



Transport
for NSW



Sydney Metro Northwest
Environmental Construction Compliance Report #8
1 October 2016 to 31 March 2017



PROJECT	Sydney Metro Northwest	DATE	1 June 2017
GROUP	Safety, Sustainability & Environment	STATUS	FINAL
AUTHOR	Adam Koutsamanis	REVISION	1.0
COMPANY	Transport for NSW – Sydney Metro Delivery Office	ICENTRAL REF	SM-17-00007571
FILE NAME	20170516 Sydney Metro Northwest Environmental Construction Compliance Report #8 - Oct16-Mar17.docx		

Contents

Executive Summary	4
1 Introduction	6
1.1 Purpose of this Report	6
1.2 Norwest Project Overview	6
1.3 Planning Approval	6
2 Construction Packages	8
2.1 Construction Package Updates	8
2.2 Planning Approval and Construction Package Relationships	12
2.3 Environment Protection Licences	13
3 Environmental Management	14
3.1 Periodic Review of Compliance	14
3.2 Auditing and Reporting	14
3.3 Compliance Working Group	14
3.4 Incident Management	15
3.5 Complaint Management	16
3.6 Independent Environmental Representatives	16
4 Compliance Accountability and Tracking	18
4.1 Compliance Status	18
5 Compliance Status	20
5.1 Overview	20
5.2 Non-Compliances	22
5.3 Audit Findings	27
5.4 Incidents	30
5.5 Independent Environmental Representative Inspections	32
5.6 Complaints	33
6 Industry Recognition	36
6.1 2014 Banksia Foundation Award	36
6.2 2015 Premier's Award	37
6.3 2016 Green Globe Award	37
7 Sustainability	40
7.1 Sustainability Initiatives and Performance Highlights	40
7.2 Renewable Energy Offset	40
7.3 Reporting	40
Appendix A Construction Complaints Management Report	44

This page has intentionally been left blank.

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 October 2016 to 31 March 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 63 to 70. The degree of compliance to Environmental Requirements during the reporting period was unchanged compared to the previous reporting period (24 non-compliances raised). With the completion of the TSC contract in the previous reporting period the total number of environmental requirements decreased by 3.5% and Environmental Representative inspections decreased from 47 to 41.

The total number of complaints received by the project increased compared to the last reporting period (from 49 to 80). This is partly attributed to an increase in construction activity and work front visibility by the OTS contractor. Lastly, although the total number of audits undertaken and total number of audit findings increased compared to the previous reporting period, audits have generally concluded the degree of compliance to environmental requirements is stable.

		TfNSW	TSC	SVC	OTS	Total (This Period)	Total (Previous Period)
Totals for Reporting Period	Ongoing Environmental (Compliance) Requirements at end of reporting period	179	0	491	639	1,309	1,356
	(non-compliances during the reporting period)	(0)	(0)	(18)	(6)	(24)	(24)
	Independent ER Inspections	N/A	N/A	24	17	41	47
	(issues raised)			(228)	(84)	(312)	(341)
	Audits	1	N/A	3	3	7	2
	(findings)	(3)		(6)	(10)	(19)	(5)
	Class 1 or 2 Incidents	0	N/A	0	0	0	0
(Class 3 incidents)	(0)		(31)	(39)	(70)	(63)	
Complaints	2	1	32	45	80	49	

This page has intentionally been left blank.

1 Introduction

1.1 Purpose of this Report

This Environmental Construction Compliance Report documents Transport for New South Wales (TfNSW) and its delivery contractors' compliance with three planning approvals (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 eighth Environmental Construction Compliance Report for the project and covers the period between 1 October 2016 and 31 March 2017.

1.2 Norwest 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, a four kilometre elevated skytrain between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Railway Line to deliver high frequency rapid transit services.

Figure 1 – Overview of the Project Alignment



1.3 Planning Approval

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

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

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

2 Construction Packages

Table 2 lists the current status of construction packages that have been active on the project:

Table 2 – Status of Construction Packages

Contract Package	Contractor	Awarded	Status
Early Works (EW)	Baulderstone (BLD)	24/08/2012	Works completed 31/01/2014
Tunnel & Station Civils (TSC)	CPB John Holland Dragados (CPBJHD)	24/06/2013	Works completed 21/06/2016
Surface & Viaduct Civils (SVC)	Impregilo-Salini Joint Venture (ISJV)	17/12/2013	Construction ongoing
Operations, Trains & Systems (OTS)	Northwest Rapid Transit (NRT)	15/09/2014	Construction ongoing
Lindfield Substation (LS) *	Laing O'Rourke Australia (LORA)	27/11/2014	Works completed 26/01/2017
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.

2.1 Construction Package Updates

2.1.1 Tunnel and Station Civils (TSC)

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

The TSC package represented Stage 1b under the Stage 1 Approval SSI-5100. The TSC contract was completed on June 21 2016.

2.1.2 Surface and Viaduct Civils (SVC)

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

The SVC package represents 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 continued:
 - All of the 88 Windsor Road Bridge segments have been produced and only 9 remain to be installed.

- All of the 1,127 skytrain segments have been produced and 100 segments remain to be installed over 10 spans.
- Skytrain parapet production and installation activities continued. A total of 2,008 of 2,330 parapets have been precast and installed on 75 spans.

Figure 2 - Artist Impression of the Windsor Road Bridge



Figure 3 – Final Segment Installation of the Windsor Road Bridge Deck



2.1.3 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 (Figure 4). 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 package represents Stage 2b under the Stage 2 Approval SSI-5414.

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.

