental Incident Classes

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

4.4. Complaint Management

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

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

4.5. Independent Environmental Representatives

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

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

5. Environmental and Compliance Performance

5.1. Overview

The total number of ongoing Environmental Compliance Requirements at the end of this reporting period was 1,309 (excluding an additional 117 requirements from Part 5 Approvals). There were a total of 19 non-compliances against these requirements during the reporting period in Figure 12. There was no Class 1 or 2 environmental incidents during the reporting period.

There were three environmentally relevant audits during the reporting period that generated 19 audit findings. Only one environmental audit finding remains open at the end of the reporting period.

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

Table 7 – Environmental Compliance Surveillance Data

Construction Package	Ongoing Requirements (non-compliances raised)	Class 1 & 2 Incidents (Class 3 incidents)	ER Inspections (issues raised)	Complaints
TSC	0 (0)	N/A	N/A	0
SVC	491 (14)	0 (25)	26 (303)	28
OTS	639 (5)	0 (61)	26 (141)	108
TfNSW	179 (0)	0 (0)	N/A	3
Total (this period)	1309 (19)	0 (86)	52 (444)	139
Total (previous Period)	1309 (24)	0 (70)	41 (312)	80

As demonstrated in Figure 11, there have been no changes to the compliance load for the Sydney Metro Northwest project during the reporting period. The future compliance load is expected to vary as the SVC contractor completes their contract towards the end of 2017.

The ERs conducted four quarterly compliance reviews against the environmental requirements since 1 April 2017 across the two active major contracts (two per contract). These reviews and other surveillance activities identified 19 non-compliances as detailed in Table 7. The 'Non-Compliance Rate' in Figure 11 represents the number of non-compliances raised each month plus the number of non-compliances that remained open from previous months per 100 Environmental Requirements. The downward trend during this reporting period reflects renewed efforts to target key problem areas through surveillance activities, and closure of Environmental Requirements that relate to portions being handed over from the SVC Principal Contractor to the OTS Principal Contractor.

ENVIRONMENTAL REQUIREMENTS & NON-COMPLIANCE RATE

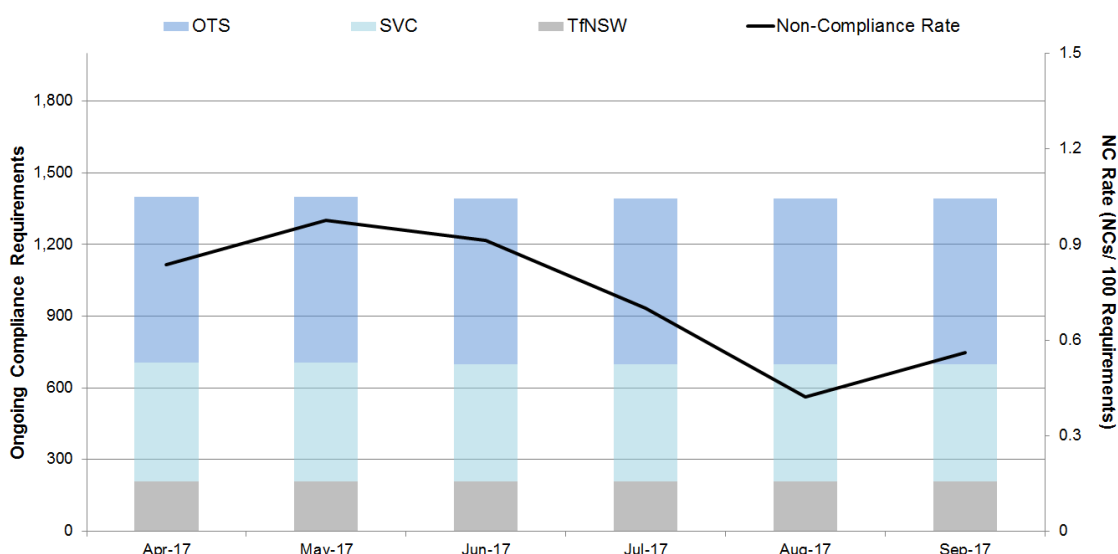


Figure 11 – Compliance Load and Non-Compliance Rate

5.2. Non-Compliances

5.2.1. Open Non-Compliances from the Previous Reporting Period

The Environmental Construction Compliance Report for the previous reporting period (October 2016 to March 2017) indicated that nine non-compliances remained open. Eight of these non-compliances were closed out during this reporting period with one remaining open. Table 8 provides a list of these non-compliances.

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

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Current Status and Actions taken to Close
Dec 2016	SVC	SSI-5100 – C7 & C8 SSI-5414 – C33 & C34	Mgmt. Systems	The temporary haul road in the Sydney Water land has remained in place throughout the 2016 Q4 period.	Closed – 1) Site handed over to OTS contractor and actions have passed to them remove the Haul Road.
Mar 2017	SVC	SSI-5100 – REMM E5	Flora & Fauna	No protective fencing and signage installed in areas where native vegetation is to be retained adjacent to or within construction sites.	Closed – 1) Vegetation protection/fencing to be installed and maintained. 2) Increase awareness on tree protection across all work staff.
Mar 2017	SVC	SSI-5100 – REMM W9	Waste & Spoil	Worksites not kept free of litter and poor general housekeeping of sites.	Closed – 1) General housekeeping to be implemented and maintained. 2) Increase awareness on correct general housekeeping across all

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Current Status and Actions taken to Close
					work staff.
Mar 2017	SVC	SSI-5100 – E45 SSI-5414 – E34	Mgmt. Systems	Not all environmental records are being kept, made available, current or updated.	Closed – 1) Contractor to implement its records management procedure in accordance with the Construction Environmental Management Plan to ensure all environmental records are kept, maintained, implemented and available.
Mar 2017	OTS	SSI-5931 – B1	Mgmt. Systems	Works undertaken outside approved boundaries and damage caused to private property.	Closed – 1) Contractor to finalise Incident Report with the inclusion of documented corrective and preventative actions. 2) Completed Incident Report to be forwarded to the Environmental Representative and TfNSW. 3) Preventative actions from the Incident Report to be implemented.
Mar 2017	OTS	SSI 5414 – D6 & E33 SSI-5931 – D6 & E28	Mgmt. Systems	Substandard reporting of incidents to the Environmental Representative and TfNSW (e.g. incidents not being reported, not reported within 48 hours, lack of completeness of incident reports received).	Closed – 1) Contractor to review current process and improvement program for reporting in accordance with requirements of the Conditions of Approval, Construction Environmental Management Plan, contract and the <i>Protection of the Environment Operations Act 1997</i> .
Mar 2017	OTS	SSI-5414 – E33 SSI-5931 – E28	Mgmt. Systems	Reporting and process improvements for non-compliances not being undertaken in accordance with the Construction Environmental Management Plan.	Closed - 1) Contractor to implement existing non-compliance reporting process or revise the Construction Environment Management Plan. 2) Contractor to revise recent Corrective Action Request forms. 3) Contractor to provide non-compliance reports for recent incidents / issues where no reporting has been provided.
Mar 2017	OTS	SSI-5414 – D5 & E33 SSI-5931 – D5 & E28	Mgmt. Systems	Processes for reporting and availability of monitoring records not in accordance with the Construction Environmental Management Plan and the Compliance Tracking Program.	Open - 1) Contractor to provide evidence that environmental monitoring has been appropriately undertaken and documented across all required periods and active sites (as staged). 2) Reasons for any gaps in monitoring to be documented and provided to the Environmental Representative and TfNSW.

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Current Status and Actions taken to Close
Mar 2017	OTS	SSI-5414 – D4 SSI-5931 – D4	Mgmt. Systems	Latest version of the Construction Environmental Management Plan not uploaded to contractor's website.	Closed – 1) Current version of the CEMP and Sub-Plans as required by the CoA has now been uploaded to contractor's website.

5.2.2. This Reporting Period

There were 19 non-compliances raised during this reporting period, none of which remained open at the end of the reporting period. Management Systems comprised the highest percentage of non-compliances, representing 26.3% (5 in total), followed by Flora and Fauna and Soil and Water, at 21.1% (4 in total).

The SVC reported 89.5% of the total non-compliances in the reporting period with the remaining non-compliances reported by OTS. Figure 12 provides a full breakdown of non-compliance types raised during the reporting period. Details on all non-compliances raised during the reporting period are presented in Table 10.

Table 9 – Non-Compliances, Compliance Loads and Non-Compliance Rates during this Reporting Period

Construction Package / TfNSW	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances	Compliance Load at end of Reporting Period	Average Non-Compliance Rate per 100 Requirements
SVC	14	0	491	2.9
OTS	5	1*	639	0.8
TfNSW	0	0	179	0.0
Total	19	1*	1309	1.5

*Non-Compliance was opened prior to this reporting period (see Table 8).

Table 10 – Non-Compliances that were raised during the reporting period

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
4 Apr 2017	SVC	EPA Licence L4.1 / E12	Soil & Water	Concrete used for construction works was dumped and concrete waste water had flowed onto ground. Contained within site boundary. No release waterways.	Closed – 1) Toolbox conducted specific to subcontractor and general site toolbox regarding concrete washout. 2) Notice given to subcontractor regarding penalties for breaches of EPL.
13Apr 2017	OTS	SSI-5931 B1	Mgmt. Systems	Works undertaken outside approved project boundary.	Closed – 1) Investigation report and JEHT Incident report. 2) Prestart talk given to

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
					construction team.
23 April 2017	SVC	ISJV CLIP - 5100 MCoA D1	Community, Stakeholder & Business	Incident not reported within Com-Man within the specified period of 24 hours, as required by the CLIP	Closed – 1) New Community Manager to be aware of all timeframe relating to procedures and report complaints to Con-Man within timeframes specified within the CLIP.
27 Apr 2017	SVC	SSI-5414 CoA B8	Air Quality	Dust was raised by earth-moving vehicles exiting the stockpile at Zone 2.	Closed – 1) Toolbox to be completed on complying with the speed limit and covering loads on trucks. 2) Watertruck to be allocated to area to spray down haul road.
4 May 2017	SVC	SSI-5100 E12 –	Mgmt. Systems	A watercart filling up from a standpipe out of hours without approval.	Closed – 1) Toolbox conducted specific to subcontractor and general site toolbox regarding hours of operation.
4 May 2017	SVC	EPL L4.1 and SSI-5100 E12	Mgmt. Systems	Galea watercart filled up from a stand pipe on Sanctuary Drive prior to 7am.	Closed – 1) Toolbox conducted specific to subcontractor and general site toolbox conducted regarding hours of operation. 2) Notice via email given to subcontractor owner regarding penalties for breaches of EPL.
24 May 2017	SVC	SSI-5414 –SW20	Soil & Water	Water containing concrete dust was discharged into SB16 from blister cutting.	Closed – 1) Supervisor to notify personal that water discharge must be directed to concrete washouts. 2) Toolbox on correct use of concrete washouts.
9 Jun 2017	SVC	SSI-5100 – E12	Noise & Vibration	OOHW taking place without an approved OOHW permit.	Closed – 1) Environmental training presented to supervisors by Environmental Manager.
13 Jun 2017	SVC	SSI-5100 – C7 & C8 SSI-5414 – C33 & C34	Soil & Water	Water exceeding ISJV's EPL turbidity criteria was discharged from a sediment basin.	Closed – 1) As site handed over to NRT the incident report was undertaken by NRT.

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
3 Jul 2017	OTS	EPL 20544 condition L1.1; SSI-5414 MCoA C32	Soil & Water	On the 12 May 2017, the Epping Service Facility Water Treatment Plant (WTP) overtopped resulting in an uncontrolled discharge of water from site to Ray Road, Epping.	Closed – 1) Secondary WTP commissioned. 2) Resource allocated to project specifically tasked with the monitoring, maintenance and ongoing management of the WTP and be permanently based at the Epping site.
13 Jul 2017	OTS	SSI-5414 MCoA E15	Noise and Vibration	Concrete Aggi truck observed leaving Castle Hill Station site prior to 7am on 11/04/2017 without OOHW permit in place.	Closed – 1) Environment team to be notified of any OOHW applications. 2) Toolbox/training for all site personnel on OOHW requirements.
18 Jul 2017	OTS	EPL - POEO Act Section 66(6)	Systems Management	During the John Holland NWRL NRT IVA HESQ Audit, a major non-conformance was raised for not providing up to date monitoring data for publishing on the John Holland Website for the months of March, April, May of June. POEO Act Sect 66 (6) Publication of results of monitoring	Closed – 1) The updated EPL reports are to be published to the John Holland Website. 2) The Environmental Coordinators are to be provided with training in how to interpret the EPL conditions and calculate the specified noise goal.
18 Jul 2017	SVC	ISJV CFFMP Clearing Procedure	Flora and Fauna	Parrawebbing removed from poor condition EEC to remove debris for handover purposes. Non-compliance with ECM Zone 2.	Closed – 1) Toolbox with responsible subcontractor 2) General toolbox on awareness of No-Go Zones 3) Responsible contractor disciplined 4) Subcontractor to be audited against ISJV CEMP
3 Aug 2017	SVC	ISJV CFFMP Clearing Procedure	Flora and Fauna	NRT clearance of vegetation without ISJV approval under MOU access agreement sub-portion B	Closed – 1) NRT provided TfNSW with a vegetation clearance permit and pre-clearance report.
6 Sep 2017	SVC	EPL Condition E1.3(ii)	Community, Stakeholder & Business	Non-compliance against the Community Liaison Implementation Plan and the EPL. Community were not given five days' notice of out of hour's works.	Closed – 1) Work closely with the construction team and environment manager to ensure that the required notification period is given

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
					for any out of hour's works. 2) Verification of notifications that have given the community the required notification period to be provided.
6 Sep 2017	SVC	EPL L4.1	Noise and Vibration	Community complaint received regarding an Attcall water truck filling up from the standpipe at Sanctuary Drive before 7 am.	Closed – 1. Toolbox conducted regarding hours of operation. 2) Notice via email given to subcontractor owner regarding penalties for breaches of EPL. 3) Issue discussed with EPA Officer during site visit.
13 Sep 2017	OTS	NWRL CEMF Section 11.2	Flora and Fauna	Vegetation clearing without permit at Bella Vista. Two small non-habitat trees (approximately 3 metres tall) and 25m ² of vegetation at the top of batter of the eastern side of multistorey carpark at Bella Vista were removed by earthworks contractor prior to a vegetation clearing inspection being completed. These trees were inside the project area and were part of planted/exotic plants community.	Closed 1) Parawebbing reinstated.
21 Sep 2017	SVC	SSI-5100 CoA E46 (f)	Flora and Fauna	Site supervisor entered into Environmental No-Go Zone	Closed – 1) Toolbox project team on importance of No-go zones.
24 Sep 2017	SVC	SSI-5100 E12, EPL L4.1	Mgmt. Systems	Works conducted by ISJV sub contractor outside of standard construction hours without authorisation. Works conducted by ISJV sub contractor outside of standard construction hours without authorisation.	Closed – 1) Incident investigation undertaken; 2) AttCall Site Manager removed from site; 3) AttCall placed on notice through to completion of the project. 4) ISJV filed report to the EPA

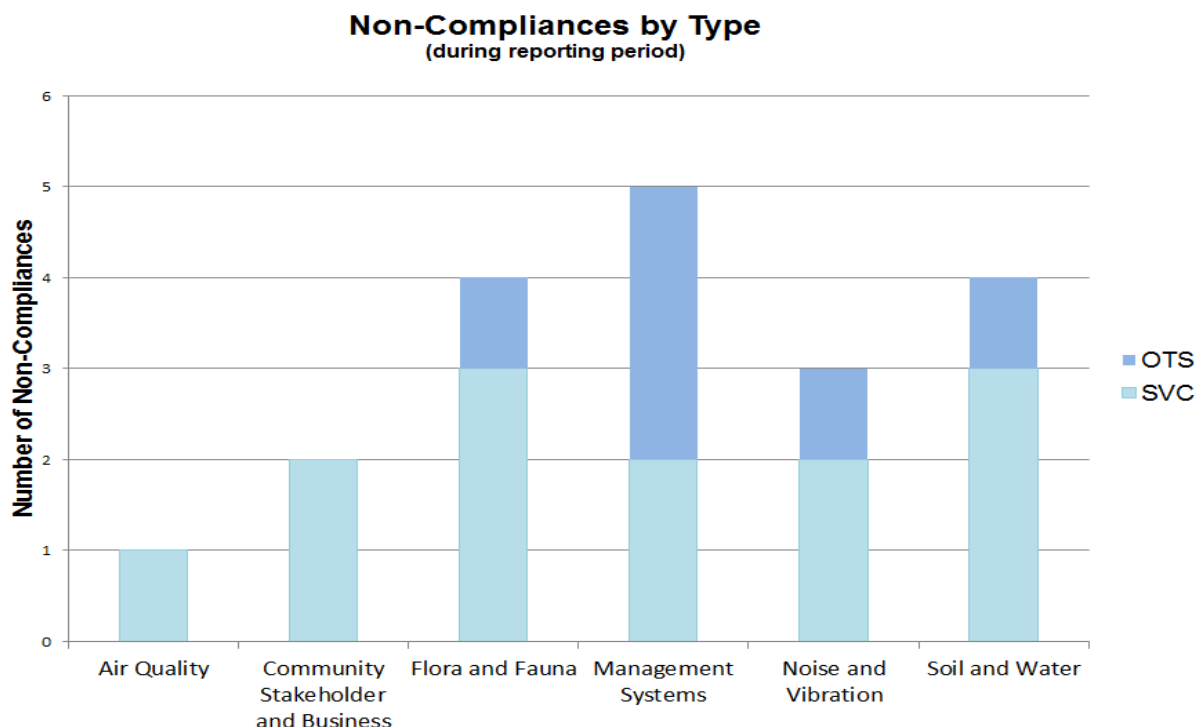


Figure 12 – Non-Compliances by Type during the Reporting Period

5.3. Incidents

No Class 1 or 2 incidents occurred during the reporting period and there have been no notifiable incidents to date. A total of 86 environmental incidents occurred on the project during the reporting period and were all categorised as Class 3. These are depicted graphically in Figure 13 and Figure 14. Figure 13 also displays the Issue Rate (number of issues per inspection).

The increase in the number of incidents reported by the OTS contractor in recent months is reflective of significant increased activity onsite following the handover of sites from the SVC contractor during the reporting period, as well as the Showground site ramping up works. Soil and Water incidents comprised over 91% of all incidents during the reporting period. This is mainly a result of Class 3 minor hydraulic fluid spills onsite, and Class 3 sediment and erosion control incidents.

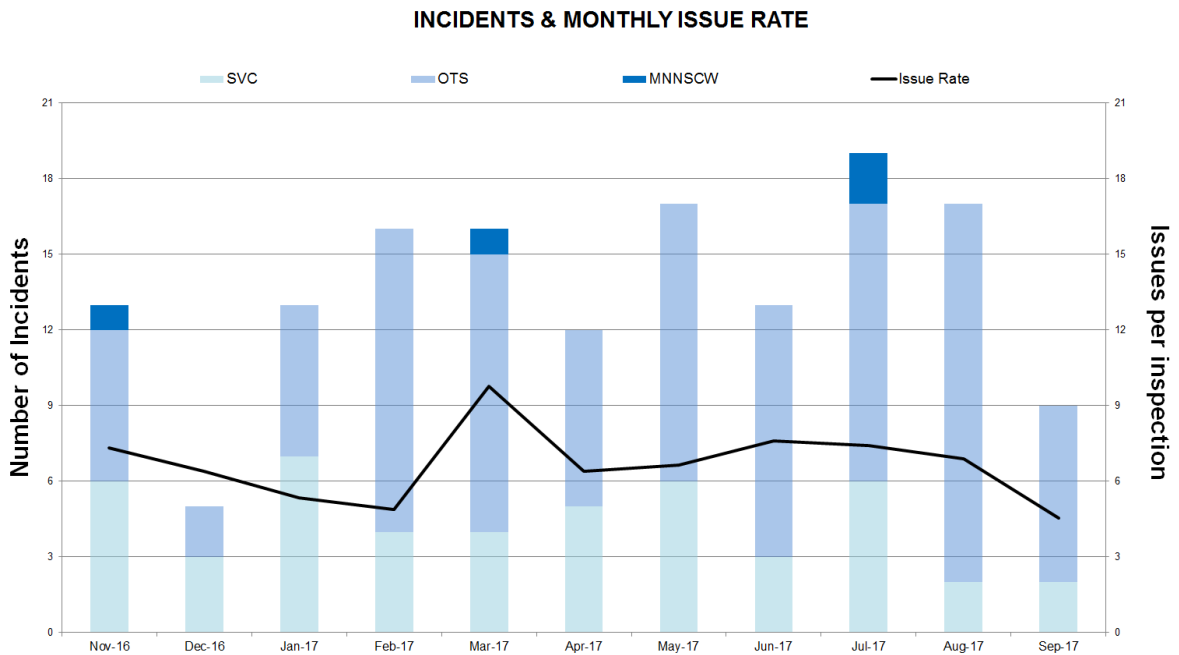


Figure 13– Incidents (Class 3) and Issue Rate (issues per inspection per month)

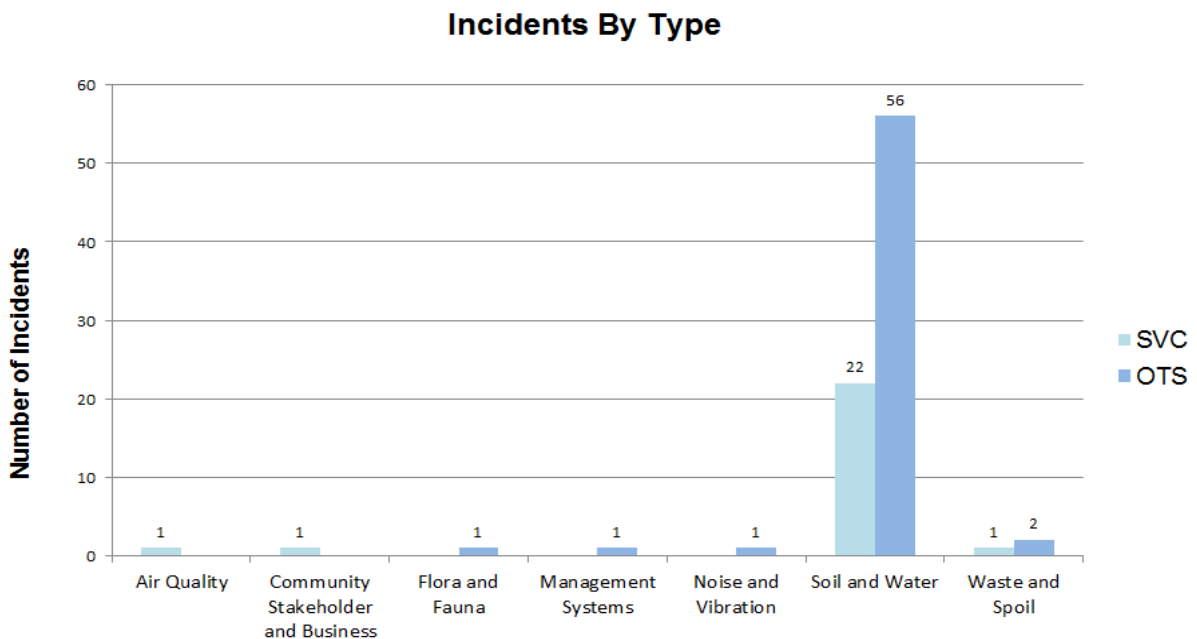


Figure 14 – Environmental Incidents by Type during the Reporting Period

5.4. Independent Environmental Representative Inspections

The Independent ERs conducted a total of 52 environmental inspections and raised 444 issues. During the reporting period, the monthly ‘Issue Rate’ generally was stable.

During the reporting period, Soil & Water issues comprised of majority of all issues identified during independent ER inspections (seen in Figure 14). Soil and Water issues comprised the majority of issues reflecting the relatively high investment of management effort required in

this area for projects which involve substantial earthworks. A breakdown of the type of issues identified on the project during the reporting period is provided in Figure 15.

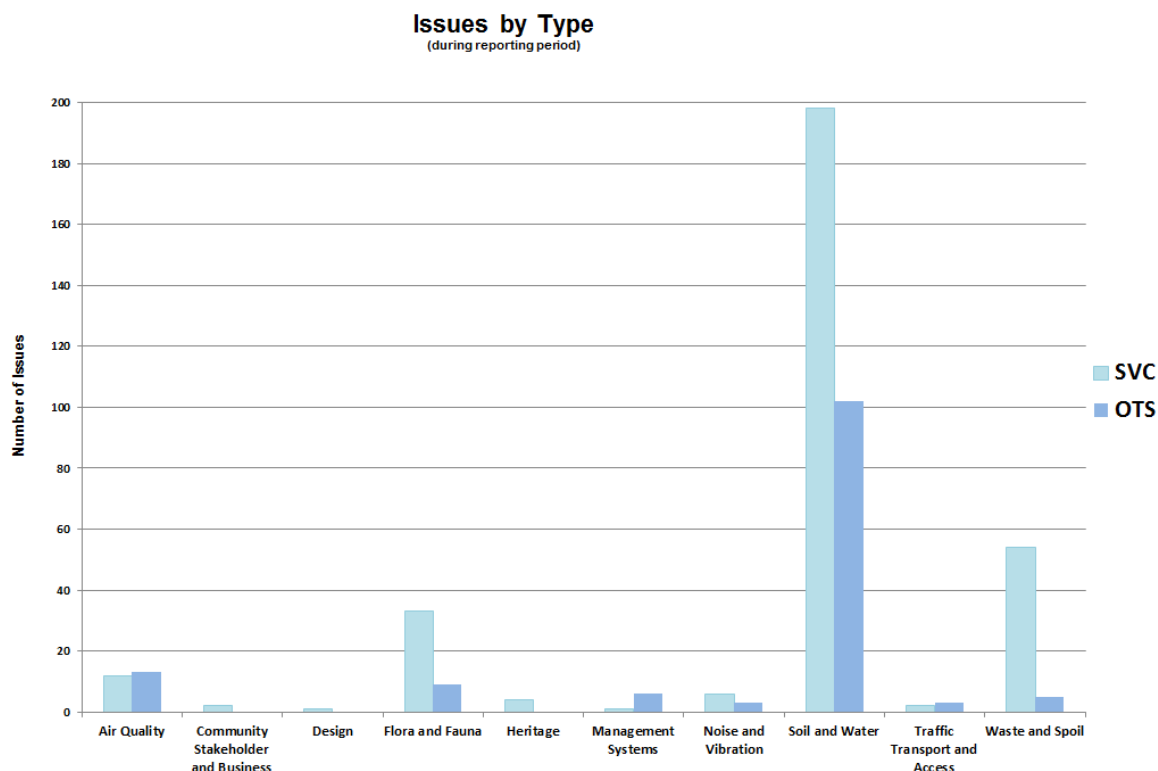


Figure 15 – Environmental Issues Raised by Type during the Reporting Period

5.5. Audit Findings

5.5.1. Open Findings from the Previous Reporting Period

The Environmental Construction Compliance Report for the previous reporting period (October 2016 to March 2017) indicated only one environmental audit finding remained open at the end of the reporting period.

5.5.2. This Reporting Period

Three environmentally relevant audits were completed in the period April 2017 to September 2017. A summary of the audits is shown in Table 11. These audits generated a total of 19 findings. These are detailed in Table 12.

Table 11 – Environmental Audits undertaken or reports finalised during the reporting period

Audit ID	Auditee	Audit Title	Audit Date	Total Findings	Closed Findings	Open Findings
NRT 2017/003*	OTS	Sustainability Management Systems	Mar 2017	3	3	0
NRT 2017/007*	OTS	Sustainability Management Systems	Aug 2017	5	0	5

Audit ID	Auditee	Audit Title	Audit Date	Total Findings	Closed Findings	Open Findings
SVC QA AUR* 000209	SVC	Environmental Management Systems	July 2017	11	10	1
Totals				19	13	6

* Indicates that the audit report was finalised during this reporting period.

Table 12 – Audit Findings during the Reporting Period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Mar 2017	NRT 2017/003	Data confirming compliance with the projects target to achieve 50% water content in concrete to-date not yet available.	A further audit was performed on 16/6/2017 and no issue raised.	Closed
Mar 2017	NRT 2017/003	Limited office waste recyclable bins were observed at the time of audit at the Bella Vista office.	Six bins were ordered to be delivered and installed at Bella Vista by end of September early October	Closed
Mar 2017	NRT 2017/003	Some gaps in the understanding of the metal recycling disposal arrangements and corresponding records within the ORIS (Quality Management System) were evident.	Carry out visit/conversations with metal recyclers to close our audit of missing details.	Closed
July 2017	SVC QA AUR 000209	Environmental Aspects/Impacts Register has not included the newest activities and/or newest potential risks related to the following: a. Revegetation/remediation of riparian areas (VMP) b. Defected landscape including temporary environmental controls prior to handover c. Potential flooding risk in Sydney Water land – e.g. Sub-Portion L	Update of the Environmental Aspects/Impacts Register	Closed
July 2017	SVC QA AUR 000209	The Community Liaison Implementation Plan, Site Specific Stakeholder and Community Involvement Plans and the Business Management Plan have not been updated every 3	1. Issue to be analysed, as there are conflicting requirements for review frequencies. 2. Evidence of Draft with relevant changes (re: frequency of reviews) in the Site Specific Stakeholder and Community	Closed

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
		months throughout the duration of construction and submitted to Sydney Metro Northwest team for review as required by TfNSW	Involvement Plan.	
July 2017	SVC QA AUR 000209	Positions of Environmental and Sustainability Managers are subject to TfNSW approval	Request for approval of positions has been submitted to TfNSW. Refer to Teambinder Contractual Notices No. NWRC_CN-003355 of 30 May 2017 & CN-003409 of 16 June 2017. Response from TfNSW received 15 June 2017 via Contractual Notice No. P_CN-003872 Response from TfNSW regarding acceptance of the Sustainability Manager is pending	Open
July 2017	SVC QA AUR 000209	For traceability and operational purposes, the controls included in the Environmental Aspects/Impacts Register were not linked to specific Environmental Plans/Sub-Plans or other environmental operational documents. E.g. training required	Update of the Environmental Aspects/Impacts Register	Closed
July 2017	SVC QA AUR 000209	All complaints under EPL are currently going through to 1800 number. These complaints are submitted to EPA, however there are complaints raised by email which have not been submitted to EPA	1. All other forms of complaint not recorded via the 1800 number are to be assessed for risk to the EPL and all relevant actions taken where necessary in accordance with the CLIP 2. CLIP to be updated on this additional risk assessment on all other forms of complaints	Closed
July 2017	SVC QA AUR 000209	Training of the Environmental Coordinators on water monitoring has not been documented, e.g. to demonstrate competency in the use of monitoring equipment.	Get competency assessment of Environmental Coordinator/ Officer in the field by Environmental Manager	Closed
July 2017	SVC QA AUR 000209	ISJV has carried out a Review of the CEMP including elements of the EPL licence; however the internal auditor was not suitably experienced to conduct this environmental audit. ISJV to ensure that the review of EPL compliance is	Future audits to be conducted by a suitably experienced auditor	Closed

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
		undertaken by a qualified auditor		
July 2017	SVC QA AUR 000209	Regarding Management Reviews: a. Frequency of the Senior Management Weekly Meetings are not consistent. The last meeting undertaken was in March 2017, and from then meetings been interrupted. b. The outcomes of Senior Management Weekly Meetings have not been documented/ communicated to a higher level.	a. From end of July 2017, 85% of the project will have been completed. Hence future Senior Management Meetings will be undertaken as follows: 4 September 2017 9 October 2017 b. Senior Management Meeting Minutes are to be documented and distributed via email to attendees and apologies of the meeting. Senior Management Meeting outcomes are to be communicated directly with Marco Assorati (Salini's Regional Manager Southeast Asia and Oceania) who is co-located at the project site office.	Closed
July 2017	SVC QA AUR 000209	Legal and other requirements including Council, Sydney Water, updated applicable Guidelines (e.g. waste classification, storage) were not included in the Legal and Other Requirements Register	1. Update by linking legal and other requirements contained in the WADs/ CEMP/ Sub Plans/ Sydney Water Works into the Register	Closed
July 2017	SVC QA AUR 000209	ISJV did not have a documented criteria to identify different types of non-conformances including ISJV system non-conformances and ISJV environmental incidents. Reporting and submission of these items is confusing and conflictive.	Will be included in next update of the CEMP	Closed
July 2017	SVC QA AUR 000209	ISJV failed to test the Pollution Incident Response Management Plan (PIRMP) as per EPA requirements.	Refer to NCR No 281894 raised by ISJV 10/06/17. Records were submitted for Testing/ Training of the PIRMP to be carried out on 30 June 2017.	Closed
Aug 2017	NRT 2017/007	The delivery tracking register used by NRT to ensure the classification of materials are documented for each delivery is currently aggregating some deliveries.	NRT to individually itemise the classification of materials for each delivery.	Open
Aug 2017	NRT 2017/007	An inconsistency has been noted by NRT in the classification of certified material being provided whereby the supplier reports 100% PEFC whereas the forest source in Chinchilla is only 70% certified by AFS/PEFC.	Clarification that deliveries to date are 100% PEFC sourced is urgently recommended [Opportunity for Improvement]	Open

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Aug 2017	NRT 2017/007	Delivery documents from GDK noted a clerical error describing the PEFC certification reference as a FSC registration reference.	GDK to be made aware of this oversight to prevent recurrence in future orders. [Opportunity for Improvement]	Open
Aug 2017	NRT 2017/007	GDK are recommended to include their own delivery docket identifiers to complement references to NRT's purchase order identifier to ensure an easily traceable chain of custody.	GDK are recommended to include their own delivery docket identifiers to complement references to NRT's purchase order identifier to ensure an easily traceable chain of custody. [Opportunity for Improvement]	Open
Aug 2017	NRT 2017/007	NRT's Sustainable Timber Procedure should be updated.	Update NRT's Sustainable Timber Procedure [Opportunity for Improvement]	Open

5.6. Complaints

The project received a total of 139 complaints during the reporting period:

- Three against TfNSW;
- There were 28 against the SVC contractor (refer Figure 17 for breakdown by site); and
- There were 108 against the OTS contractor (refer to Figure 18 for breakdown by site).

The total number of complaints received by the project increased compared to the last reporting period (from 80 to 139). This can be attributed to an increase in construction activity by the OTS Contractor, particularly in residential areas such as the Showground site.