During the reporting period:

- Designs have been completed for the SMTF and all stations excluding Castle Hill and Cherrybrook (including the Chatswood Station interchange). Designs have also been completed for all bridges, permanent ways, overhead wiring, trains, combined service routes and service facilities.
- Construction has continued at the SMTF site, including on services, buildings and internal fitout, roadworks, rail infrastructure (including track-laying) and rail systems. As of April 2017, the Administration Building is ready for occupancy by employees of the OTS contractor.
- The Tallawong Road Bridge was reopened in January 2017, enabling north-south travel along Tallawong Road to be reinstated. This allowed for the closure of Cudgegong Road for construction purposes.
- Construction has continued at the Cudgegong Road Station site, to the extent that the station elevators and canopy have been installed. Track-laying has also been completed between the SMTF and Cudgegong Road Station site. Finishing works are continuing on the canopy and the escalators are due to be installed in the coming months.

- Construction has continued 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. The Bella Vista Station site has been installed with lift shaft steel and escalators, with the canopy to be installed by the end of May 2017. Bulk earthworks have also commenced within the Bella Vista Station site to construct surrounding precinct roads.
- Excavation works have continued on the Norwest pedestrian link, with canopy tubes expected to be installed prior to excavation under Norwest Boulevard in the coming months.
- ECRL conversion works have continued during scheduled rail possessions, including site investigations, survey work and cable and cable tray installations.
- Construction has commenced on the 33kV Willoughby to Chatswood North power line, with trenching and conduit installations undertaken in January 2017 in Artarmon and Chatswood. Trenching activities are expected to continue in the coming months.
- Asset survey works, option investigations and bus procurement has commenced on the Temporary Transport Plan in readiness for the closure of the ECRL in 2018.

Figure 4 – Tallawong Road Bridge at the SMTF



2.1.4 Lindfield Substation (LS)

The Sydney Metro Northwest project is responsible for delivering the Lindfield Substation project. Sydney Trains intends to operate increasing train services on the North Shore Line in the future and a new traction power substation is required to allow for this increase in capacity to support the delivery of Sydney Metro North West. The substation also includes ancillary electrical works generally between Killara Station and the Clanville Road overbridge in Lindfield.

Planning approval for Lindfield Substation was determined by TfNSW on 19 September 2014 under Part 5 of the EP&A Act. A second Planning Approval for electrical works through Lindfield Station was determined by TfNSW on 1 May 2015 also under Part 5 of the EP&A Act. The scope of this approval

covers the conversion of electrical transmission through Lindfield Station from aerial to buried and on-post galvanised steel troughing.

During the reporting period, construction works were completed on 26 January 2017 and the project has since been handed over to Sydney Trains for operation.

Figure 5 – Lindfield Substation



2.1.5 Northern Corridor Works (NCW)

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

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

During the reporting period, construction works formally commenced and a temporary construction compound and laydown area was established within the Sydney Trains rail corridor off Cleland Road, Artarmon. Construction works have primarily been undertaken between Artarmon and Chatswood stations, including under-road crossing, underline crossing and Galvanised Steel Troughing installation activities. Other works have been undertaken along the North Shore Line between Waverton and Waitara stations, including survey and non-destructive pot-holing activities. Works have mostly been undertaken during rail possession and isolation periods.

2.2 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 – 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			✓			✓

2.3 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 licensee 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

3 Environmental Management

3.1 Periodic Review of Compliance

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

Table 5 – Compliance Monitoring Activities

Activity	Responsibility	Frequency
Ongoing site surveillance	Contractors	Daily
Site inspections (SVC & 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

3.2 Auditing and Reporting

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.

3.3 Compliance Working Group

A Compliance Working Group (CWG) is established for each major contract. This meeting is chaired by a representative from TfNSW and convenes each month.

During the period between May 2013 and Sept 2013 the CWG met with both the EWMC and TJHD. Two audits were conducted during this reporting period, an internal environmental audit by the EWMC and an independent environmental audit was conducted in July 2013 also with the EWMC.

These audits produced a total of 8 findings which are discussed in more detail in Table 4. These findings predominately related to process and documentation and are being used to direct further compliance actions that will be occur in the next reporting period.

3.4 Incident Management

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

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

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

Table 6 – Environmental Incident Classes

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

3.5 Complaint Management

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

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

3.6 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.

This page has intentionally been left blank.

4 Compliance Accountability and Tracking

4.1 Compliance Status

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

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

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

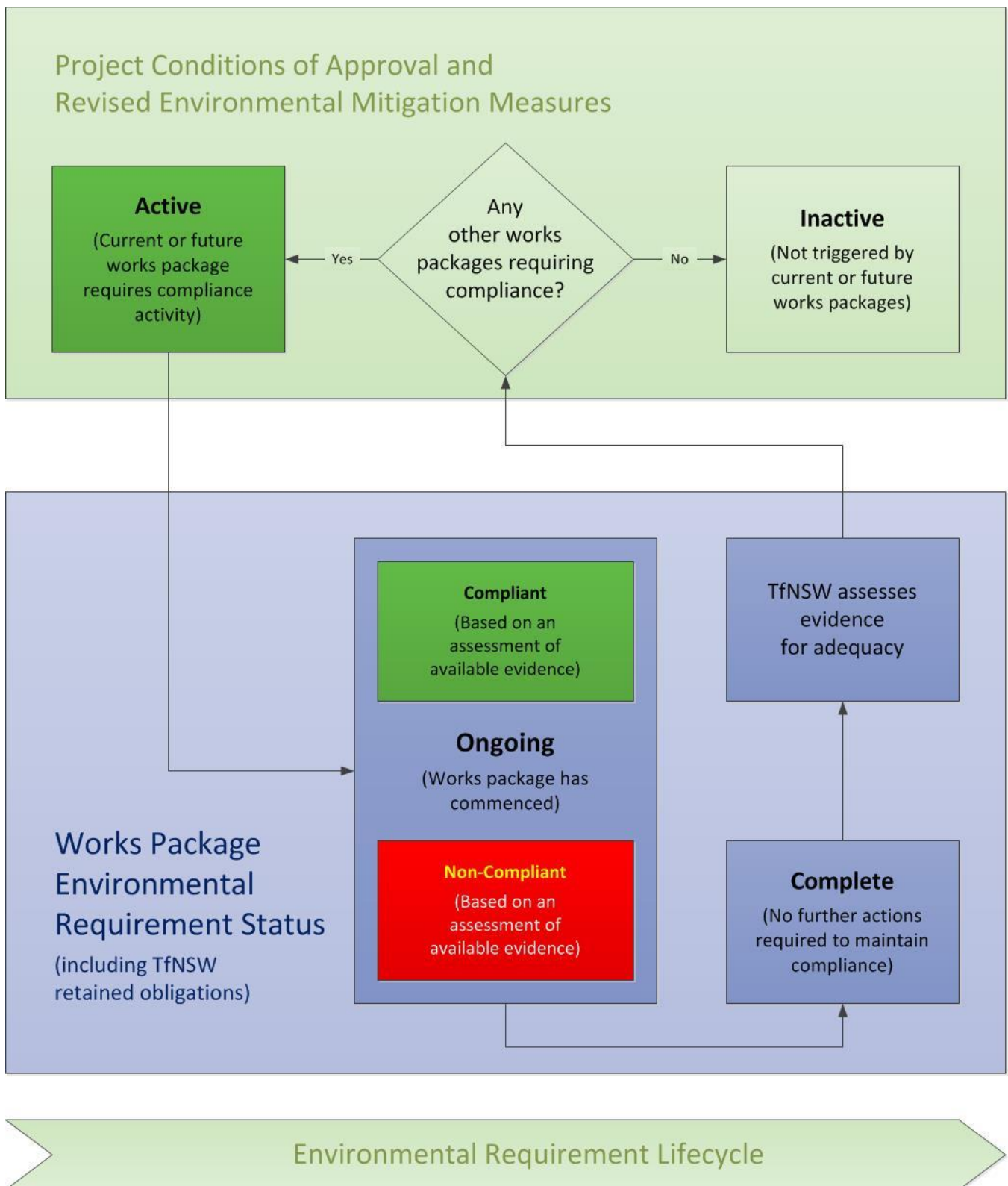
Where TfNSW has retained the obligation to comply with a particular condition, or holds a partial responsibility as defined in the Sydney Metro Northwest Staging Report, it will be assigned as an **Ongoing** environmental requirement and tracked in the same manner as a works package.

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

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

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

Figure 6 – Environmental Requirements Lifecycle



5 Compliance Status

The total number of ongoing Environmental Compliance Requirements at the end of this reporting period was 1,318 (excluding an additional 117 requirements from Part 5 Approvals). There were a total of 24 non-compliances against these requirements during the reporting period (

Table 9). There were no significant (Class 1 or 2) environmental incidents during the reporting period.

There were 7 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.

5.1 Overview

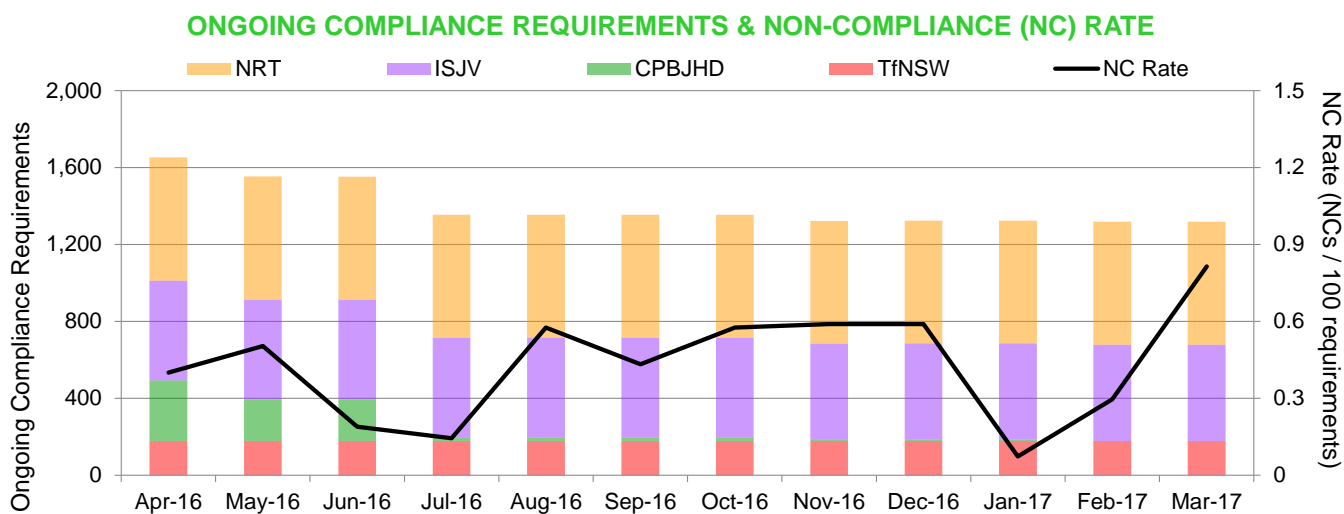
The results of the compliance monitoring are provided in Table 7. Non-Compliances and audit findings are detailed in Section 5.2 and 5.3. Issues and observations arising from independent ER inspections that identify non-compliances against the environmental (compliance) requirements are also included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