Complaints by Type
(during reporting period)

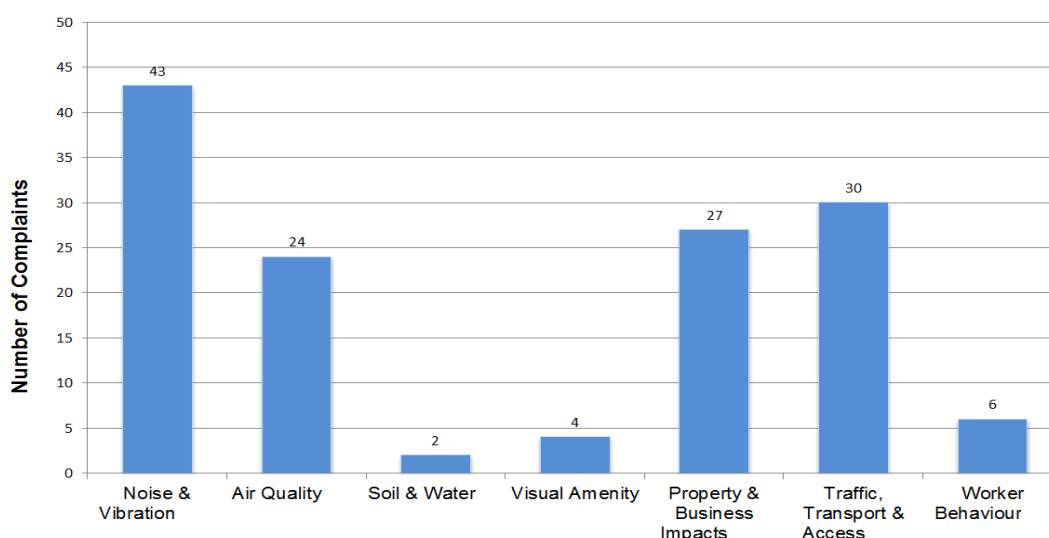


Figure 16 – Total complaints for SVC and OTS contractors by type

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

The SVC contractor recorded a slight decrease in the total number of complaints received during this reporting period (from 32 to 28). This is attributed to a decrease in the number of construction activities undertaken by the SVC Contractor as they move toward contract completion. Noise emissions from activities such as water-blasting, demobilisation and demolition works at the site of the Windsor Road Bridge and the Balmoral Road storage facility contributed to 32% of all complaints against the SVC Contractor. Mitigation measures were implemented such as respite periods, minimising out-of-hours work and the offer of alternate accommodation to reduce the impact on nearby residents and stakeholders at both sites. The SVC Contractor undertook extensive consultation including face-to-face meetings, phone calls and letterbox drops to keep the local community informed of upcoming works.

The OTS Contractor recorded a significant increase in the total number of complaints during this reporting period compared to last (from 45 to 108). This increase can be attributed to an increased presence of the OTS Contractor along the alignment, the prolonged dry period, and the type of construction work undertaken during the reporting period. In summary, the most prominent complaint themes were noise, worker behaviour, traffic impacts and dust. A detailed breakdown of the complaints by type can be seen in Figure 16.

SVC Complaints by Site
(during reporting period)

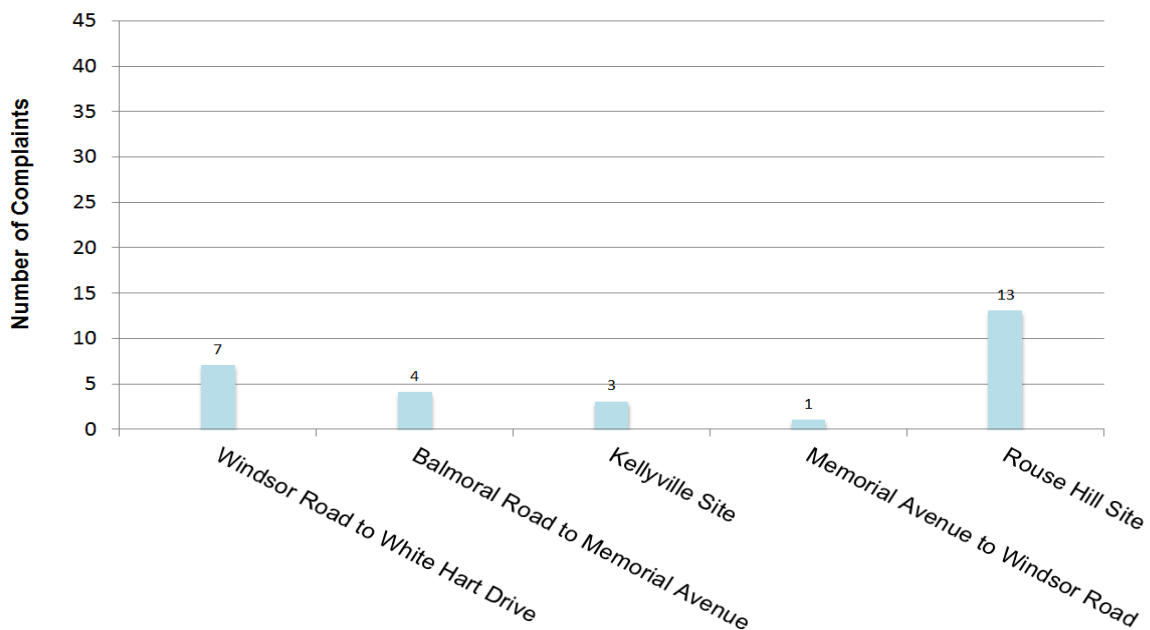


Figure 17 – Complaints received with SVC contractor for each work site

Within this reporting period (April 2017 – September 2017) the North West area of Sydney only receiving 264.1 mm of rainfall, compared to the average expected 487.2 mm resulting in unseasonal dry and windy weather. This resulted in 24 dust complaints around the Cherrybrook Station site. This equates to 22% of all complaints received in the reporting period. The OTS Contractor is working with the EPA and has implemented additional dust mitigation measures to help suppress dust impacts in Cherrybrook. Cherrybrook Station site also received the most complaints (40per cent) during the reporting period. It is likely this is attributed to the proximity of the site to residential neighbours.

Cherrybrook Station, Norwest Station and the Cheltenham Service Facility sites also had an increase in workforce numbers and constrained site parking which resulted in complaints regarding workers parking in private property and on local streets and associated litter concerns. Alternative options to accommodate overflow parking are actively being considered by the OTS Contractor. As seen in Figure 16, majority of the complaints relates to noise and vibration issues as work on sites near residential areas continue to increase.

The OTS Contractor also continued to receive complaints following the temporary closure of Brookhollow Avenue, Baulkham Hills in March, and a temporary lane closure at Celebration Drive, Bella Vista due to travel delays and safety concerns.

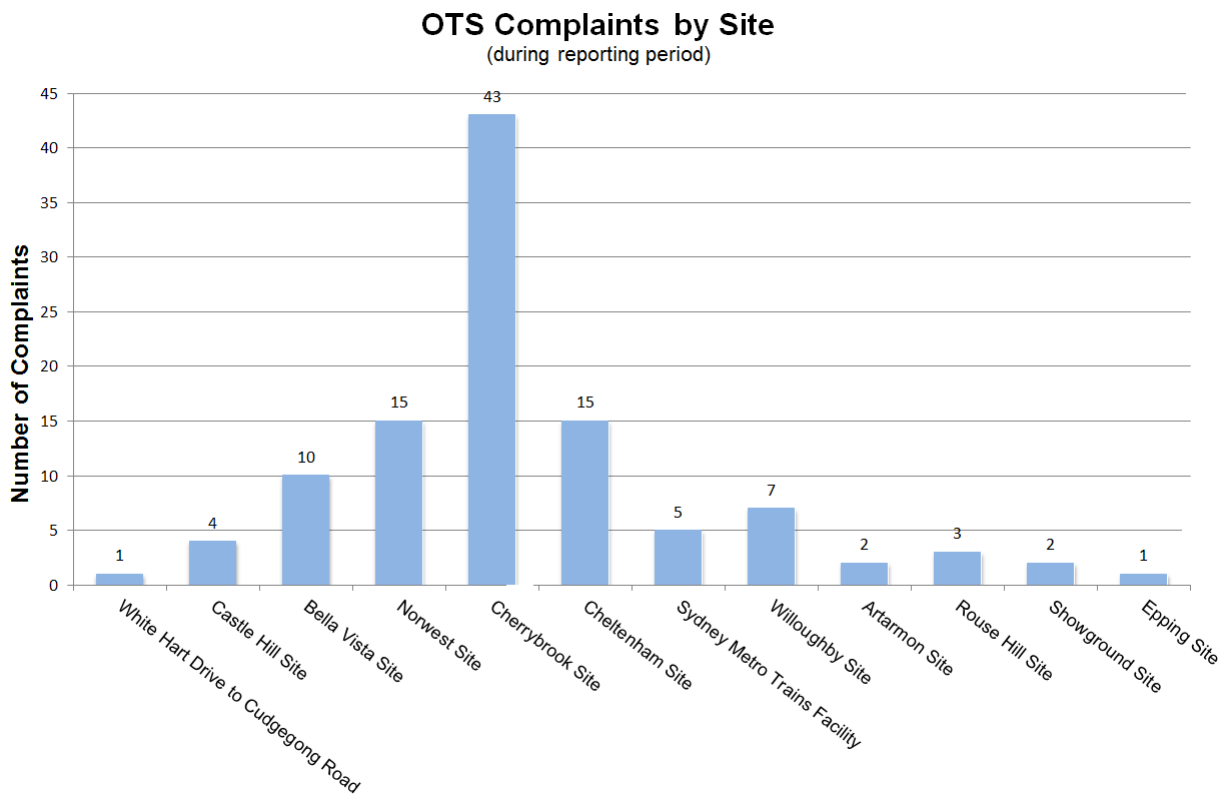


Figure 18 - Complaints received with OTS contractor for each work site

6. Operational Readiness

Sydney Metro Northwest is rapidly moving towards completion with operations on track to commence in 2019. Towards the end of this reporting period, the first tracks on the viaduct began to be laid, installation commenced on the 1.1 MW solar photovoltaic system on top of the maintenance building located within the Sydney Metro Trains Facility, and the first Sydney Metro train arrived in Australia marking a major milestone.

6.1. Sydney Metro Trains Facility (SMTF)

The Sydney Metro Trains Facility at Tallawong Road, Rouse Hill will serve as the stabling and maintenance facility for the trains, administration and control centre for Sydney Metro Northwest.

The maintenance facility is quickly reaching completion and has been constructed to minimise energy use through:

- north facing glazing which provides shading from the sun in mid-summer,
- articulated façade which incorporates dampered louvres for controlled natural ventilation,
- extensive use of natural lighting, and
- 10% of low voltage operational energy of the SMTF is being supplied by the 1.1 MW onsite solar photovoltaic system, which is currently being installed, and is expected to be completed during the next reporting period.



Figure 19 – 1.1 MW solar photovoltaic system being installed on the north-facing maintenance building rooftop

The administration building is being built to achieve:

- A 4 Star Green Star rating
- 4½ star NABERS Energy – Whole Building rating
- 4½ star NABERS Water rating
- 4½ star NABERS Waste – Whole Building rating

These ratings will be finalised when the facility is completed, and operational.



Figure 20 – Render of the SMTF when completed

6.2. Arrival of rolling stock

The first Sydney Metro train arrived in Australia towards the end of September, and was unveiled on the 27 September 2017. This arrival marks a significant milestone towards the new metro transport system coming to life.

At the SMTF the six carriages of the first metro rolling stock is being prepared for testing over the coming months. This state-of-the-art train will revolutionise how Sydney travels, with the capacity to move more than 40,000 people an hour on the Northwest line. With a level of service never seen before in Australia, the new trains will be operating every four minutes during peak period in each direction.

The build of the rolling stock systems have energy efficient features, and management initiatives embedded from the initial design process. This has resulted in cohesive design and build that will perform against strict criteria demanded by a modern metro system whilst being energy efficient.



Figure 21 – First Sydney Metro train being unpacked and polished at the SMTF

The rolling stock has been designed and built with key energy efficiency features to minimise energy demand. Figure 23 highlights the key features, including a system of regenerative braking to reduce energy consumed in traction. The energy from braking is captured, and passed on to power another metro train in range.

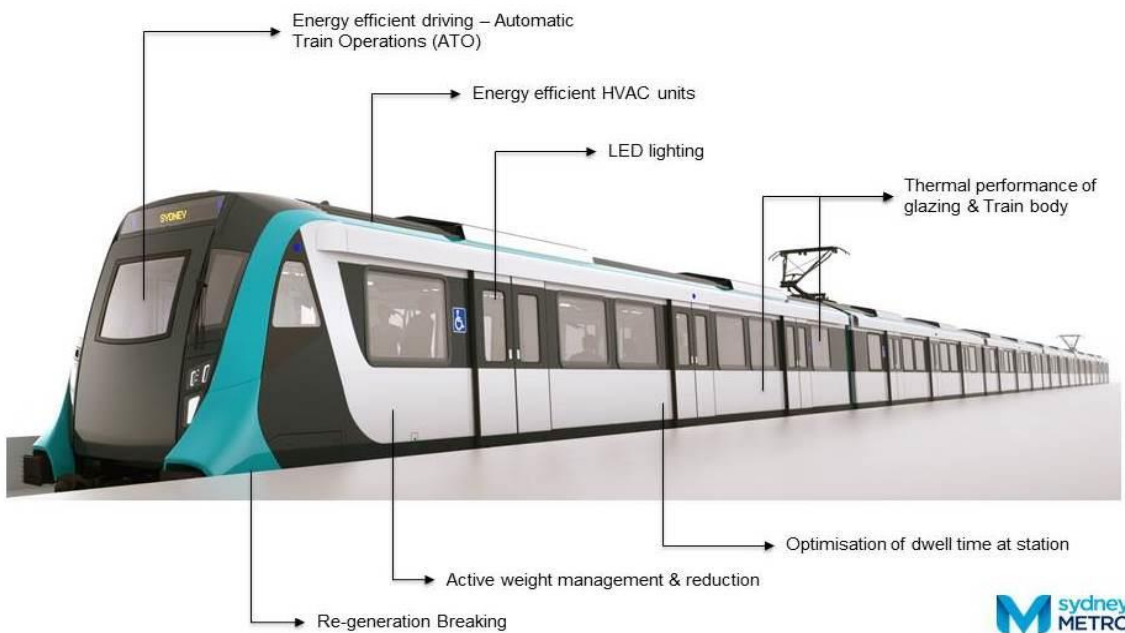


Figure 22 – Sydney Metro rolling stock energy efficient features

6.3. New state of the art and sustainable stations

Sydney Metro Northwest stations are more than beautiful structures that shelter customers from the elements. The canopies serve multiple functions to enhance the sustainability performance of stations. These include:

- Enabling solar access for natural lighting to minimise artificial lighting usage
- Using heat reflective materials and natural ventilation to reduce reliance on mechanical systems
- Harvesting rainwater for onsite uses, such as irrigation and toilet flushing
- Where artificial lighting and mechanical systems (e.g. air conditioning systems) are the only option, they are being constructed to achieve a minimum 10 % improvement on the energy efficiency performance stipulated in the Building Code of Australia

Through passive sustainable design, Sydney Metro has placed the comfort, safety, and wellbeing of commuters first. This has allowed the Northwest project to develop stations that are adaptive and climate resilient.

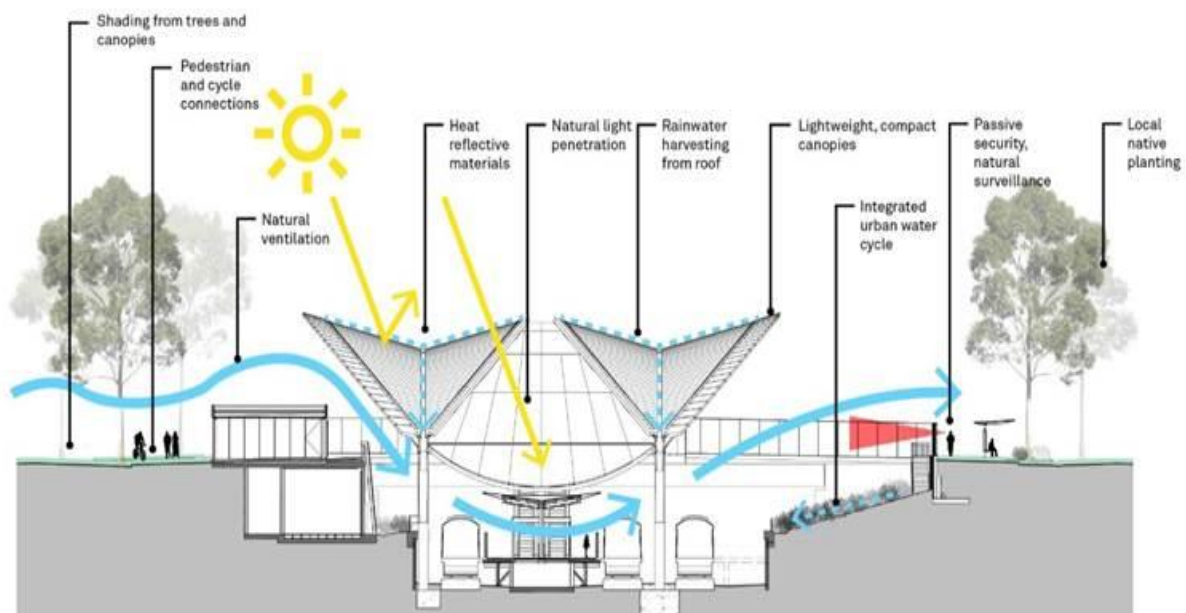


Figure 23 – Schematic of a typical Sydney Metro station with passive design features

Based on customer feedback the new Sydney Metro Northwest stations have been designed to ensure efficient passenger circulation, improve ventilation and use of natural light, and incorporating crime prevention through environmental design principles to provide good opportunities for passive surveillance. Station simulations have been carried out at a

prototype station located opposite the Sydney Metro Trains Facility at Rouse Hill. The simulation tested customer satisfaction with Sydney Metro station design.

6.4. Cudgong Road Station

Cudgong Road Station is the most progressed station among the new eight stations being constructed as part of the Northwest project -with the installation canopies, elevators, fittings and fixtures, and landscaping. Track laying has also been completed at the Cudgong Road site. Figure 25 displays the evolution of the station site during the report period 1 April to 30 September 2017.