Table 7 – Environmental Compliance Surveillance Data

		TfNSW	TSC	SVC	OTS	Total
During Q1 2017	Ongoing Environmental (Compliance) Requirements (non-compliances)	179 (0)	0 (0)	491 (12)	639 (5)	1,309 (17)
	ER Inspections (issues raised)	N/A	N/A	12 (129)	11 (45)	23 (174)
	Audits undertaken or reports finalised (findings)	0 (0)	N/A	1 (3)	0 (0)	1 (3)
	Class 1 or 2 Incidents (Class 3 incidents)	0 (0)	N/A	0 (15)	0 (29)	0 (44)
	Complaints Received	1	1	16	37	55
During Q4 2016	Ongoing Environmental (Compliance) Requirements (non-compliances)	179 (0)	6 (0)	491 (6)	639 (1)	1,315 (7)
	ER Inspections (issues raised)	N/A	N/A	12 (99)	6 (39)	18 (138)
	Audits undertaken or reports finalised (findings)	1 (3)	N/A	2 (3)	3 (10)	6 (16)
	Class 1 or 2 Incidents (Class 3 incidents)	0 (0)	N/A	0 (16)	0 (10)	0 (26)
	Complaints Received	1	0	16	8	25

As demonstrated in Figure 7, there was only minimal changes to the compliance load for the Sydney Metro Northwest project during the reporting period. The degree of compliance reduced slightly as a result of the TSC contractor finalising the completion of a small number of outstanding requirements that remained ongoing following their achievement of Practical Completion. The future compliance load is expected to remain steady until the SVC contractor approaches the completion of their contract towards the end of 2017.

Figure 7 – Compliance Load and Non-Compliance Rate



The ERs conducted six quarterly compliance reviews against the environmental requirements since 1 October 2016 across the three major contracts (two per contract). These reviews and other surveillance activities identified 24 non-compliances as detailed in Table 8. The 'Non-Compliance Rate' in Figure 7 represents the number of non-compliances raised each month plus the number of non-compliances that remained open from previous months per 100 Environmental Requirements. The upward trend between January 2017 and March 2017 reflects renewed efforts to target key problem areas through surveillance activities and closer scrutinsation of Environmental Requirements that relate to potions being handed over from the SVC Principal Contractor to the OTS Principal Contractor.

5.1.1 SVC Environmental Management

During the reporting period, the SVC contractor continued to hand portions of the project onto the OTS contractor and other agencies (councils and the Roads and Maritime Services). This activity included a strong focus on environmental management to ensure that the portions were suitable for construction completion and handover. Environmental hazards continue to be monitored through the Principal Contractor, TfNSW and the ER.

A series of noise related issues and construction activities undertaken in close proximity to indigenous heritage exclusions zones led to a number of non-compliances during the reporting period. TfNSW and the Principal Contractor undertook several measures to address the issues, including:

- Multiple environmental workshops and training sessions between TfNSW and the contractor to review work practices and reinforcement of Environmental Requirements.
- Increased surveillance of the Principal Contractor by TfNSW, especially during noisy works to ensure noise mitigation measures are being adhered to.
- Cooperative work arrangements with the Principal Contractor to identify environmental hazards and monitoring of the close-out of all key actions to enable seamless and successful construction completion and portion handover.

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 (April 2016 to September 2016) indicated that six non-compliances remained open. All six of these non-compliances were closed out during this reporting period. Table 8 provides a list of these non-compliances.

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

Month Raised	Contract	Condition of Approval	Categorisation	Issue	Current Status and Actions taken to Close
Jul 16	SVC	SSI-5100 – B1 SSI-5414 – B1	Flora & Fauna	Non-significant vegetation was cleared and ERSED controls were installed outside of the approved project boundaries.	Closed – 1) ERSED berm relocated within project boundary lines. 2) Project boundaries fenced off and para-webbing installed around retained trees. 3) Vegetation Management Plan was updated to include requirement to revegetate Sydney Water lands at ration 3:1 with vegetation that was removed. 4) Environmental team members surveyed above works for verification. 5) Any future clearance of vegetation will be undertaken following Toolbox Talk. 6) Future vegetation clearing work will include retained trees to be taped / marked and verified by environmental team member.
Sep 16	SVC	SSI-5100 – E45 SSI-5414 – E34	Management Systems	The CEMP was due for review and update on 7 Sep 2016 and is yet to be undertaken.	Closed – 1) CEMP was reviewed and amended accordingly. 2) Updated CEMP was endorsed by the ER.
Sep 16	SVC	SSI-5100 – E46 SSI-5414 – E35	Management Systems	Six (6) CEMP sub-plans were due for review and update and are yet to be undertaken.	Closed – 1) CEMP sub-plans were reviewed and amended accordingly. 2) Updated CEMP sub-plans were endorsed by the ER.
Sep 16	SVC	SSI-5100 – D1 SSI-5414 – D1	Community, Stakeholder & Business	The Community Liaison Implementation Plan was due for review and update in May 2016 and is yet to be undertaken.	Closed – 1) CLIP was reviewed and amended accordingly. 2) Updated CLIP was endorsed by the ER.
Sep 16	SVC	SSI-5100 – E46 SSI-5414 – E35	Heritage	Works conducted in the White Hart Inn Exclusion Zone prior to conducting an assessment of anticipated impacts.	Closed – 1) Construction Heritage Management Plan and Zone 5 Environmental Control Map were updated based on results of impact assessment. 2) Toolbox Talks and heritage controls (e.g. fencing off of area) were implemented to prevent future impacts.
Sep 16	SVC	SSI-5100 – B7 & E16 SSI-5414 – B8 & E17	Management Systems	Non-compliance with EPL requirements during quarter, specifically regarding two OOH non-compliances (both reported to EPA).	Closed – 1) Toolbox Talks were held to emphasise the importance of OOH approval compliance. 2) Induction presentation was revised to emphasise the OOH approval compliance 'non-negotiable'.

5.2.2 This Reporting Period

There were 24 non-compliances raised during the reporting period, nine of which remained open at the end of the reporting period. Management Systems comprised the highest percentage of non-compliances, representing 41.7% (10 in total). The next highest percentage of non-compliance category was Soil and Water, representing only half this number at 20.8% (5 in total).

The SVC Principal Contractor reported 75% of the total non-compliances in the reporting period with the remaining non-compliances raised in relation to the OTS works.

Figure 8 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 9.

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

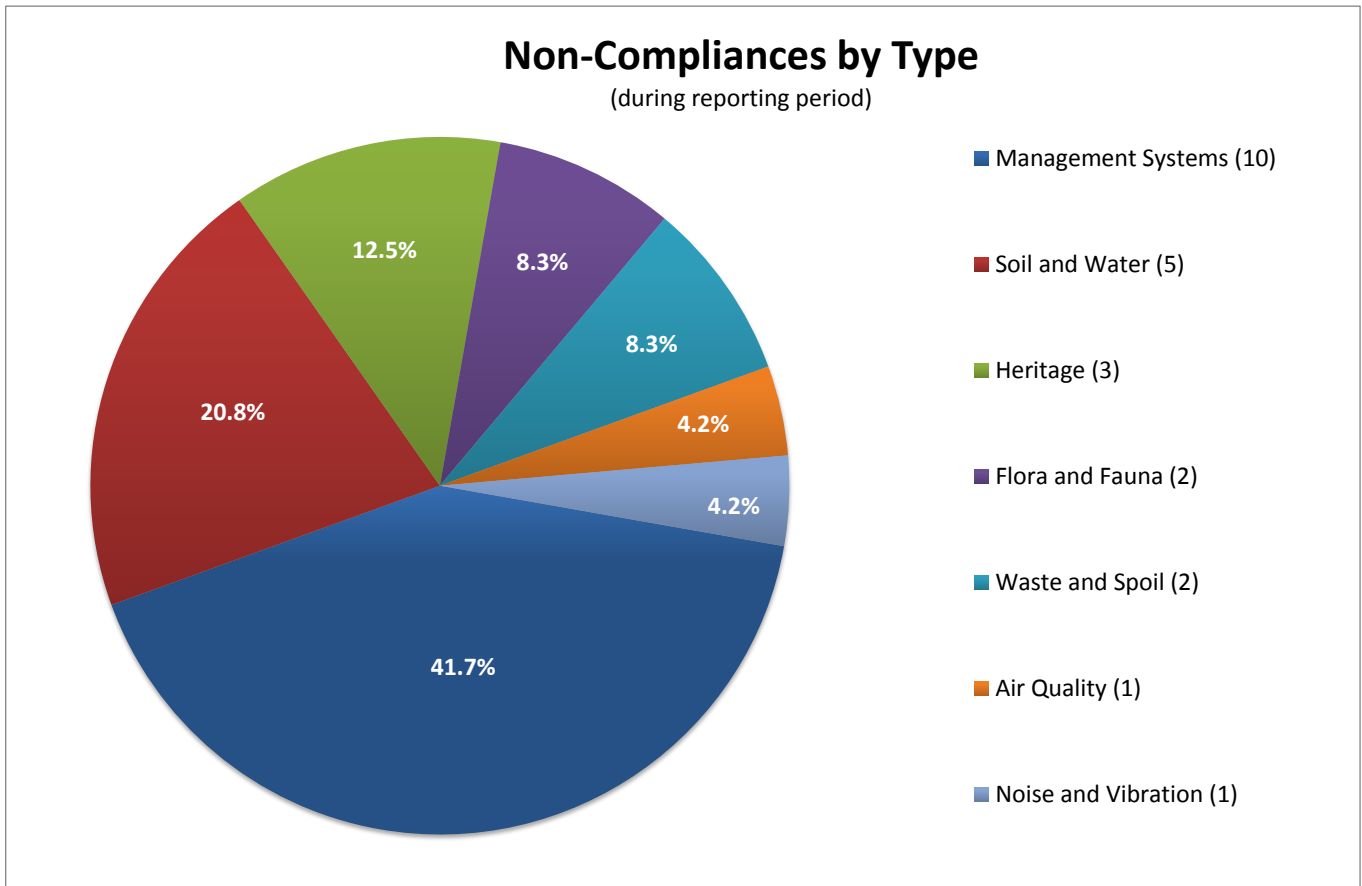


Table 9 – Non-Compliances that were raised during the reporting period

Date Raised	Contract	Condition of Approval	Type	Issue	Status – Actions taken or to be taken
4 Oct 2016	OTS	SSI-5414 – B8	Air Quality	Dust generated at precast yard observed outside Bella Vista site boundary whilst watercart was being refilled.	Closed – 1) Works ceased until management measures were revised to ensure fulltime availability of watercart and street sweeper. 2) Toolbox Talk undertaken to brief staff of environmental risk associated with dust generation and mitigation measures.
5 Oct 2016	SVC	SSI-5100 – E46(d)	Soil & Water	Stockpiles placed in close proximity to sediment basin inlet.	Closed – 1) Stockpile removed. 2) Toolbox Talk undertaken across all sites on correct placement of stockpiles.
13 Oct 2016	SVC	SSI-5100 – E15 SSI-5414 – E15	Noise & Vibration	Unapproved out of hours works undertaken at Rouse Hill Station site.	Closed – 1) Supervisor undertook environmental training on 'non-negotiables'.
7 Nov 2016	SVC	SSI-5100 – E46(f)	Flora & Fauna	A native tree was accidentally pruned without a Tree Inspection Record during grubbing of non-native vegetation.	Closed – 1) Limits of vegetation were marked out with 'no-go' flagging.
23 Nov 2016	SVC	SSI-5100 – E7 SSI-5414 – C28	Heritage	Fencing was removed and vehicles observed within the 'no-go zone' aboriginal heritage area.	Closed – 1) Fencing reinstated to prevent vehicle access with 'No Vehicle Access' signs erected. 2) Toolbox Talk undertaken on importance of adhering to 'no-go' zones. 3) Disciplinary measures undertaken in accordance with 'non-negotiable' training.
23 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.	Open – 1) Haul road to be removed to ensure compliance with the Flooding Impact Assessment.
23 Dec 2016	SVC	SSI-5100 – C28 SSI5414 – E7	Heritage	Vehicles and water pump removal observed within the 'no-go zone' aboriginal heritage area.	Closed – 1) Boundary zone of non-cleared heritage area to be marked out onsite and in the Environmental Control Map. 2) Toolbox Talk undertaken for all staff working in the area on the importance of adhering to 'no-go' zones. 3) Access for personnel undertaking maintenance for rehabilitation areas now designated onsite and in the Environmental Control Map.
7 Feb 2017	SVC	SSI-5414 – REMM SW20	Soil & Water	Concrete observed within a swale near the Memorial Drive to Balmoral Road site.	Closed – 1) Concrete removed from swale. 2) Toolbox Talk undertaken on correct usage of concrete washouts.
24 Feb 2017	SVC	SSI-5100 – E12 SSI-5414 – E12	Mgmt Systems	Unapproved out of hour works (water truck engine idling) undertaken at Sanctuary Drive before 7am.	Closed – 1) Email sent to subcontractor regarding penalties for breaches of the Environment Protection Licence. 2) Toolbox Talk undertaken on specific