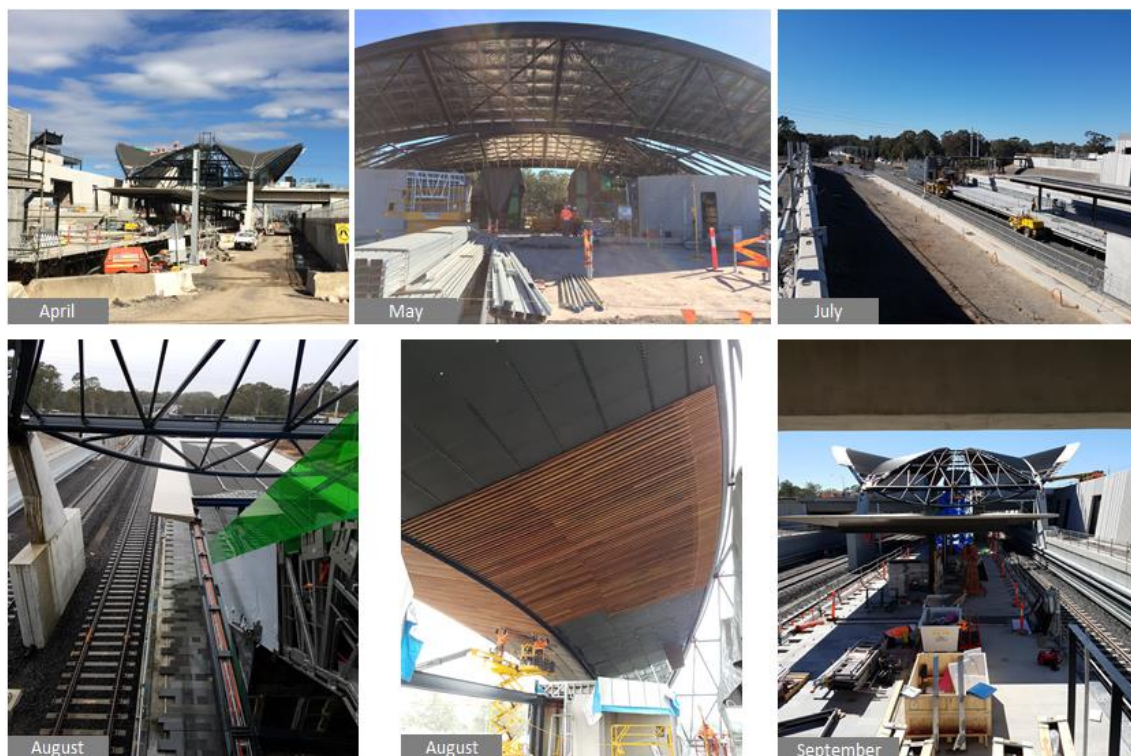


Figure 24 – Construction work being carried out at Cudgong Road Station during the reporting period

6.5. The Operational Readiness Team

An Operational Readiness Team within Sydney Metro Delivery Office has been established, and the framework for the governance of operations within the transport cluster has been put in place. This has meant Sydney Metro has been moving with the operator to begin mobilising staff to commence all the operational readiness activities required under the deed and the planning approvals.

A draft program for readiness activities has been created by the operator, and has been reviewed by the environment, planning and sustainability team to ensure key plans, documents, and activities are included. This includes the submission of plans to the Department of Planning & Environmental, and the establishment of an operational Environmental Protection Licence. Sydney Metro has also proposed to facilitate meetings between the operator and key regulators over the coming months.

7. Sustainability

The Sydney Metro Northwest project implements a Sustainability Policy and a Sustainability Strategy, the latter of which establishes objectives and targets that were outlined in the Environmental Construction Compliance Report #5. Figure 26 provides a status update of some of the sustainability activity on the Sydney Metro Northwest project as of the end of September 2017.

7.1. Sustainability Initiatives and Performance Highlights

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

7.1.1. Spoil Reuse

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

A graphical representation of the combined cumulative spoil data is shown in Figure 28. 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of 2017 Q3 (noting a 1 month lag in data availability), over six million tonnes of spoil has been reused.

7.1.2. Waste Usage or Recycle

A requirement of the Sustainability Strategy is that 90% of recyclable construction and demolition waste be recycled. Waste material is accumulated from a number of sources on the project, with classification and definition outlined in the Construction Environmental Management Plans. The project deed nominates a benchmark of 90% of all inert and non-hazardous construction waste generated to be recycled or reused. As of 2017 Q3, 96% of total waste material has been recycled.

7.2. Renewable Energy Offset

Offsite

The Sustainability Strategy and the planning approvals require 100% of the project's operational carbon emissions to be offset. A Request for Proposal (RFP) was issued in December 2016 to short-list proponents selected from the earlier Request for Expression of Interest process following extensive consultation. RFP submissions have been received and a preferred tender has been identified, TfNSW is currently negotiating the contract and expect award during the next reporting period.

Onsite

The north-facing rooftop of the maintenance building located within the Sydney Metro Trains Facility will house a 1.1 MW solar photovoltaic system. Installation of the solar array system is currently underway, and expects to be completed during the next reporting period.



Figure 25 – 1.1 MW solar photovoltaic system being installed on the maintenance building of Sydney Metro Trains Facility.

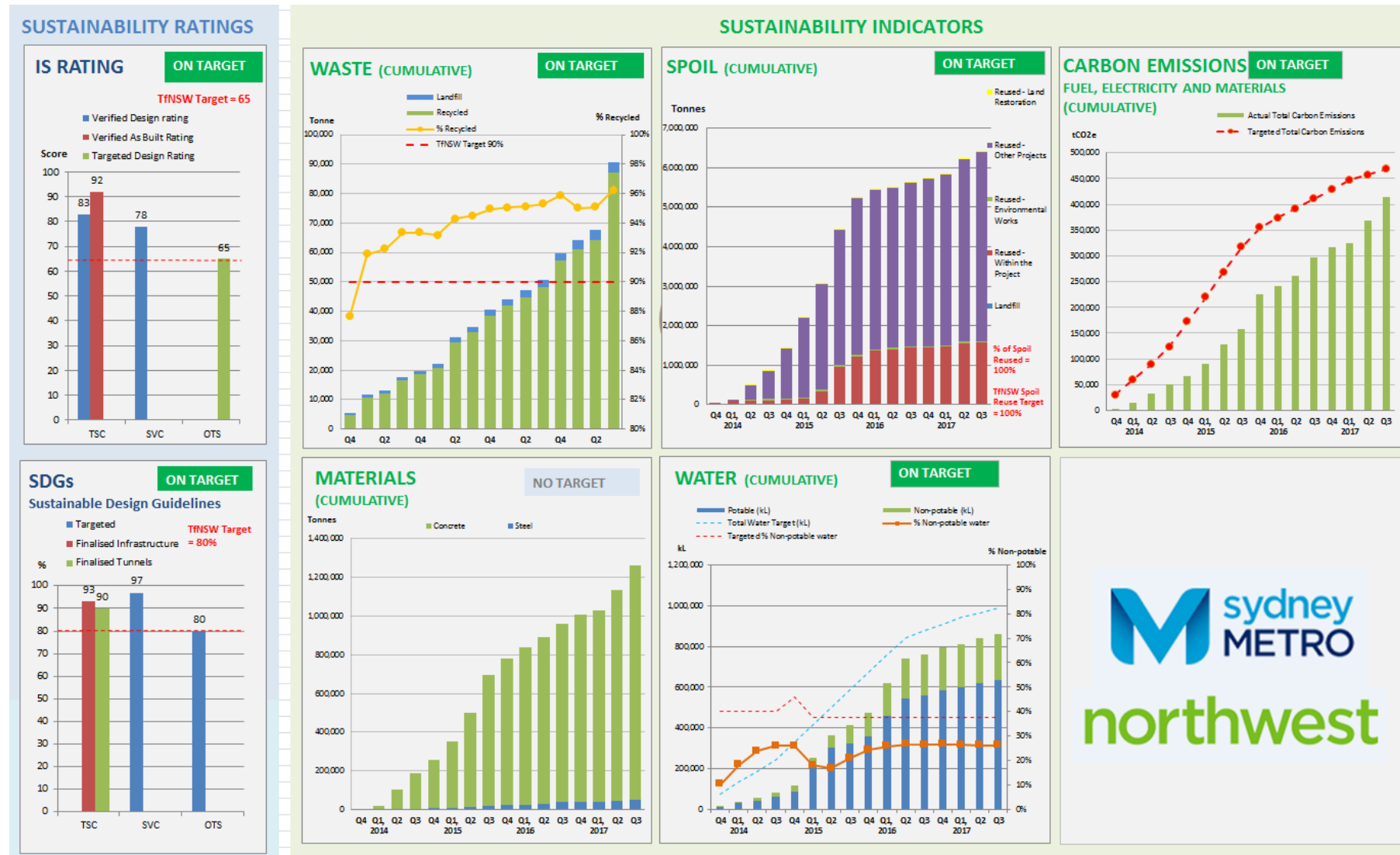
7.3. Reporting

In 2015, Sydney Metro engaged Ernst Young (EY) to undertake a performance review and assessment of the 14 sustainability objectives and 36 associated targets outlined in the Northwest Sustainability Strategy. EY individually assessed the performance of all three major contractors, and the project until December 2016.

EY's findings have indicated that 84% of the targets are being met, the intentions behind 14% of the targets are being met and 2% of the targets are no longer applicable (compared to 2011 when the objectives and targets were established). Overall, EY has concluded that a good level of sustainability performance is being achieved on the Northwest project.

Based on this analysis, Sydney Metro has prepared a Sustainability Report that will represent Sydney Metro's sustainability performance from 2011 to 30 June 2017. When finalised, the report will be published on the Sydney Metro website during the next reporting period.

Figure 26 – Sydney Metro Northwest September 2017 Sustainability Dashboard



Appendix A - Construction Complaints Management Report

Report	Construction Complaints Management Report
Review Period	1 March 2017 – 30 September 2017

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Norwest Site	Unavoidable	3/04/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding the Traffic, Transport & Access of the Brookhollow Avenue closure, claiming it has affected his business as customers and suppliers are delayed and/or can't access the restaurant. NRT Community Place Manager contacted the complainant and addressed each concern providing information regarding construction, proposed changes to traffic detour times and confirmation that work near Solent Circuit was not NRT. Place Manager confirmed with the complainant that workers swearing at drivers were at the Solent Circuit location and not further along Norwest Boulevard and therefore not NRT contractors. Place Manager commented the reduced time for traffic diversion should assist to which the complainant agreed.
2017 Q2	Rouse Hill Site	Avoidable	3/04/2017	NRT	Traffic, Transport & Access	Complainant called regarding contractors parking for extended periods in drop off spaces on Tempus St, Rouse Hill as this is creating a potentially hazardous situation as parents can't safely drop children. Complainant also said she spoke with one of the workers who was rude and told her to report it to the police and Rouse Hill Town Centre, which the stakeholder has done. NRT Community Liaison Officer contacted the complainant to advise concerns were being investigated and assured the stakeholder that NRT takes the behaviour of its workers very seriously. Complainant thanked NRT for taking the complaint seriously.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q1	Castle Hill Site	Not related to Sydney Metro Northwest	4/03/2017	NRT	Traffic, Transport & Access	Complainant called as he lives on lives on Castle Street (600m from Castle Towers) and wanted to know why trucks were redirected along his street between 10pm-2am for the past two weeks. Complainant understood the work needs to be done, but asked that drivers refrain from using hydraulic brakes in residential areas in the middle of the night. NRT Stakeholder and Community Manager contacted the stakeholder to discuss concerns and advised that NRT is currently not using trucks in the area out of hours. NRT Manager suggested there are multiple work fronts in the area to which the stakeholder said he had contacted the Showground Road upgrade contractors who also advised they weren't working at night. NRT Manager said she would speak with the team and see if they were aware of any out of hour's works.
2017 Q1	Bella Vista Site	Unavoidable	4/03/2017	NRT	Noise & Vibration	Complainant emailed regarding noise generated from site at night as well as the consistent truck and machinery noise. NRT Community Place Manager advised that as per previous notifications, the crew were relocating concrete barriers on Celebration Drive near Brighton Drive in preparation for ongoing work to realign and extend the road. Place Manager said this work was required to occur outside standard working hours due to road occupancy approvals. An offer was made to the complainant to have noise monitoring installed for future out of hour's activity and also asked to add the complainant to the email distribution list. The complainant appreciated the response and asked to be included on the distribution list.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Norwest Site	Unavoidable	5/04/2017	NRT	Traffic, Transport & Access	Complainant works at Woolworths in Lexington Drive and commented that the traffic changes were not communicated to staff. NRT Community Place Manager shared consultation undertaken and mentioned that it was not considered necessary to doorknock businesses in Lexington Drive about Brookhollow Avenue. Complainant was surprised at length of time for the closure and commented that the notification he received made no mention of the duration of the closure. Place Manager confirmed the notifications included the duration to which the complainant commented that he hadn't read it thoroughly, but still believed it should have been made clearer. Place Manager also advised that VMS boards on Norwest Boulevard indicate the duration of road works within the area.
2017 Q2	Norwest Site	Not related to Sydney Metro Northwest	5/04/2017	NRT	Traffic, Transport & Access	Complainant called to advise the cover plate on Norwest Boulevard and Solent Circuit intersection seems to have moved about eight inches and the pit is starting show. NRT Community Place Manager contacted the complainant who advised they did not want a call back regarding the matter. NRT Traffic Manager confirmed this was not NRT work. Community Place Manager called Hills Shire Council who advised of concurrent jobs in that area and that the issue was most likely to be in relation to NBN work. Council representative advised he would call contractor to have them address the issue.
2017 Q2	Willoughby Site	Unavoidable	5/04/2017	NRT	Property & business impacts	Complainant called as he received NRT's community notification which showed the trenching alignment starting from the corner of Havilah Street towards Archer Street. Complainant asked why workers were marking Havilah Street and whether trenching work be in front of his property. NRT Community Place Manager advised the stakeholder that the trenching work on Nicholson Street at this stage would not go beyond Havilah Street. Place Manager said they are finalising details of next stage of works and, at some point, the work may be in front of his property. Place Manager advised that if works did go in front of his property, access would be maintained. Complainant also enquired whether the road would be reinstated with concrete. Place Manager said the road would be

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						temporarily reinstated with bitumen now and NRT is working with Willoughby Council for a permanent road reinstatement solution when the 33kV construction is complete by the end of the year. A meeting was arranged onsite for the following day for any further questions.
2017 Q2	Royal Easter Show Site	N/A	6/04/2017	TfNSW	Other	Complainant emailed regarding customer service at the Sydney Metro exhibit at the Royal Easter Show. TfNSW apologised for any misunderstanding that may have made the complainant feel uncomfortable or upset. TfNSW also advised the Sydney Metro marquee has a no food or drink policy for visitors and that a number of experts were available at the exhibit, along with staff to assist with access etc. The complainant appreciated the response, however reiterated the complaint regarding his water bottle and assistance from team members at the exhibition.
2017 Q2	Norwest Site	Unavoidable	7/04/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding the traffic impact and delays caused by the closure of the right hand turn during AM peak hour. NRT Community Place Manager advised it has been necessary to close the western end of Brookhollow Avenue to allow the continued construction of Norwest Station and upgrade of Norwest Boulevard. Place Manager also said NRT anticipate receiving RMS approval to implement a change in the times for morning restrictions into Brookhollow Avenue in coming days. The complainant appreciated the response however did not believe the reduced closure time would make a difference during the 8-9:30am peak. The complaint also said he had been speaking with three neighbouring business and they are soon deciding to take further action against the closure. Place Manager responded advising the traffic management implemented during the morning peak period is a requirement of the road authorities to assist with the movement of traffic from Windsor Road into Norwest Boulevard within this time frame.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Norwest Site	Unavoidable	10/04/2017	NRT	Noise & Vibration	Complainant emailed as they had numerous nights where the noise levels were continuously loud and waking their children. Complainant said they had previous offers for noise monitoring; however there had been no action. Complainant also said they were advised noise levels are and have been monitored at the front of the house, but this did not accurately capture the level as the works were at the back of the house. Complainant said they were told they'd receive the noise monitoring documents, and said NRT hasn't provided them. Complainant also said they hardly complain about the noise levels however they can't handle any more of the disturbance and their only option is to contact the police as they believe it would be breaking the law. NRT Community Place Manager advised she was speaking with the construction team to gather more information on the issues raised and future works. Place Manager also offered to continue to contact the complainant ahead of night works. Place Manager sent a second email to the complainant advising this is the largest portion of works to be undertaken as part of the road improvements. Place Manager also confirmed noise monitoring was undertaken the prior night at several locations, including behind the home. The results of this monitoring indicated noise levels well within NRT's operating limits. Details of upcoming night works were provided to the stakeholder and a commitment was made to respond to the complainant's other concerns.
2017 Q2	Artarmon Site	Unavoidable	12/04/2017	NRT	Property & business impacts	Complainant emailed regarding Barton Road works, including impact on Artarmon Public School construction works, route selection and design issues as well as the restoration of Hampden Road following earlier trenching. TfNSW confirmed the project appreciated the need to carefully coordinate the works, keep residents and businesses up to date and maintain access to properties. TfNSW also said NRT is in direct communication with the Principal of Artarmon Public School and the Project Manager from their contractor to coordinate their activities. TfNSW confirmed the alternative route was reviewed by RMS and relevant authorities and that NRT is working with Willoughby City Council to finalise