Date Raised	Contract	Condition of Approval	Type	Issue	Status – Actions taken or to be taken
					subcontractor and general site Toolbox Talk undertaken on hours of operation.
9 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.	Open – 1) Vegetation protection/fencing to be installed and maintained. 2) Increase awareness on tree protection across all work staff.
9 Mar 2017	SVC	SSI-5100 – REMM W9	Waste & Spoil	Worksites not kept free of litter and poor general housekeeping of sites.	Open – 1) General housekeeping to be implemented and maintained. 2) Increase awareness on correct general housekeeping across all work staff.
9 Mar 2017	SVC	SSI-5100 – REMM E33	Mgmt Systems	Soil and water management measures inconsistent with 'Managing Urban Stormwater - Soils and Construction, Volumes 1 & 2' (minimisation of soil erosion and discharge of sediment and other pollutants to land and/or waters).	Closed – 1) Dewatering procedure re-implemented.
9 Mar 2017	SVC	SSI-5100 – REMM SW20	Mgmt Systems	Appropriate erosion control measures not installed prior to commencement of earthworks / construction in the vicinity of Rouse Hill Town Centre.	Closed – 1) Erosion and Sediment Control Plan now being implemented and maintained.
9 Mar 2017	SVC	SSI-5100 – REMM SW38	Waste & Spoil	Storage of hazardous materials (such as oils, chemicals and refuelling activities) outside bunded areas.	Closed – 1) Correct storage of hazardous materials and refuelling activities now being implemented and maintained.
13 Mar 2017	SVC	SSI-5100 – E46(i)	Heritage	Unauthorized excavation of haul road material within the 'soft exclusion' area of the White Hart Inn.	Closed – 1) Environmental Control Map amended to state 'no excavation of natural ground level to allow safe removal of haul road and crane footings without impacting any unknown potential heritage items'. 2) Toolbox Talk undertaken on all supervisors and construction teams working in vicinity of the White Hart Inn on the importance of protecting the White Hart Inn heritage area.
14 Mar 2017	SVC	SSI-5100 – E33 SSI-5414 – E28	Soil & Water	Controls not implemented in accordance with the Windsor Road to Sanctuary Drive site Erosion & Sediment Control Plan.	Closed – 1) Erosion and sediment controls installed onsite. 2) Erosion and Sediment Control Plan updated to reflect site conditions in compliance with the Blue Book. 3) The Civil Superintendent now attends weekly erosion and sediment control inspections to increase construction personnel awareness of issues and to enable increased resources to be allocated to the environmental team for closure of actions.

Date Raised	Contract	Condition of Approval	Type	Issue	Status – Actions taken or to be taken
14 Mar 2017	SVC	SSI-5100 – E33 SSI-5414 – E28	Soil & Water	Controls not implemented in accordance with the Windsor Road Bridge Erosion & Sediment Control Plan.	Closed – 1) Erosion and sediment controls installed onsite. 2) Erosion and Sediment Control Plan updated to reflect site conditions in compliance with the Blue Book. 3) The Civil Superintendent now attends weekly erosion and sediment control inspections to increase construction personnel awareness of issues and to enable increased resources to be allocated to the environmental team for closure of actions.
14 Mar 2017	SVC	SSI-5100 – REMM SG16	Soil & Water	Two diesel jerry cans and three small concrete curing compound containers (less than 10L) stored on a non-banded pallet.	Closed – 1) Toolbox Talk undertaken on correct storage of hazardous materials.
31 Mar 2017	SVC	SSI-5100 – E45 SSI-5414 – E34	Mgmt Systems	Not all environmental records are being kept, made available, current or updated.	Open – 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.
31 Mar 2017	OTS	SSI-5931 – B1	Mgmt Systems	Works undertaken outside approved boundaries and damage caused to private property.	Open – 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.
31 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).	Open – 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> .
31 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.	Open – 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.
31 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	Open – 1) Contractor to provide evidence that environmental monitoring has been appropriately undertaken and documented across all required periods

Date Raised	Contract	Condition of Approval	Type	Issue	Status – Actions taken or to be taken
				Plan and the Compliance Tracking Program.	and active sites (as staged). 2) Reasons for any gaps in monitoring to be documented and provided to the Environmental Representative and TfNSW.
31 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.	Open – 1) Contractor to upload current version of the Construction Environment Management Plan on the contractor's website.

5.3 Audit Findings

5.3.1 Open Findings from the Previous Reporting Period

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

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

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Nov 2015	TFNSW-SVC-E-019 / SM15.16-005-SVC-ISJV (ISJV)	Pre-start meeting records did not provide evidence that specific environmental hazards had been identified. CEMP also did not reference SEA cards that are currently in use.	Pre-start form to be updated to facilitate better recording of known environmental hazards. Relevant teams to confirm the intent and relationship between pre-start form and SEA cards and update CEMP Section 5.8.4.	Closed – Pre-start form has been updated accordingly and implemented. TfNSW Principal Manager of Audit & Assurance confirmed additional actions were considered 'opportunities for improvement' only.
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	No documentary evidence that the design and/or completed project for permanent works would not worsen existing flood characteristics in the vicinity of the project (a planning approval requirement).	Commission consultant to conduct hydraulic modelling for permanent works to verify compliance with the planning approval requirement. Alternatively, provide an expert opinion based on prior modelling and considered assessment.	Open – Contractor currently liaising with modelling consultant to provide hydraulic modelling for permanent works. Expected to be closed mid-2017.
Jun 2016	SM15.16-026-SVC-ISJV (ISJV)	The Monitoring & Protection Plan had not specifically identified or addressed haulage road movements and segment (under sling) crane usage around Sydney Water utilities.	Collate and/or complete load, vibratory and impact assessments for Sydney Water Assets and during the next update of the Monitoring & Protection Plan, ensure that identified utilities are included and where required, define monitoring and protection arrangements.	Closed – Pier 49 vibration monitoring has been conducted. Pier 74 and 75 vibration monitoring not required. Structural analysis completed. Monitoring & Protection Plan updated accordingly.

5.3.2 This Reporting Period

As anticipated in the previous Environmental Construction Compliance Report (April 2016 to September 2016), the number of environmentally relevant audits increased during this reporting period. Seven environmentally relevant audits were completed during this reporting period as shown in Table 11. These audits generated a total of 19 findings, all of which have been closed. 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
SM15.16-033-SEBS-ER	TfNSW	Environmental Representative Services	Jul 2016 *	3	3	0
NRT 2016/021	NRT	Sustainability Management Systems	Aug 2016 *	1	1	0
ISJV-SVC-EN-AUR-510211	ISJV	Heritage Management Plan	Dec 2016	2	2	0
NRT 2016/032	NRT	Sustainability Management Systems	Dec 2016	0	0	0
ISJV-SVC-EN-AUR-510210	ISJV	Noise & Vibration Management Plan	Dec 2016	1	1	0
NRT 2016/031	NRT	Air and Soil & Water Management Plans	Dec 2016	9	9	0
SM16.17-008-SVC-ISJV	ISJV	Community Liaison Implementation Plan	Mar 2017	3	3	0
Totals				19	19	0

* 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
Jul 2016	SM15.16-033-SEBS-ER (TfNSW)	Service Management Plan had not been revised to reflect additional services / scope and new personnel.	Service Management Plan revised accordingly.	Closed
Jul 2016	SM15.16-033-SEBS-ER (TfNSW)	Proactive review of training information needs to be implemented as required.	Service Management Plan revised after consultation with TfNSW to reflect requirement to review training material.	Closed
Jul 2016	SM15.16-033-SEBS-ER (TfNSW)	Requirements for ER to frequently assist in contractor's environmental risk assessment process should be routinely implemented.	Service Management Plan revised after consultation with TfNSW to formalise how ER provision of assistance is undertaken.	Closed
Aug 2016	NRT 2016/021 (NRT)	AWI Steel noted to be reporting energy, water and recyclable metal performance data that was outside the scope of the contractor's Sustainability Management Plan.	Contractor informed AWI Steel accordingly and AWI Steel have adjusted their performance data to only cover the correct scope of works. Checks on other reporting entities was also undertaken. As a result, Metwest was found to not to have completed any work onsite at the time and their dataset was subsequently removed.	Closed
Dec 2016	ISJV-SVC-EN-AUR-510211 (ISJV)	Breaches of environmental 'no-go zones' had been identified as the cause of past	Contractor updated Heritage Management Plan to mandate the undertaking of a toolbox/prestart talk whenever work is to commence in the vicinity of a	Closed

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
		environmental incidents.	heritage area or when new employees arrive onsite.	
Dec 2016	ISJV-SVC-EN-AUR-510211 (ISJV)	Previous actions arising from Heritage Management Plan audits need to be closed out.	Heritage Management Plan updated to include lessons learned from previous corrective actions generated from non-compliances against the plan.	Closed
Dec 2016	ISJV-SVC-EN-AUR-510210 (ISJV)	Three actions from the previous audit against the Construction Noise & Vibration Management Plan need to be closed out.	The Construction Noise & Vibration Management Plan was updated to close-out the three actions from the previous audit.	Closed
Dec 2016	NRT 2016/031 (NRT)	No formal records of detailed dust complaint investigations taking place as specified in the Construction Air Quality Management Plan.	An inclement weather inspection form was created to enable assessment of dust and water related issues in accordance with the Construction Air Quality Management Plan requirements. The weekly environmental meeting agenda was amended to include a section to address environmental complaints.	Closed
Dec 2016	NRT 2016/031 (NRT)	The Bella Vista Erosion & Sediment Control Plan (ERSED Plan) did not evidence formal review by Soil Conservationist SEEC.	Bella Vista site was inspected by a soil conservation consultant during 2017 Q1. Primary ERSED Plans were updated as a result. Ongoing inspections will occur by soil conservationist.	Closed
Dec 2016	NRT 2016/031 (NRT)	No evidence of ERSED training was provided.	Contractor's Human Resources department has begun to book training sessions for staff commencing end of April 2017.	Closed
Dec 2016	NRT 2016/031 (NRT)	Driver for inspections was not evident (routine / pre-adverse weather / complaint). Completed Environment Inspection Record forms did not demonstrate implementation monitoring requirements, including before forecast rain events, during rain events and after rainfall exceeding 10 mm in 24 hours. Bureau of Meteorology (BOM) predicted rainfall and actual events were not recorded.	Links to weather forecast websites have been setup in contractor's software. Forecasts are emailed to station teams to correspond with approaching weather events and are discussed at morning pre-starts with respect to implementing site controls. Next CEMP revision will remove requirement to inspect during rain events. A pre-rainfall inspection form has been prepared for use prior to identified rain events.	Closed
Dec 2016	NRT 2016/031 (NRT)	Water quality monitoring records did not evidence monitoring at all five locations, did not always reflect or correlate with the exact location identified in Construction Soil & Water Management Plan and did not record an explanation as to why there was no flow or no sample taken for the midpoint on 19/10/2016.	Epping site monitoring locations are under review due to access difficulties Monitoring locations are identified on the water quality monitoring form. A line item identifying flow information was added to the form.	Closed
Dec 2016	NRT 2016/031 (NRT)	Sediment basin water level markers at Bella Vista site had not been installed in accordance with the ERSED Plan.	All sediment basins across the project were surveyed for capacity during December 2016. Due to significant rainfall during March 2017, basins have not been emptied with enough time between rain events to allow for planned installation of markers. Markers to be installed at earliest opportunity following cessation of rainfall.	Closed
Dec 2016	NRT 2016/031 (NRT)	Wheel wash facilities had not been installed at either Cudgegong Road Station or Bella Vista Station sites.	All sites were reviewed for suitability of access. Where hard stand access had been installed, wheel wash facilities are not considered to be required. Where necessary, wheel wash facilities are set up	Closed