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						arrangements for restoration works.
2017 Q2	Norwest Site	Unavoidable	13/04/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding the closure of the roundabout turning into Brookhollow Avenue from Norwest Boulevard, claiming the closure had no benefit and only causing delays and increasing traffic. Complainant also said the detour was unsafe and causing near misses from cars speeding on Windsor Road. NRT Community Place Manager advised that it was necessary to close the western end Brookhollow Avenue to allow the continued construction of Norwest Station and upgrade of Norwest Boulevard and changes had been implemented in accordance with the requirements of the road authorities. Place Manager also advised that she would pass the complainant's feedback regarding speeding drivers on Windsor Road to the relevant road authorities and Hills Local Area Command.
2017 Q2	Artarmon Site	Unavoidable	13/04/2017	NRT	Property & business impacts	Complainant called regarding works commencing in Barton Road and how congestion would be managed as Artarmon Public School also had works scheduled. NRT Community Manager called to advise that the team were aware of other construction activities and is confident their planning would minimise disruption as much as possible. Complainant requested more information regarding the planning that has taken place to undertake the work. Community Manager said the Community Place Manager could provide more information and a call was scheduled for Tuesday 18 April.
2017 Q2	Castle Hill Site	Unavoidable	19/04/2017	NRT	Traffic, Transport & Access	Complainant called regarding changes around Castle Hill Station site including reduced taxi ranks and congestion on Old Castle Hill Road due to buses. Complainant advised she finds it difficult to walk great distances and relies on the taxi rank outside Castle Towers. NRT Stakeholder Relations Manager advised some of the taxi rank bays were removed to accommodate an additional bus so that a gate for construction activities could be used during non-peak hours. Complainant said that the taxi drivers were not advised that some of the ranks would be removed and raised concerns on behalf of the drivers who said they were struggling to get fares. NRT Manager said NRT does not have the authority to remove

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						the ranks without getting prior approval from Hills Shire Council and consulting with TfNSW, local bus companies and the Taxi Council. Complainant asked whether the ranks would be reinstated when the station is operational which the NRT Manager confirmed. Complainant also raised concerns about buses speeding down Old Castle Hill Road. NRT Manager advised this was an issue for the police. Complainant advised that they would contact the police and thanked the NRT Manager.
2017 Q2	Kellyville Site	Avoidable	19/04/2017	ISJV	Property & business impacts	Complainant emailed regarding lighting from a lighting tower. The light was shining into the backyard and house making it difficult for sleep. ISJV Community Place Manager contacted the onsite supervisor and the lighting tower was redirected. The Place Manager informed the complainant that the light tower had been redirected. The complainant was happy with the outcome.
2017 Q2	Rouse Hill Site	Unavoidable	23/04/2017	ISJV	Noise & Vibration	Complainant entered the site at the cable stay bridge. The out-of-hours works taking place included hydro blasting. Complainant's house is located directly next door to the site of the cable stayed bridge, where the out of hours activities were taking place. Complainant had been informed of the activities that would be taking place by the ISJV Community Place Manager, on the day prior to the activities taking place. Complainant had been offered alternate accommodation, however refused to take up the offer. Complainant entered the site and appeared to be suffering the effects of alcohol consumption. His language was often abusive and he was acting in an aggressive manner. The site supervisor escorted the complainant off site. The site supervisor then called the ISJV Community Place Manager and updated her..The Place Manger called the complainant's partner to inform her that the site supervisor had closed down the site and hydro blasting activities would be reviewed. ISJV Environmental Manager relayed the events to the EPA. ISJV reviewed hydro blasting activities to ensure potential impacts on nearby neighbours were minimised. ISJV investigated the times and procedures involved with hydro blasting to ensure minimal impacts.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Willoughby Site	Avoidable	24/04/2017	NRT	Property & business impacts	Complainant advised that NRT had accessed water from early morning until 7pm that evening without permission of the strata management of 2 Barton Road, Artarmon for cabling work on Barton Road. Complainant said the strata committee would review their next water bill and invoice NRT should there be any measurable increase in water consumption. NRT Community Place Manager advised that it was a normal practice to use a water tap when undertaking road works along local streets and asked the stakeholder to send an email so NRT could continue to follow up until the next bill.
2017 Q2	Balmoral Road to Memorial Avenue	Unavoidable	26/04/2017	ISJV	Property & business impacts	Complainant at 4:15pm was informed by construction staff that water service to the property would be temporarily cut off for approximately 1 hour. At approximately 7.00pm the complainant's water service had not recommenced. Complainant went to discuss water service with construction staff but they had left the site for the day. Complainant called the ISJV Community Place Manager to advise. Place Manager called the utility and construction teams. The construction teams were trying to source a part that would allow them to finalise the reconnection of the water service. Place Manager called the complainant and explained that the team would be back on site that evening once the part was sourced. The water service was reconnected at 8.30pm. The Place Manager reminded the construction teams of their obligations in regards to informing the ISJV Community Team of any issues that may impact landholders and stakeholders associated with the project.
2017 Q2	Windsor Road to White Hart Drive	Unavoidable	27/04/2017	ISJV	Noise & Vibration	Comment received on Sydney Metro Facebook page regarding noise from out of hours works at Old Windsor / Windsor Road. Complainant raised significant concerns around the ongoing construction noise emanating from activities that had been taking place over "the last few nights". Complainant requested that out of hours works cease immediately or footage taken would be given to the local media. Complainant also advised they would call NSW Police as a potential action if kept awake in the future

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						by out of hours construction activities. TfNSW Communications and Engagement staff responded to the message with a request for contact details so that ISJV could contact the complainant. There has been no response from the complainant to the request to date.
2017 Q2	Cherrybrook Site	Unavoidable	29/04/2017	NRT	Noise & Vibration	Complainant called regarding continuous dull load sound which had been heard since 8am. NRT Community Place Manager advised that the loud sound was from the work crew putting concrete into a dump truck and confirmed that the activity was finished. Complainant said the sound was still audible and placed his phone next to the window so the Place Manager could listen. Place Manager advised that all construction activities were monitored and the sound was within the allowable noise limit. Place Manager also advised that the site would close at 1pm on Saturday. Complainant asked for the noise to be monitored, but said he would 'put up with it' until work stopped at 1pm.
2017 Q2	Cheltenham Site	Unavoidable	1/05/2017	NRT	Noise & Vibration	Complainant called regarding sirens sounding throughout the day and that noise was excessively loud and unbearable. NRT Community Place Manager explained that the sound may come from the crane when it was lifting materials but he would investigate further and get back to him with more information. Stakeholder advised that he would not accept any delay in resolving the noise issue and requested NRT to come to his home immediately. The Place Manager explained that a major concrete pour was taking place onsite and he would investigate the matter further after the pour in 45 minutes' time. The Place Manager advised the stakeholder he would not attend his house and offered to contact him the next day. Complainant said that they had been putting up with the project for three years. Stakeholder said a call back the next day would be fine and then terminated the phone conversation. The Place Manager left three voice messages with the complainant the following day and attended the complainant's property to advise the noise was within allowable limits.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Rouse Hill Site	Unavoidable	1/05/2017	ISJV	Noise & Vibration	Complainant sent a text message to the ISJV Community Place Manager to register a complaint in relation to the level of the noise from the construction activities taking place out of hours at Sanctuary Drive. Stakeholder had been provided with a community notification outlining the location, times and nature of works. The stakeholder is very sensitive to noise impacts and a decision was made to offer alternate accommodation for the duration of the works despite noise modelling indicating works were being carried out according to the construction, vibration and noise assessment. Stakeholder accepted the offer of alternate accommodation.
2017 Q2	Cheltenham Site	Unavoidable	2/05/2017	NRT	Noise & Vibration	Complainant called as he had the same noise complainant as yesterday and requested to speak with the same person. Complainant said that the excessive noise from the work site was ongoing and that NRT must take immediate action to address it. Complainant said he would go to the media if the issue was not resolved. NRT Community Place Manager advised the stakeholder that normal construction activities were undertaken onsite and that noise monitoring would be organised the next day to assess the noise level. Place Manager contacted the stakeholder the following day and advised noise monitoring would be organised and the outcomes shared with the stakeholder.
2017 Q2	Cherrybrook Site	Unavoidable	3/05/2017	NRT	Traffic, Transport & Access	Complainant called regarding mud and rocks on Castle Hill Road, Cherrybrook and said this was unsafe. Cherrybrook Station site team was aware of the road condition and had a street sweeper cleaning the road and site access road. The issue was also raised at the team meeting and an action was raised for the team to continually monitor the roads and their condition.
2017 Q2	Windsor Road to White Hart Drive	Avoidable	3/05/2017	ISJV	Traffic, Transport & Access	Complainant emailed regarding pedestrian and cycle access at the corner of Windsor and Old Windsor roads. Stakeholder was not satisfied with the follow up to an earlier observation made to construction staff about the layout of construction barriers. ISJV Community Place Manager inspected the site with the ISJV Site Superintendent. Immediate changes were made to the layout of the balustrades. The stakeholder was informed of the new

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						layout and expressed his gratitude for the changes that were made.
2017 Q2	Cheltenham Site	Unavoidable	4/05/2017	NRT	Noise & Vibration	Complainant called to advise seven cars were parked on Castle Howard Road. NRT Community Place Manager called the complainant and spoke with his wife. The Place Manager advised that there were insufficient parking spaces onsite and therefore some cars would need to be parked on Castle Howard Road until NRT found an alternative parking solution. Stakeholder's wife asked why workers do not use the access road to park; the Place Manager said that the access road was for heavy vehicle access only. Stakeholder's wife then complained about the horn blowing noise from the site and asked why it was so loud. Place Manager advised that the horn sound was from the tower crane and it was to make sure workers on the ground level were aware of a heavy object being lifted. The sound must be loud enough so workers on the ground level could hear as it is an important procedure to ensure workers' safety when the tower crane was in operation. Stakeholder's wife then asked whether there were other ways to replace the horn noise. Place Manager apologised for the inconvenience and agreed to look into this further.
2017 Q2	Bella Vista Site	Not related to Sydney Metro	4/05/2017	NRT	Traffic, Transport & Access	Complainant called regarding workers from local businesses parking in the residential area. NRT Community Place Manager advised her that it is not illegal for people to park in a residential area and if they are parking illegally or obstructing driveways she will need to contact her local council. Stakeholder was not happy about the congestion in her street and she also advised that she has spoken to council and they have done nothing. The Place Manager offered to arrange another phone call to the stakeholder; however the stakeholder declined the offer if nothing could be done about the issue.
2017 Q2	Cheltenham Site	Unavoidable	4/05/2017	NRT	Noise & Vibration	Complainant emailed regarding duration of noise from site as he had heard loud "high frequency whirring" noises that last between about 15 and 40 seconds every 10 minutes for the past month. Complainant said the noise is often accompanied by what sounds like two "blasts" of a car horn, but as this "car horn" noise always sounds exactly the same and seems to be

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						<p>timed to occur in conjunction with the “whirring” noise it is obviously not from a vehicle on the adjacent M2. NRT Community Place Manager advised that the “car horn” sound is from the tower crane. The sound is to make sure workers on the ground level are aware and cautious that a heavy object is about to be lifted. It’s an important procedure to ensure safety when the tower crane is in operation. The Place Manager also advised that NRT undertakes regular noise monitoring onsite to ensure these activities are undertaken within their license and that the construction of the Cheltenham Services Facility and new community facilities will be completed in early 2019.</p>
2017 Q2	Castle Hill Site	Not related to Sydney Metro	4/05/2017	NRT	Traffic, Transport & Access	<p>Complainant called to advise that she was trying to get into a taxi and fell between the taxi and gutter. Stakeholder said she had cut her knee, hand and broken a nail and was going to sue Sydney Metro. Stakeholder further advised that the security guard from Castle Towers assisted her to her feet and presented her with two coffee cards. NRT Stakeholder Manager advised that although NRT had reduced the number of taxi ranks they had not changed the landscape in the area and therefore was not the responsibility of NRT. Stakeholder Manager also said NRT is not doing any work on that side of the road and had moved a bus over to that side to allow a site gate. Complainant agreed that this is what NRT had advised the prior month and understood it was not the fault of NRT.</p>
2017 Q2	Rouse Hill Site	Not related to Sydney Metro	6/05/2017	ISJV	Noise & Vibration	<p>Complainant called to say they could hear shouting coming from the vicinity of Rouse Hill Drive. ISJV had scheduled out of hours works for the site and the complainant believed the shouting was coming from site. The ISJV Community Place Manager went to the site. On arrival the Place Manager was met by the resident who had made the complainant.</p>

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						Stakeholder informed the Place Manager that the noise was from a large group of young men who had arrived back from Canberra following a football excursion. The group had dispersed by the time the Place Manager had arrived on site.
2017 Q2	Rouse Hill Site	Avoidable	8/05/2017	ISJV	Traffic, Transport & Access	Complainant called to advise of extended traffic queues being created on Schofields Road early each morning by the presence of construction trucks. The trucks were parking on the road waiting to enter the Windsor Road construction site. ISJV Community Place Manager advised ISJV Construction Manager of the complaint. Construction Manager spoke with drivers individually and during morning toolbox talk informing them it was not acceptable to park on Schofields Road or any other public road whilst waiting to enter the site. Place Manager rang the complainant on two separate occasions with no answer. A voice message was left on both occasions with an explanation of the actions that had taken place following the complaint.
2017 Q2	Rouse Hill Site	Unavoidable	9/05/2017	ISJV	Property & business impacts	Complainant called to advise of a disruption in the transmission of medical images due to the location of the launching gantry on the Skytrain. Complainant believed the current location of gantry was the cause of slower transmission speeds of images between medical facilities. ISJV Community Place Manager informed complainant that the gantry would be moved from its current position by 17/05/2017 once the current work it was doing over Rouse Hill Drive was complete. Complainant satisfied with response from Place Manager.
2017 Q2	Norwest Site	Not related to Sydney Metro	9/05/2017	NRT	Noise and vibration	Complainant said in the past month there had been a number of times where a low frequency vibration could be felt, emanating from the house walls. Often the vibration would go for a minute and then a faint thud noise

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						is heard and the vibration would be stopped before building up again. Complainant said this had happened around midnight and in the early morning and asked for clarification regarding what activity was taking place, planned frequency and timing as it was disrupting sleep. NRT Community Place Manager advised that the description of the noise and vibration did not appear to fit with the works that NRT have undertaken in recent weeks and said the crew weren't working in the early morning hours. Place Manager suggested the complainant contact other projects in the area and also provided the 1800 number to call during the noise so NRT investigate immediately. Complainant appreciated the quick reply and asked if the noise could be attributed to track laying activities, but also said this noise didn't match the vibrations experienced. Place Manager advised track laying in the tunnels from Norwest to Showground was complete and the only activity within those tunnels in the past weeks has been concrete laying which wouldn't impact the complainant's house or fit the description of the noise and vibration. Place Manager reiterated it was best to contact the 1800 number when the noise and vibration was experienced so NRT could investigate.
2017 Q2	Cheltenham Site	Avoidable	9/05/2017	NRT	Traffic, Transport & Access	Complainant advised that trucks were frequently turning left into Midson Road, which only carried a 3-tonne maximum limit. Previous notification advised trucks would only be turning right from the access road into Beecroft Road. NRT Community Place Manager apologised to the stakeholder for the driver's oversight and assured the complainant that the no left turn would be reinforced at the next pre-start meeting.
2017 Q2	Sydney Metro Trains Facility	Unavoidable	10/05/2017	NRT	Traffic, Transport & Access	Complainant called and said Tallawong Road was closed with no detours in place or prior communication. NRT Community Place Manager advised that Tallawong Road was not closed, rather had a temporary lane closure (one lane northbound) and a short temporary period where traffic was stopped in both directions while the traction substation delivery took place, as approved in the Road Occupancy License. Place Manager advised that a

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						notification was dropped to a 500m radius and that his property exceeded this area but offered to add him to the email database for future notifications. Complainant advised a commuter in front of him told the other commuters to turn around as the road was closed off and said he was not interested in information and next time there should be a full road closure and detour in place.
2017 Q2	Windsor Road to White Hart Drive	Not related to Sydney Metro	12/05/2017	ISJV	Property & business impacts	Complainant called and said a rock or other object had fallen from viaduct and caused damage to complainant's vehicle. Complainant said whilst waiting at traffic lights on Windsor Road a falling object had struck and damaged the top part of the rear of the vehicle. ISJV Community Place Manager informed the ISJV Safety team of the complaint. Safety Team carried out investigation into the incident and concluded that the damage was not caused from something falling from the viaduct. The outcomes of the investigation were that no works had been active at the time of the complaint on the viaduct, along with the presence of a traffic controller nearby who did not witness any unusual events at the time of the incident. Pictures sent to the Place Manager and examined by the Safety Team highlighted that the damage was more likely caused from an impact to the side of the vehicle rather than something falling from a height. Place Manager responded with an email to the complainant explaining why ISJV would not be reimbursing the costs associated with the repair of the complainant's car following an extensive review and the outcomes of that review by the ISJV Safety Team. Place Manager explained in detail the outcomes that were reached in the investigation. No response has been received from the complainant. Place Manager responded with an email to the complainant explaining why ISJV would not be reimbursing the costs associated with the repair of the complainant's car following an extensive review and the outcomes of that review by the ISJV Safety Team. Place Manager explained in detail the outcomes that were reached in the investigation. No response has been received from the complainant.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2017 Q2	Cheltenham Site	Unavoidable	15/05/2017	NRT	Visual amenity	Complainant advised that the spotlight mounted on the noise wall next to Cheltenham Oval was beaming into his bedroom and asked for the spotlight to be angled down or shaded over. NRT Community Place Manager apologised for the inconvenience and advised that the spotlight would be adjusted.
2017 Q2	Cherrybrook Site	Unavoidable	16/05/2017	NRT	Air Quality	Complainant said there was a stream of dust emanating from site and asked what dust control measures were in place to suppress dust. NRT Community Place Manager advised that the site team will increase water carts and street sweepers ahead of plans to lay heavier material like asphalt on high traffic areas to reduce the dust attributed to vehicle movements. Community Place Manager advised the team will keep an eye out for these issues and discuss further options to reduce dust where possible. Complainant was pleased that the project was being responsive however was sceptical whether this would improve the situation as he said the sweeper seems to sweep dust up into the air from the existing road base.
2017 Q2	Willoughby Site	Unavoidable	16/05/2017	NRT	Traffic, Transport & Access	Complainant advised NRT's work compound at O'Brien Street, Chatswood occupied all parking spaces on one side of the street, preventing her being able to park in the designated residential permit holder area. Complainant understood that the compound was temporary but NRT's work trucks also parked on the other side of the street overnight. NRT Community Place Manager advised that one side of the street would be left for resident parking and no trucks would be parked overnight. However if there was no spaces at O'Brien Street, Place Manager encouraged the stakeholder to try Day Street or alongside Anderson Street for the next two weeks.
2017 Q2	Cherrybrook Site	Unavoidable	16/05/2017	NRT	Noise & Vibration	Complainant advised that since the box cut wall was removed the noise from the fan is more noticeable, quite loud and constantly droning at night time when there is not much traffic on the road. NRT Community Place Manager advised the fan would be moved further into the tunnel in an

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						effort to reduce ambient noise. Complainant was pleased NRT will look into relocating the fans.
2017 Q2	Rouse Hill Site	Avoidable	17/05/2017	ISJV	Traffic, Transport & Access	Complainant called to advise of delays due to traffic congestion caused by the simultaneous closure of White Hart Drive and Sanctuary Drive. ISJV Community Place Manager apologised for the inconvenience, and explained that the simultaneous road closures were an unplanned event due to a communication error between two traffic control teams. The complainant was satisfied with the explanation and apology from the Place Manager.
2017 Q2	Rouse Hill Site	Avoidable	17/05/2017	ISJV	Traffic, Transport & Access	Complainant called to advise of difficulty trying to exit Rouse Hill Town Centre caused by the simultaneous closure of White Hart Drive and Sanctuary Drive. ISJV Community Place Manager apologised for the inconvenience, and explained that the simultaneous road closures were an unplanned event due to a communication error between two traffic control teams. The complainant was satisfied with the explanation and apology from the Place Manager.
2017 Q2	Rouse Hill Site	Avoidable	17/05/2017	ISJV	Traffic, Transport & Access	Complainant emailed to advise of displeasure due to traffic congestion caused by the simultaneous closure of White Hart Drive and Sanctuary Drive. Complainant advised that the closures made it difficult for to visit an elderly mother who was sick. ISJV Community Place Manager called complainant and apologised for the inconvenience. The complainant was satisfied with the explanation and apology from the Place Manager.
2017 Q2	White Hart Drive to Cudgegong Road	Avoidable	18/05/2017	NRT	Property & Business impacts	Complainant said workers had dumped a pipe on his property and thought NRT may have damaged his fence, but said it was in poor condition and could not guarantee. Complainant asked for the pipe to be removed immediately and wanted assurance that NRT wouldn't enter his property again. NRT Community Place Manager apologised on behalf of NRT and said it would be reiterated to the crew that it is not acceptable to place any material outside of the site boundary. NRT assisted the complainant to remove the pipe from the property. On inspection, NRT confirmed no

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						damage was caused to the fence, but acknowledged there was a piece of wire near the fence which NRT removed.
2017 Q2	Kellyville Site	Unavoidable	22/05/2017	ISJV	Noise & Vibration	Complainant called to advise that activities on the corner of Windsor Road and Old Windsor Road were very noisy. Complainant said that loud noises from steel hitting the ground could be heard during the night. ISJV Community Place Manager rang and spoke with the Construction Superintendent. The Place Manager was informed that the noise was from the setting up of the 500 tonne crane for the demobilisation of launching gantry 1. This activity was due to finish at 6pm, there were some delays in setting up the crane and for safety reasons they had to finish the activity that evening. They completed the set up around 8pm. Place Manager made four attempts to call complainant to explain the noise with no answer or response from the complainant.
2017 Q2	Cherrybrook Site	Unavoidable	23/05/2017	NRT	Air Quality	Complainant said the dust on Castle Hill Road from the site exit was very bad and that they recently had their car washed, but it was dirty again just from travelling along Castle Hill Road. Complainant said that they had let the issue go previously but found that today was worse. NRT Stakeholder Manager advised that dust control measures were in place but would arrange for the water carts to focus on the haul road and Castle Hill Road.
2017 Q2	Norwest Site	Unavoidable	24/05/2017	NRT	Noise & Vibration	Complainant said night works were noisy and woke his children. NRT Community Place Manager provided an overview of the night works and advised that the activities were consistent with the information provided to the complainant prior to the activities taking place. The complainant also provided an estimated quote for moving as he had asked for NRT to relocate his family in previous correspondence. Community Place Manager asked the complainant to provide three quotes from suppliers so it could be presented to senior management for review. Three quotes were provided by the complainant. NRT did not provide relocation assistance.
2017 Q2	Cheltenham Site	Avoidable	26/05/2017	NRT	Visual amenity	Complainant said cars that belonged to the Cheltenham facility project team were parked in front of the access gates on Kirkham Street and there

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						was rubbish accumulating where the cars were parked. NRT Community Place Manager advised the area would be tidied up and the issue would be discussed at the next pre-start meeting
2017 Q2	Cherrybrook Site	Unavoidable	29/05/2017	NRT	Air Quality	Complainant contacted NRT regarding dust on Castle Hill Road. NRT Community Place Manager doorknocked the complainant to discuss dust concerns. Complainant showed the dust on Castle Hill Road and the Place Manager watched as the water truck gave the road a spray. The truck seemed to wet the dirt turning it muddy but not dislodging it. Complainant suggested that the water truck could slow down to 20km/h to assist with dislodging more dirt.
2017 Q2	Cherrybrook Site	Unavoidable	30/05/2017	NRT	Air Quality	Complainant advised that the water cart and street sweeper are not fixing the dust on Castle Hill Road. Complainant said his cars are covered in dust and he is trying to paint the front of his house which is proving difficult with the amount of dust coming from site. Complainant advised that if the issue wasn't rectified then he would contact the EPA. NRT Stakeholder Manager said she would discuss the issue with site and also provided an overview of the complaint process, stating the EPA would be notified. Stakeholder Manager also advised that the project's Environment Representative conducts regular inspections.
2017 Q2	Cheltenham Site	Unavoidable	31/05/2017	NRT	Traffic, Transport & Access	Complainant said workers were parking around the Cheltenham Oval on Castle Howard Road and oval users were unable to park at the facility. NRT Community Place Manager advised there was insufficient parking spacing onsite and NRT had been seeking alternative parking spaces. Complainant said the issues were a result of poor planning and the project was destroying bush land, ruining the oval and disregarding the community. Stakeholder asked to be referred to a more senior staff for her complaint. Community Place Manager apologised and said NRT would ensure cars are parked legally. Complainant said she would escalate the issue to the Minister. The complainant ended the call.
2017 Q2	Cheltenham	Avoidable	31/05/2017	NRT	Waste	Complainant said Cheltenham Services Facility workers were leaving litter

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Site				managements	on Kirkham Street. Complainant advised she had made a similar complaint a few years ago and the site had been relatively tidy after her previous complaint. NRT Community Place Manager advised the area would be cleaned immediately and it would be raised with all workers.
2017 Q2	Cherrybrook Site	Unavoidable	31/05/2017	NRT	Noise & Vibration	Complainant said the ventilation fan from the Cherrybrook site was loud and asked if it could be turned down. NRT Stakeholder Manager said she would contact the site team to discuss turning the fan down and suggested the complainant call the 1800 number again if the noise was loud so noise monitoring could be undertaken.
2017 Q2	Cherrybrook Site	Unavoidable	31/05/2017	NRT	Air Quality	Complainant called to advise dust was still an issue on Castle Hill Road. Complainant said after he called yesterday there was a good effort in reducing the dust with water carts and street sweepers. Complainant requested the water carts continue to do what they did yesterday as this assisted with reducing the dust in the area. Complainant also asked how long hauling out would continue. NRT Stakeholder Manager advised she would ask site and advise him accordingly. NRT Manager said she would request the water carts continue as they did yesterday.
2017 Q2	Bella Vista Site	Unavoidable	1/06/2017	NRT	Property & business impacts	Complainant had been liaising with Endeavour Energy since 5 May regarding street lights out on Celebration Drive and Lexington Drive and the associated pedestrian risks due to insufficient lighting. Complainant contacted NRT and said that Endeavour Energy advised this was due to their works in the area. NRT Community Place said they have not completed works on the effected street lights other than to disconnect those on Celebration Drive, north of Brighton Drive. Place Manager also said she was unaware of any service strikes by NRT contractors working in the affected area however would further investigate the issue. An investigation occurred the following day and power was restored. The cause of the power outage was not determined.
2017 Q2	Cherrybrook Site	Unavoidable	5/06/2017	NRT	Noise & Vibration	Complainant said there was a noticeable increase in noise from the site fans. NRT Community Place Manager advised that the tunnel team were

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						working 24/7 and as such the fans could not be turned down. Complainant commented that if the project is as far ahead as claimed then there should be no reason for 24/7 work that disrupts residents. Place Manager advised that the program and planning would have been determined based on 24/7 tunnelling operations and offered noise modelling. Place Manager advised that noise modelling would be undertaken and, following additional conversations with the site teams, said NRT could trial lowering the fan speed. Complainant advised that the fans did seem to be quieter last night and wondered if the fans had been turned down. Complainant also asked if monitoring could be undertaken when the fans were full speed. Place Manager said she would ask the team to keep fans going until early evening to allow for monitoring at the same time as call the previous evening.
2017 Q2	Cherrybrook Site	Avoidable	7/06/2017	NRT	Property & business impacts	Complainant said that a flood light has been set up in the area immediately behind her house and was shining through their windows. Complainant asked if the light can be lowered or diverted away from their property and also enquired about the final design/plans for the area behind property. NRT Community Place Manager said that NRT's Urban Design and Corridor Landscape Plan could give an indication of the scope of works that will be completed by NRT and emailed details to the complainant. Place Manager also confirmed that once rain slowed the team would review the location of the temporary light.
2017 Q2	Cheltenham Site	Avoidable	7/06/2017	NRT	Visual amenity	Complainant said rubbish was left on Kirkham Street despite NRT previously assuring this would be cleaned up. Complainant also said two men who appeared to be part of the project urinated at the front of the complainant's property. NRT Community Place Manager apologised for the inconvenience and said NRT will remain vigilant in keeping the area safe and clean. Place Manager advised that a bin was placed near the Kirkham Street access gates and a portable toilet will also be put in the same area as soon as possible. Place Manager also said the complaint was raised with the sub-contractor and they would investigate and take appropriate

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						disciplinary action.
2017 Q2	Memorial Avenue to Windsor Road	Unavoidable	8/06/2017	ISJV	Property & business impacts	Complainant called in relation to the effects of surface water run-off from the recent rain. Surface water run-off from the site had left residue on the complainant's fence and had also dislodged a railway sleeper used as a garden barrier. The sleeper had been moved by the force of the surface water run-off and had prevented the complainant from closing their gate. The ISJV Community Place Manager, Environment Manager and Construction Superintendent attended the site. It was determined that recent works on the footpath undertaken by The Hills Shire Council had created a barrier not allowing for the natural flow of surface water. Environment Manager called Council regarding the impact from the new footpath and proposed a solution for the short term in the event of any further rain events. A long term solution has been agreed and will be completed once the site has had the chance to dry out completely. The complainant has been kept up to date with the progress of the discussions via phone calls and a visit by the Place Manager. The final works on the driveway and drainage were completed by ISJV in July. The complainant was happy with the changes that allowed the run off to successfully drain rather than pooling on his property.
2017 Q2	Cherrybrook Site	Not related to Sydney Metro	10/06/2017	NRT	Property & business impacts	Complainant said his backyard had flooded due to works at the rear of his property on Franklin Road and the recent rain fall. Complainant cleared the leaves out of the drainage pipe and flooding resolved, leaving a layer of mud behind. Complainant requested further mitigation measures to be investigated by NRT to prevent future flooding. NRT Environmental Engineer inspected the resident's backyard and believed the mud was from the neighbour's yard as the soil was different to the soil onsite. NRT Place Manager spoke to the resident and offered to clean the backyard as a gesture of goodwill. Cleaning of the backyard took place on 14/06/17.
2017 Q2	Balmoral Road to Memorial	Not related to Sydney Metro	13/06/2017	ISJV	Worker Behaviour	Complainant visited the Community Information Centre (CIC) to make a complaint about the drivers and workers on site at the intersection of Miami Street and Old Windsor roads. Investigations by CIC staff found the

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Avenue					workers were not employed by either NRT or ISJV. The complainant also had concerns in relation to the timing of the traffic lights at the intersection of Miami Street / Balmoral Road. Complainant was informed that the timing of the traffic lights was managed by the Traffic Management Centre. Complainant was provided with their general feedback number.
2017 Q2	Balmoral Road to Memorial Avenue	Not related to Sydney Metro	15/06/2017	ISJV	Traffic, Transport & Access	Complainant called regarding commuter parking at Burns T-way car park. Complainant called the ISJV Community Place Manager's mobile phone to complain about commuters parking in the designated disabled spaces without disability parking permits. Place Manager passed the complaint details onto TfNSW. TfNSW made a number of attempts to contact the complainant. There has been no response to the invitation to call back and discuss the measures put in place to address this issue.
2017 Q2	Cherrybrook Site	Unavoidable	16/06/2017	NRT	Soil & Water	Complainant was concerned about the amount of dirt on the road near Cherrybrook Station and said the road was slippery. Complainant did not want a call back. NRT Community Place Manager and Environment Coordinator discussed the complaint and advised it was unavoidable due to the heavy rain which turned the dust to mud. The water cart and street sweeper were on the road to reduce the impact.
2017 Q2	Showground Site	Not related to Sydney Metro Northwest	19/06/2017	NRT	Noise & Vibration	Complainant called regarding the noise from a water cart filling up at their property from 6:30am. NRT Place Manager advised that the water supplier was not contracted to Sydney Metro and suggested the resident contact the contractors upgrading Showground Road.
2017 Q2	Norwest Site	Avoidable	20/06/2017	NRT	Property & business impacts	Complainant said six workers were repeatedly parking in Australia Post's customer spaces and asked NRT to address the owners of the vehicles. NRT Place Manager advised the issue would be raised at pre-start meetings and workers will be told to utilise the parking spaces provided by the project. Place Manager also said the six workers would be individually addressed regarding the matter and in the meantime, Australia Post would be able to take the necessary measures to protect their car park from illegal parking.
2017 Q2	Castle Hill	Avoidable	22/06/2017	NRT	Property &	Complainant said there is an agreement from Transport for NSW,

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Site				business impacts	established at the start of the project, stating that contractors and sub-contractors would not park in the complainant’s carpark when attending the worksite. Complainant said Tunnelling Solutions have been parking their vehicle in the carpark, despite being informed that they are parking illegally. NRT Place Manager asked for a reminder to be sent to the sub-contractor regarding parking. Complainant appreciated the quick response from NRT.
2017 Q2	Willoughby Site	Unavoidable	23/06/2017	NRT	Noise & Vibration	Complainant said that the loud noise of a truck rumbling, unloading material and digging was heard before 7am. Complainant believed construction activities on Blakesley Street were only allowed from 7am on weekdays. NRT Place Manager met with the stakeholder and advised that construction activities were only undertaken within the approved hours. Workers may have arrived onsite before 7am, however have been asked to park further away from the complainant’s house. Place Manager also advised that the trenching works in front of their house would be finished that day and the work zone would be moved further down towards Victoria Avenue.
2017 Q2	Willoughby Site	Avoidable	24/06/2017	NRT	Noise & Vibration	Complainant said NRT confirmed no works would take place on Blakesley Street on Saturday 24 June, however the complainant woke up to heavy machinery running up and down the street dragging heavy plates, road barriers and trucks using reverse beepers. NRT Place Manager confirmed that the sub-contractor was undertaking mobilisation works and this was an error as a result of miscommunication with the sub-contractor. The sub-contractor team onsite was called to terminate all activities, where possible and safe. A review on the communication process was also undertaken to ensure such an incident will not occur in the future.
2017 Q2	Balmoral Road to Memorial Avenue	To be determined	25/06/2017	ISJV	Worker Behaviour	Complainant called concerning the behaviour of workers on site. The complainant believed that the workers on site were not acting in a safe manner, in particular the actions of the ‘dogman’ who directs the crane driver. An investigation by ISJV Safety and Construction management concluded that the works were carried out in accordance with the Safe

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						Work Method Statement.
2017 Q2	Cherrybrook Site	Unavoidable	25/06/2017	NRT	Noise & Vibration	Complainant said the machinery used on site sounded like a freight train. No call back was requested by the complainant. NRT Place Manager investigated the complaint with the site teams and it was suggested the fans may have contributed to the noise. The fans would be moving into the tunnel within the next two weeks.
2017 Q2	Cherrybrook Site	Unavoidable	26/06/2017	NRT	Noise & Vibration	Complainant advised she was unwell, undergoing extensive medical treatment and the noise over the past weeks has become unbearable and impacting sleep. Complainant mentioned that in some bedrooms it feels like the noise is vibrating through the windows and floors and wanted to know how much longer it would continue. NRT Place Manager provided an update regarding night activities and plans to move the fans. Place Manager advised that the fans would be required for the duration of works within the tunnels; however NRT would lower the fan speed when it was safe. Place Manager offered the resident and her family temporary accommodation in a serviced apartment. Complainant was unsure about the relocation and accepted ear plugs from NRT. Following investigation, it was advised the fans were turned up as there had been plant operating within the tunnels during the night. The solution is to operate the plant during the day and not at night. On 29 June, Place Manager followed-up with the resident who said they had noticed a huge difference in the noise.
2017 Q2	Cherrybrook Site	Unavoidable	26/06/2017	NRT	Air Quality	Complainant called regarding dust and mud on Castle Hill Road as well as vehicles making unsafe U-turns into site. NRT Place Manager advised the resident that NRT would ensure the street sweeper was operating and that truck drivers would be reminded not to do U-turns to access site.
2017 Q2	Cherrybrook Site	Unavoidable	26/06/2017	NRT	Noise & Vibration	Complainant called regarding the noise generated from site at night. NRT Place Manager determined the source of the noise was the fans located in city end of the tunnels. Fans were turned down however the complainant did not want a call back.
2017 Q2	Cherrybrook	Unavoidable	26/06/2017	NRT	Noise &	Complainant said that the noise from site was waking his family and

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Site				Vibration	causing sleep issues. NRT Place Manager advised the noise was from ventilation fans which are required to provide airflow within the tunnels while the crews are working. Place Manager said the complaint would be registered with the EPA and the team would work to determine if there are further measures that can be implemented to reduce impacts. Following an investigation, Place Manager confirmed that a team member went to site to confirm the noise source and they're discussing further mitigation measures, including moving the fans.
2017 Q2	Cherrybrook Site	Unavoidable	27/06/2017	NRT	Noise & Vibration	Complainant called regarding the noise generated from site at night and said this had been ongoing for two weeks. NRT Place Manager explained the noise came from the fans located within the tunnels and the team is looking at additional noise mitigation measures including options to turn down the fans. On 29 June, Place Manager followed-up with the resident who said she had noticed a significant difference in the noise.
2017 Q2	Cherrybrook Site	Not related	28/06/2017	NRT	Traffic, Transport & Access	Complainant called regarding a truck turning on a red light into County Drive. Complainant provided registration details and said they did not want a call back, rather wanted to advise TfNSW as this had the potential to cause a major incident. NRT Place Manager checked the truck registration against site records and confirmed the truck had not been onsite.
2017 Q2	Norwest Site	Unavoidable	28/06/2017	NRT	Noise & Vibration	Complainant said the jack hammer noise has become so loud it is interrupting normal working conditions and the noise level often exceeds 65 decibels. Complainant also provided a decibel reading from the office from their own machine. NRT Place Manager advised that the hammering was part of the work to remove Brookhollow Avenue bridge and the site team would now move the beams offsite to complete the majority of hammering activities. Place Manager confirmed NRT was working as per their Environmental Protection License and advised that an environment team member would be coming to site at 12noon to undertake noise monitoring while hammering occurred. Complainant agreed to receive information regarding the noise levels.

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2017 Q2	Cherrybrook Site	Unavoidable	29/06/2017	NRT	Air Quality	Complainant called as their car was muddy from travelling on Castle Hill Road. NRT Place Manager attempted to contact complainant however hasn't been able to speak with the complainant and no voice message service is available. Place Manager confirmed with site team that the road was wet to dampen dust coming from site and that NRT are using a street sweeper and other mitigation measures to minimise the dust and mud.
2017 Q2	Cheltenham Site	Unavoidable	30/06/2017	NRT	Noise and vibration	Complainant said that drilling and a heavy thumping noise was heard from 2am until 3.34am and wanted to know why loud activities could not be scheduled earlier or during day time. NRT Place Manager advised that fit-out works within the tunnels were undertaken 24 hours. Out-of-hours activities were only allowed to be carried out within the noise limit outlined in the Environmental Protection License. Place Manager advised that no drilling activities were undertaken at 2am however the stakeholder was certain the noise was from NRT's site. Complainant accepted the offer of noise monitoring and the Place Manager confirmed NRT would follow-up with the noise reading.
2017 Q3	Cheltenham Site	Unavoidable	5/07/2017	NRT	Noise & Vibration	Complainant said loud vehicle beepers were heard from 8.30pm intermittently until 10.30pm. Stakeholder advised that loud construction noise was also heard at 1.30am. NRT Place Manager said an investigation would be undertaken to ensure non-tonal reverse beepers were used on site. Place Manager also confirmed that additional noise mitigation would be applied to stakeholder's property due to its close proximity to the project site. Complainant appreciated the update.
2017 Q3	Rouse Hill Site	Not related to Sydney Metro	6/07/2017	ISJV	Noise & Vibration	Complainant said shouting and swearing could be heard coming from the front of her property. ISJV Place Manager called the ISJV Safety Officer on night shift. Safety Manager went straight to the cable stayed bridge work site next to complainant's house to investigate the matter. On arrival the Safety Manager encountered two gentlemen, who had just left The Fiddler Hotel, who appeared to be intoxicated. They were standing on the corner of Commercial Road and Windsor Road shouting and arguing. The Safety Officer directed them safely along Windsor Road southbound under the

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						cable stayed bridge to get to a taxi or bus home. Place Manager sent a text back to complainant explaining that the noise was from patrons leaving the nearby hotel. Complainant thanked the Place Manager for the actions taken.
2017 Q3	Cheltenham Site	Unavoidable	11/07/2017	NRT	Property & business impacts	Complainant said there was a lack of parking at the Cheltenham Oval due to worker vehicles. Complainant also said they were constantly picking up discarded rubbish. A second complainant, copied into the email, agreed with the comments and asked for an update on the removal of the temporary haul road and timing of when work would be completed and revegetation begin. Place Manager advised that NRT has been looking for alternative worker parking space and the parking conditions at the Cheltenham Oval are expected to improve after alternative offsite parking has been secured. Regarding littering, Place Manager said NRT takes littering seriously and will continue to raise awareness with staff on the project. More disposable bins have been recently located at the work site to further improve rubbish disposal. In regards to revegetation, Place Manager advised NRT has engaged a horticulturalist to recommend a species list for regeneration of the haul road. Once the list has been finalised, the species will be sourced in 2018 for the revegetation work to commence in early 2019.
2017 Q3	Cheltenham Site	Unavoidable	12/07/2017	NRT	Noise & Vibration	Complainant said that a loud banging noise was heard the night before between 8pm and 8.30pm which seemed to come from the bottom of the shaft. Place Manager advised that a small section of rail sleepers was being laid close to the Cheltenham tunnel entrance and confirmed the activity was now complete. Place Manager confirmed NRT undertook louder activities during normal construction hours and left lower impact works for out-of-hours, however this section was about 20m into the tunnels so noise echo may have travelled out of the tunnels.
2017 Q3	Rouse Hill Site	Unavoidable	14/07/2017	ISJV	Access	Complainant emailed regarding the additional closure of the pedestrian access along Picket Place, Rouse Hill. The ISJV Community Place Manager rang and explained that pedestrian access has been closed for safety

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						purposes to allow construction activities to be undertaken. Recently, pedestrian access was temporarily reopened for a four day period. Pedestrian access however was again closed to the public, to allow the completion of construction activities. The Place Manager explained that construction activities are planned to be completed on 23 July and Pickett Place would be reopened on 24 July. The complainant was satisfied with this advice.
2017 Q3	Rouse Hill Site	Unavoidable	18/07/2017	ISJV	Traffic Impacts	Complainant called to advise that temporary alternate traffic route signs had been removed from the Tempus Street bus stop. Complainant advised that the lack of signage had created confusion for early morning commuters. ISJV Community Place Manager and the ISJV Traffic Manager went to site to investigate the complaint. Inspection revealed that a sign in one of the bus stops had been removed. The sign was replaced immediately.
2017 Q3	Rouse Hill Site	Unavoidable	20/07/2017	ISJV	Noise & Vibration	Complainant called in relation to loud banging noise coming from site during the night. ISJV Community Place Manager discussed the overnight activities with the ISJV Site Superintendent and ISJV Environment Manager. The Site Superintendent explained that the works undertaken overnight required the use of sledge hammers to remove steel pins whilst disassembling launching gantry 2. The Environment Manager indicated no exceedance of the maximum predicted noise levels had been recorded by the onsite noise monitoring. The Site Superintendent incorporated a change in work methods by using wooden chocks to buffer the impact of the sledge hammer and steel pins. The Place Manager called the complainant back to explain the changes that had been made.
2017 Q3	Epping Site	Avoidable	20/07/2017	NRT	Property & business impacts	Complainant said two workers were parked illegally on private property. The workers were previously notified not to park in the premises but failed to comply. NRT Place Manager said the two workers would be asked to move their cars immediately and would raise issue with all workers.
2017 Q3	Cherrybrook Site	Unavoidable	28/07/2017	NRT	Air Quality	Complainant said his cars were covered in dust which was unusual. NRT Place Manager provided an update of site activities and advised of dust

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						mitigation measures in place. Complainant said he wanted car washing vouchers and commented other contractors had given him things. Place Manager advised a voucher would not be provided.
2017 Q3	Sydney Metro Trains Facility	Avoidable	30/07/2017	NRT	Worker Behaviour	Complainant said he was parked on the road near the station prototype taking photos when a security guard told him it was illegal and the images must be deleted. Complainant said the security guard told him to leave immediately or police would be called. Complainant said he was a fan of Sydney Metro and advised he had a dash cam recording and audio of the incident. NRT Place Manager advised the complainant that the issue was currently under investigation and that the Project Manager has contacted the security company to reiterate the correct protocol and organise training. Place Manager also advised that due to the recent road alignment to the site entry that signage had temporarily been removed and new signage would be added. Stakeholder was appreciated the response and advised that he will await the written response.
2017 Q3	Bella Vista Site	Unavoidable	31/07/2017	NRT	Air Quality	Complainant was concerned regarding dust from the road widening works and the apparent lack of dust suppression activities. NRT Place Manager advised NRT regularly use water trucks to keep the ground surface damp and earthworks were stopped for several hours as a control measure on both days mentioned by the complainant.
2017 Q3	Bella Vista Site	Unavoidable	31/07/2017	NRT	Property & business impacts	Complainant said access was blocked into her business and as a result, suffered financial losses that day with two customers also unable to access the business. Complainant asked for traffic controllers to not exaggerate the road closure and asked for compensation. Complainant also said the traffic controllers had been using her driveway as a detour and parked equipment on ramps without considering the signed weight limits. NRT Place Manager advised that approved traffic management plans not only controlled traffic in the immediate work area, but also assisted motorists to detour or safely avoid the area at the nearest alternative intersection. Place Manager said a traffic controller was located at one of the driveways to allow traffic into businesses. NRT encouraged traffic controllers to

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						approach drivers who appeared confused; however this may not have been possible in this situation. Place Manager apologised for the crew using the driveway for storing plant and said it would not happen again. Place Manager also said work on Celebration Drive is now focussed on the northern (station) side of the road and this should minimise confusion for drivers.
2017 Q3	Cherrybrook Site	Unavoidable	1/08/2017	NRT	Nosie and Air Quality	Complainant said he could hear noise from a piling machine onsite which he believed was exceeding an acceptable level. Complainant asked for the work to stop and also said he made a dust complaint the prior week and wanted a car wash voucher as compensation. NRT Place Manager advised that piling had been undertaken and would continue for the next few weeks. NRT had ongoing noise monitoring onsite and the activity was within the noise limits. Complainant did not believe NRT's noise monitoring was accurate or the self-monitoring practice was sufficient. Place Manager suggested that they could meet the stakeholder onsite to go through upcoming activities and other issues he had raised. A meeting with the stakeholder occurred on 02/08/17.
2017 Q3	Bella Vista Site	Unavoidable	2/08/2017	NRT	Traffic, Transport & Access	Complainant said the closure of one lane of Celebration Drive caused traffic impacts and travel delays. NRT Place Manager advised the closure was necessary to relocate utilities and enable road widening works. All traffic management has been undertaken in accordance with the requirements of road authorities. Complainant acknowledged the notice provided to businesses however said it was a bad decision and plans failed to recognise the volume of traffic in the area.
2017 Q3	Sydney Metro Trains Facility	Avoidable	3/08/2017	NRT	Noise & Vibration	Complainant said a beeping noise was audible from the stabling facility all night. NRT Place Manager apologised for the inconvenience and advised a piece of machinery was left on which caused the noise. Place Manager advised that the team will be briefed and the contractor will undertake additional training to ensure the correct protocol is followed.
2017 Q3	Bella Vista	Unavoidable	4/08/2017	NRT	Traffic,	Complainant said changes in traffic arrangements in Celebration Drive were

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	Site				Transport & Access, Traffic, Transport & Access, diversions to traffic	inconvenient for local businesses. Complainant said no work has been undertaken this week in this area behind the barrier and the lane closure is causing delays for staff. NRT Place Manager advised it was necessary to close one lane of Celebration Drive to complete relocation of utilities and road widening. Place Manager detailed what works were undertaken during the closure and advised NRT completed all possible activities relating to this stage of road work prior to the implementation of the lane closure.
2017 Q3	Norwest Site	Avoidable	7/08/2017	NRT	Parking and property impacts	Complainant said workers have been parking on private property, resulting in no car parks available for staff and customers. Some of the workers had been approached by staff and asked not to use the car park, however complainant said these request have been ignored. Complainant said they hoped NRT's response would result in workers no longer using the car park otherwise the complainant would need to explore legal options. NRT Place Manager apologised, advised what measures were in place to provide adequate parking and said NRT regularly reinforce messages about parking with workers, including that property owners can take measures to remove the cars.
2017 Q3	Norwest Site	Unavoidable	7/08/2017	NRT	Public safety and Traffic, Transport & Access	Complainant contacted The Hills Shire Council (THSC) and NRT regarding pedestrian safety associated with NRT's roadworks in the section of Norwest Boulevard between Solent Circuit (west) and Century Circuit. THSC advised the stakeholder that Norwest Boulevard is a State road, any pedestrian safety issues associated with the roadworks are a matter for NRT and RMS. NRT Place Manager advised the stakeholder that works are undertaken in accordance with the requirements and approval of road authorities. Place Manager also advised that the area the complaint was crossing is not a designated crossing and the safest crossing is via the pedestrian underpass. Complainant said there is a large sign which reads "pedestrians" with an arrow at the location where he crossed and that the section of road had been concreted. Place Manager advised the sign was installed to direct people who choose to cross Norwest Boulevard in this

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						location to do so in an area away from the construction site which presents its own inherent risks. This was installed as requested by the Traffic Management Centre (TMC) to help manage pedestrian behaviour around the construction activities. Complainant was not satisfied with NRT's response and said there was no need to respond further. Complainant contacted RMS and TMC with the complaint which was forwarded to TfNSW. TfNSW contacted the stakeholder and investigated the signage and speed limit in the area. As an outcome, NRT undertook a Traffic, Transport & Access audit and changes were made to make the area safer.
2017 Q3	Cherrybrook Site	Unavoidable	8/08/2017	NRT	Vibration and community liaison	Complainant said his house was vibrating between 3:45pm-4:30pm and could potentially cause damage. NRT Place Manager advised a roller was being used onsite to compact the area leading into the station box. Complainant said that there was no need for the roller to be causing such an impact and that it could be adjusted to minimise effects on local residents. Complainant said he would continue to call until the vibration stopped and he would contact authorities. Complaint previously declined the offer for a pre-condition property report. NRT Place Manager said she was speaking with the environment team to investigate the opportunity to conduct monitoring.
2017 Q3	Cherrybrook Site	Unavoidable	8/08/2017	NRT	Vibration, community liaison	Complainant said he had to wait 10 minutes for a response via the community complaints line and that the vibration started again despite his earlier complaint. NRT Place Manager advised they were operating machinery within the prescribed manner and would not cease operation. NRT Place Manager advised stakeholder that the noise and vibration consultants would be able to provide information that would allow more informed decisions regarding progress to be made. Complainant said NRT did not appear to understand that the machine did not need to function at the level to cause structural damage to his property. Complainant did not know if there was damage but commented it was an old property and more susceptible. Place Manager advised that the machine would not stop unless it was found to be exceeding prescribed limits and advised

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						complainant that the consultants would assess that independently.
2017 Q3	Willoughby Site	Not related to Sydney Metro	8/08/2017	NRT	Property & business impacts	Complainant said there was no power at his property and the neighbour's property and Ausgrid advised this was not an issue in the area. NRT Place Manager advised no utilities had been crossed and the power outage was not caused by NRT's work on Clarendon Street.
2017 Q3	Cheltenham Site	Not related to Sydney Metro	9/08/2017	NRT	Noise & Vibration	Complainant said two trucks were blocking half of Castle Howard Road. NRT Place Manager advised that the two semi-trailers were local council vehicles and were part of lighting upgrade works for the oval.
2017 Q3	Norwest Site	Avoidable	11/08/2017	NRT	Property & business impacts	Complainant said workers were using designated business car parks. Complainant said they were accepting of workers parking in their customer car park; however it was unacceptable that a worker had used the director's undercover parking spot. NRT Place Manager advised NRT would investigate the issue and asked for the vehicle number plate. Place Manager asked the Norwest Site Manager if it was possible to take action against these workers.
2017 Q3	Showground Site	TBD	16/08/2017	NRT	Property & Business impacts	Complainant said cracks were appearing on her property and believed it was due to tunnelling works. Complainant said a pre-condition survey was completed but she did not receive a copy. NRT Place Manager advised that tunnelling work had finished more than 18 months earlier and asked whether road works were occurring near the complainant's property as it might be worth contacting that contractor. Complainant disagreed and felt any damage to the property was likely caused by tunnelling. Details of the complaint were provided to TfNSW. TfNSW has been liaising with the complainant regarding additional information and details.
2017 Q3	Willoughby Site	Unavoidable	17/08/2017	NRT	Property & business impacts	Complainant said parents and visitors were unable to access the child care centre due to the road closure and as a result he was losing business. NRT Place Manager advised that access to the centre during NRT's works was maintained and work was undertaken between 10am and 2:30pm as per the centre's advice. Place Manager confirmed the disruption would be temporary and the section near the centre's driveway would also be

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						backfilled the same day.
2017 Q3	Norwest Site	Unavoidable	18/08/2017	NRT	Property & business impacts	Complainant said 10-15 worker vehicles were parking in their car parks each day, resulting in a loss of business. Complainant said they have left messages on the worker vehicles and said if this continues they would claim for loss of business. NRT Place Manager advised the registration numbers were provided to the site team and workers would be asked to move their vehicles. Place Manager advised NRT provides parking for all workers and instructs workers to use this space at each pre-start meeting however NRT is not able to enforce parking restrictions on private property. Place Manager suggested the complainant speak with the local police regarding move the vehicles or council to enforce parking restrictions on the property.
2017 Q3	Cherrybrook Site	Unavoidable	18/08/2017	NRT	Air Quality	Complainant said her pool was dirty and the system was working overtime due to dust from workers dumping concrete behind a noise wall that backs on to her property. NRT Place Manager shared details of NRT's dust mitigation measures and advised that an environmental advisor was onsite to ensure appropriate measures were in place. Complainant said if it continues she would be requesting pool cleaning fees.
2017 Q3	Bella Vista Site	Avoidable	23/08/2017	NRT	Property & business impacts	Complainant said workers were parking in the firm's patient car parks. NRT Place Manager apologised for the workers using the car parks and advised the site engineer would have the cars removed. Place Manager said NRT constantly reminds contractors and staff to park onsite and asked the stakeholder to call if this happened again.
2017 Q3	Cherrybrook Site	Unavoidable	24/08/2017	NRT	Air Quality	Complainant said he slid out while turning near the John Road exit due to dirt which was wet, resulting in a slick over the road. Complainant said he understood NRT was trying to do the right thing by wetting the dust; however the road needed more water and scrubbing. NRT Community Manager said the site team had been advised of the complaint and were making arrangements for the street sweeper and/or water cart to attend to the area.

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2017 Q3	Cherrybrook Site	Unavoidable	25/08/2017	NRT	Air Quality	Complainant said trucks leaving site were making the dust stuck to the road airborne, which was then landing in his backyard and killing his fruit trees. Complainant also raised concern about trucks leaving the site and making illegal right-hand turns out of Franklin Road. NRT Place Manager provided details of dust mitigation measures in place and said he would follow-up with the complainant after speaking with the site manager. Place Manager visited the complainant's property to further discussion dust mitigation measures onsite.
2017 Q3	Cherrybrook Site	Unavoidable	26/08/2017	NRT	Air Quality	Complainant said that a stockpile of dirt was left onsite and was creating excessive dust. Complainant said his pool and car were covered in dust and he could not hang clothes on clothes line. Complainant also said that NRT visited their premises the same week and promised the stockpile would be covered by fabric. NRT Place Manager explained that the stockpile would be covered when it reached capacity in approximately two weeks, however water carts to wet down the area would be arranged.
2017 Q3	Cherrybrook Site	Unavoidable	31/08/2017	NRT	Air Quality	Complainant said there was a large stockpile on their fence line creating dust and that their dog was shaking from the loud machinery. NRT Place Manager visited the complainant and arranged for geo fabric to be placed over the stockpile to minimise dust.
2017 Q3	Rouse Hill Site	Unavoidable	31/08/2017	NRT	Noise & Vibration	Complainant said she was receiving constant complaints from caravan park residents about drilling and high pitched noises. Complainant said the barriers kept noise to a bearable level however they were removed approximately two weeks ago. NRT Place Manager explained that the noise was due to rail pulling which would be complete at the end of the day and the previous site hoarding needed to be removed to install the permanent noise wall. Place Manager advised that the permanent noise wall would start to be built in three weeks and would provide greater noise mitigation. Complainant asked for noise modelling to be undertaken and NRT arranged for this to occur on 1/09/17.
2017 Q3	Cherrybrook	Unavoidable	5/09/2017	NRT	Air Quality	Complainant said the geo fabric has slipped off the concrete stockpile and

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	Site					dust has increased. NRT Place Manager advised complainant that the site manager would have the stockpile recovered.
2017 Q3	Cherrybrook Site	Avoidable	6/09/2017	NRT	Property & business impacts	Complainant said branches had been left on his driveway by NRT surveyors and said there was a requirement that the vegetation surrounding his property is protected and that the workers today, in his opinion, had not been inducted properly to appreciate the heritage value of the property. NRT Place Manager advised that all workers on the Cherrybrook site were made aware of the location and significance of the property. Place Manager apologised that there were some branches trimmed but advised that the surveyors were being reminded not to do this moving forward. Complainant said NRT don't care about the stakeholder's property and raised an issue with excessive dust as a result of the high winds over the weekend. Complainant invited the NRT Place Manager to his property to see the issue. NRT Place Manager said she would extend the offer to the Cherrybrook Place Manager. Complainant said he would prefer to be contacted by the Cherrybrook Place Manager for continuity.
2017 Q3	Cherrybrook Site	Unavoidable	7/09/2017	NRT	Soil & Water	Complainant said mud and water were over the road near the site entry and said this was very slippery and dangerous. Community Place Manager advised that the road had just been swept and because the road has fine dust, the water had turned to mud.
2017 Q3	Cherrybrook Site	Unavoidable	7/09/2017	NRT	Air Quality	Complainant visited the CIC to inform NRT that there were rocks and stones on Franklin Road. No contact details were provided. NRT Place Manager went to site and saw a large stone on the footpath kerb.
2017 Q3	Kellyville Site	Unavoidable	8/09/2017	ISJV	Noise & Vibration	Complainant called stating that a loud noise was coming from machines breaking up concrete slabs/segments at the Balmoral Road storage yard. ISJV Place Manager investigated the matter with the ISJV Environment Manager. Noise monitoring has been installed on site to help staff ensure that works remain below the approved levels. Place Manager called complainant to explain that works will be ongoing, and that noise monitoring will be carried out for the duration of the works

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						to help ensure all works remain below the approved levels.
2017 Q3	Cherrybrook Site	Avoidable	8/09/2017	NRT	Property & business impacts	Complainant said there was a large amount of sediment on Castle Hill Road which had been wet down and covered his vehicle which has not been removed after washing. NRT Place Manager has asked complainant for contact details as a digit is missing in the number provided. Complainant has not responded to NRT.
2017 Q3	Cherrybrook Site	Avoidable	13/09/2017	NRT	Visual Amenity	Complainant said the site light was too bright and asked for the light to be turned off. Place Manager spoke with the Project Manager who suggested it was the temporary lighting and said it would be adjusted immediately. Complainant did not want a call back.
2017 Q3	Sydney Metro Trains Facility	Avoidable	14/09/2017	NRT	Traffic, Transport & Access	Complainant said there was a 300mm dip in Tallawong Road, resulting in a large bump. Place Manager spoke with the site manager who advised it would be fixed on 16/09/17. Place Manager attempted to contact complainant twice however was not able to leave a message.
2017 Q3	Cherrybrook Site	Unavoidable	14/09/2017	NRT	Air Quality	Complainant said there was dust and noise from site and vibrations were felt in her house. Complainant said cracks in the walls were widening. Complainant asked NRT to provide the street with vouchers. Place Manager advised NRT prefer to take measures onsite to control noise and dust rather than provide vouchers. NRT met with the complainant on 29/09/17.
2017 Q3	Sydney Metro Trains Facility	Unavoidable	14/09/2017	NRT	Air Quality	Complainant called regarding dust in Rouse Hill. Place Manager advised NRT adheres to strict environmental controls and confirmed inspections would be carried out as a result of her complaint. Place Manager said NRT will continue to check weather conditions - reducing activities in high wind, use water carts, monitor work and remind all workers of the importance of dust control. This would also be reiterated in toolbox talks and pre-start meetings. Place Manager also advised the stockpiles of dirt would be spray sealed. Complainant acknowledged there is a lot of development in Cherrybrook and that the dust she is experiencing is likely cumulative.
2017 Q3	Cherrybrook Site	Unavoidable	15/09/2017	NRT	Air Quality	Complainant said dust from Cherrybrook Station site was affecting her health and plants, and thought this would only get worse in summer.

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						Complainant also said the spotlight on site directly faces her child's bedroom affecting sleep. Place Manager advised that a water cart was heading to site and the light location would be relocated.
2017 Q3	Cherrybrook Site	Unavoidable	18/09/2017	NRT	Air Quality	Complaint raised the amount of dust his property and asked whether NRT would offer house cleaning vouchers. Complaint also said there has been a mechanical screeching noise onsite at 3am and 4am each morning for the past week. NRT Place Manager said it was likely the noise was generated during the movement of an industrial bin and advised the site team would make adjustments to how this activity is undertaken to reduce noise. Place Manager also explained dust mitigation measures onsite and additional measures NRT is arranging to implement to minimise dust impacts.
2017 Q3	Cherrybrook Site	Avoidable	19/09/2017	NRT	Air Quality	Complainant said dust from the uncovered dirt mounds onsite was blowing into his backyard, pool and BBQ area. Complaint also said his daughter is constantly coughing and they cannot hang clothes outside. NRT Stakeholder Manager provided details of the mitigation measures onsite and arranged a meeting at the complainant's house.
2017 Q3	Bella Vista Site	Avoidable	20/09/2017	NRT	Noise & Vibration	Complainant was concerned regarding vibrations felt within his property and mentioned he usually feels slight vibrations but today was worse. Complainant said there was a loud crash/bang that furthered his concerns leading him to phone the community hotline. NRT Place Manager asked the resident for further information about the vibrations, explained NRT was using rollers onsite approximately 80-120m from the complaint's property and offered to arrange vibration monitoring. Complainant declined the offer for vibration monitoring, asked for written confirmation that his house would not collapse, said he was adamant that the vibration was from behind the green fence across the road and asked for his complaint to be escalated. NRT Stakeholder Manager contacted the complainant and arranged for vibration monitoring to occur at 9am the following morning. An email was sent to the complainant to confirm that the area where this equipment is being used is in excess of 80 metres from the complaint's property boundary which is beyond the zone of influence for potential

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						property damage. Following the monitoring, NRT confirmed both the measurement for vibration levels on the structural vibration of buildings and the criteria for evaluating vibration potentially disturbing human occupants within the building are within the recognised standards. NRT confirmed that cosmetic property damage would not have occurred in relation to construction work undertaken at Bella Vista Station site.
2017 Q3	Cherrybrook Site	Avoidable	20/09/2017	NRT	Air Quality	Complainant said dust was accumulating in his backyard and in his pool and asked NRT to send a pool cleaner to his house. NRT Place Manager explained dust mitigation measures onsite and additional measures NRT is currently implementing to minimise dust impacts. Complainant asked the Place Manager to visit his property and a meeting was arranged.
2017 Q3	Rouse Hill Site	Unavoidable	20/09/2017	ISJV	Transport and traffic	Complainant called regarding the actions of a construction vehicle exiting the site onto Commercial Road, Rouse Hill. Complainant said that a large truck had reversed out of the site under the direction of one worker, who was not appropriately outfitted in high-vis gear or with any safety instruments or signs in place to guide oncoming traffic. ISJV Construction Superintendent investigated the complaint and found that the driver had taken a wrong turn into site, and had failed to follow guidelines for exiting the site. Superintendent emphasised the conditions of entry and exit onto site in the following days prestart and toolbox meetings. Complainant was informed of the actions of the Superintendent and satisfied with the actions taken to address the complaint.
2017 Q3	Bella Vista Site	Unavoidable	21/09/2017	NRT	Noise and vibration	Complainant said over the past weeks she had experienced humming/vibration and noise within her property. Complainant provided example of when the walls and windows were shaking and commented her neighbour had the same issue. NRT Place Manager advised NRT have put respite periods in place and have commenced different work on site. Place Manager also advised that the distance from the construction site to the complainant's property is more than 95 metres which is beyond the zone of influence for potential property damage.

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2017 Q3	Rouse Hill Site	Not related to Sydney Metro	25/09/2017	NRT	Traffic, Transport & Access	Complainant called in relation to car damage whilst exiting the Schofields station. Complainant had turned left and scraped the bottom of the front guard, causing some expensive damage. NRT Stakeholder and Communications Manager explained that Schofields station was not associated with the project and was operated by Sydney Trains. Stakeholder Manager provided complainant with Sydney Trains complaints number.
2017 Q3	Norwest Site	Avoidable	25/09/2017	NRT	Worker behaviour	Complainant called to discuss ongoing problems created by workers parking in designated business parking spaces. Complainant explained that for a few months' workers from NRT site had been parking in spaces paid by and provided for businesses within the property at 19 Brookhollow Ave. Recently the workers had begun parking in the spaces clearly marked for staff to the extent that as the owner of his business he has had to walk from three streets away to get to his office. Complainant requested large signs to be installed to identify the area as private parking. NRT Stakeholder and Communications Manager apologised for the behaviour of the workers and advised of the efforts the team have undertaken to provide parking and encourage workers to park in the appropriate locations. Stakeholder Manager discussed the complaint and request for additional signage with NRT Project Manager. Project Manager has agreed to further education of workers in toolbox and prestart meetings in relation to parking. Project Manager has also agreed to produce and install new signage to delineate private parking spaces. Stakeholder Manager called complainant to inform of the actions undertaken to address the complaint.
2017 Q3	Cherrybrook Site	Unavoidable	25/09/2017	NRT	Air Quality	Complainant emailed regarding the level of dirt and dust they have been finding on their cars, house and outdoor living areas. Complainant had called regarding the same issue one month earlier. NRT Stakeholder and Communications Manager emailed complainant to acknowledge complaint and outline corrective measures undertaken to address the generation of dust.

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						<p>Stakeholder Manager explained that Sydney has had one of the driest winters on record with very little rain and high winds experienced across the local area, and outlined the implemented additional mitigation measures in response to these conditions. In addition to the water carts that have been operating on site and the washing down of tyres prior to vehicles leaving site NRT have recently covered the site stockpiles with geo fabric, installed a new wheel wash and are procuring an additional water cart to assist with mitigating dust generated by earthworks and from the exposed areas on site.</p> <p>NRT have trialled a polymer spray-on dust block in the lower car park to reduce dust generation, however this hasn't been as effective as hoped due to the ground disturbance caused by moving vehicles.</p> <p>NRT has undertaken to continue to investigate additional measures to minimise impacts and Stakeholder Manager will continue to keep stakeholder informed of these.</p>
2017 Q3	Windsor Road to White Hart Drive	Unavoidable	27/09/2017	ISJV	Noise & Vibration	<p>Complainant called regarding tapping sound from night works at station. ISJV Community Place Manager called the complainant to explain the noise was associated with critical works that had to be undertaken at night to avoid major impacts on the local road network due to the full closure of Windsor Road as part of the demolition of the temporary piers at the site of the cable-stayed bridge. Place Manager explained that mitigation measures and a respite period had been put in place to minimise the impacts from the works and that noise monitoring had confirmed that the works had been undertaken within the appropriate levels. Complainant was satisfied with information provided by the Place Manager.</p>
2017 Q3	Windsor Road to White Hart Drive	Unavoidable	28/09/2017	ISJV	Noise & Vibration	<p>Complainant called regarding the noise coming from cable stayed bridge in the early hours of the morning and how long the works were scheduled to continue. ISJV Community Place Manager called the complainant to explain the noise was associated with critical works that had to be undertaken at night to avoid major impacts on the local road network due to the full closure of Windsor Road as part of the demolition of the temporary piers at</p>

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						the site of the cable stayed bridge. Place Manager explained that mitigation measures and a respite period had been put in place to minimise the impacts from the works and that noise monitoring had confirmed that the works had been undertaken within the approved noise levels. Place Manager confirmed the work had been completed overnight, and there was no further requirement for out of hour's demolition works. Complainant was satisfied with information provided by the Place Manager.
2017 Q3	Windsor Road to White Hart Drive	Unavoidable	28/09/2017	ISJV	Noise & Vibration	Complainant called in relation to the jack hammering noise coming from the cable stayed bridge. Complainant requested a call back that afternoon in relation to the noise and duration of the works. ISJV Community Place Manager called the complainant to explain the noise was associated with critical works that had to be undertaken at night to avoid major impacts on the local road network due to the full closure of Windsor Road as part of the demolition of the temporary piers at the site of the cable-stayed bridge. Place Manager explained that mitigation measures and a respite period had been put in place to minimise the impacts from the works and that noise monitoring had confirmed that the works had been undertaken within the appropriate levels. Place Manager confirmed the work had been completed overnight, and there was no further requirement for out of hours demolition works. Complainant was satisfied with information provided by the Place Manager.
2017 Q3	Windsor Road to White Hart Drive	Unavoidable	28/09/2017	ISJV	Noise & Vibration	Complainant called in relation to the jack hammering noise coming from the cable stayed bridge. Complainant requested a call back that afternoon in relation to the noise and duration of the works. ISJV Community Place Manager called the complainant to explain the noise was associated with critical works that had to be undertaken at night to avoid major impacts on the local road network due to the full closure of Windsor Road as part of the demolition of the temporary piers at the site of the cable stayed bridge. Place Manager explained that mitigation measures and a respite period

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						<p>had been put in place to minimise the impacts from the works and that noise monitoring had confirmed that the works had been undertaken within the appropriate levels. Place Manager confirmed the work had been completed overnight, and there was no further requirement for out of hour's demolition works.</p> <p>Complainant was satisfied with information provided by the Place Manager.</p>