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
			as temporary measures during wet weather. All sites are supervised for tracking of material and street sweepers and water carts utilised as additional measures when required. CEMP to be updated to reflect these measures at the next review.	
Dec 2016	NRT 2016/031 (NRT)	Exact locations of designated refuelling sites were not specified and observed refuelling sites were not marked as such.	Requirement for identification of refuelling sites to be communicated to site teams and checked as part of weekly environmental inspections. Refuelling locations are identified on Site Environmental Plans and reviewed regularly and updated as required.	Closed
Dec 2016	NRT 2016/031 (NRT)	Contamination Assessment Reports for the Norwest Pedestrian Link had not been transmitted to TfNSW.	ADE Contamination Assessment Reports were forwarded to TfNSW, including the results of groundwater testing and analysis of material excavated from test pits prior to piling.	Closed
Mar 2017	SM16.17-008-SVC-ISJV (ISJV)	Insufficient capturing of information in Consultation Manager for communications with members of public and actions taken to respond to requests or complaints.	Daily debriefs occur between TfNSW and contractor to ensure all activities from previous day are captured in Consultation Manager. This item was added to agenda for future regular meetings between TfNSW and Contractor.	Closed
Mar 2017	SM16.17-008-SVC-ISJV (ISJV)	The practice of limiting EPA reporting of complaints received from the public to just those received via the 1800 Call Centre should be reviewed.	A review meeting was held between TfNSW and the contractor. Agreement was reached between all parties that the current practice is consistent with all applicable requirements.	Closed
Mar 2017	SM16.17-008-SVC-ISJV (ISJV)	TfNSW is not always being provided with the required 5-day timeframe to review and approve public materials prior to release. Improvement in communication between TfNSW and the contractor is required.	The need for timely communication of planned works is to be included on the agenda of weekly general construction Toolbox Talks.	Closed

5.4 Incidents

No notifiable incidents (Class 1 or 2) occurred during the reporting period and there have been no notifiable incidents to date. A total of 70 environmental incidents occurred on the project during the reporting period and were all categorised as Class 3. These are depicted graphically in Figure 9 and Figure 10. Figure 9 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. Soil and Water incidents comprised over 91% of all incidents during the reporting period. This is mainly a result of Class 3 hydraulic fluid spills onsite and Class 3 sediment and erosion control incidents which were exacerbated by significant rainfall events in March 2017.

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

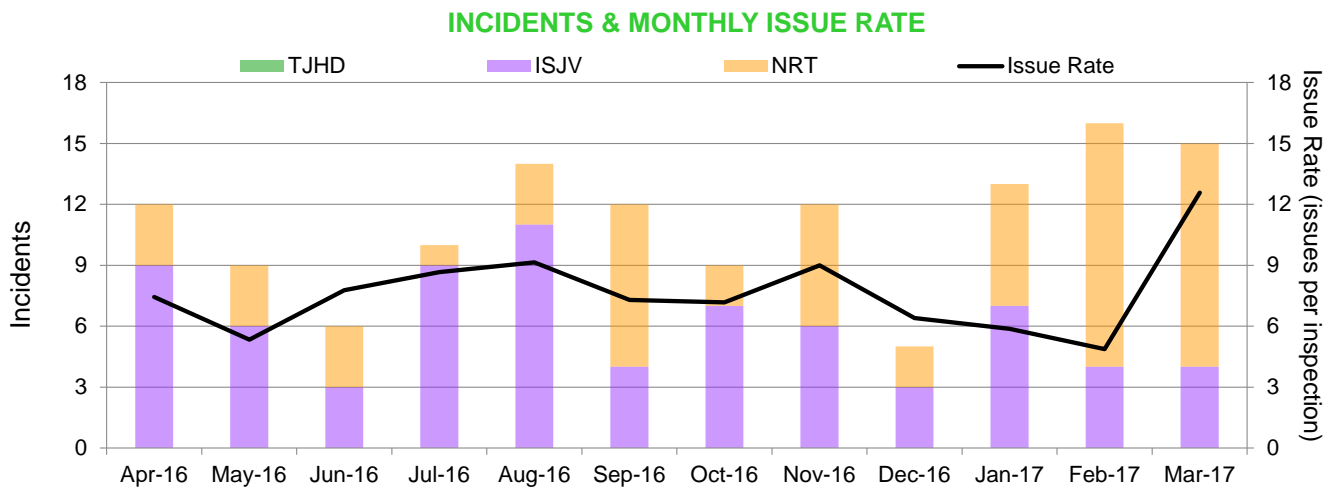
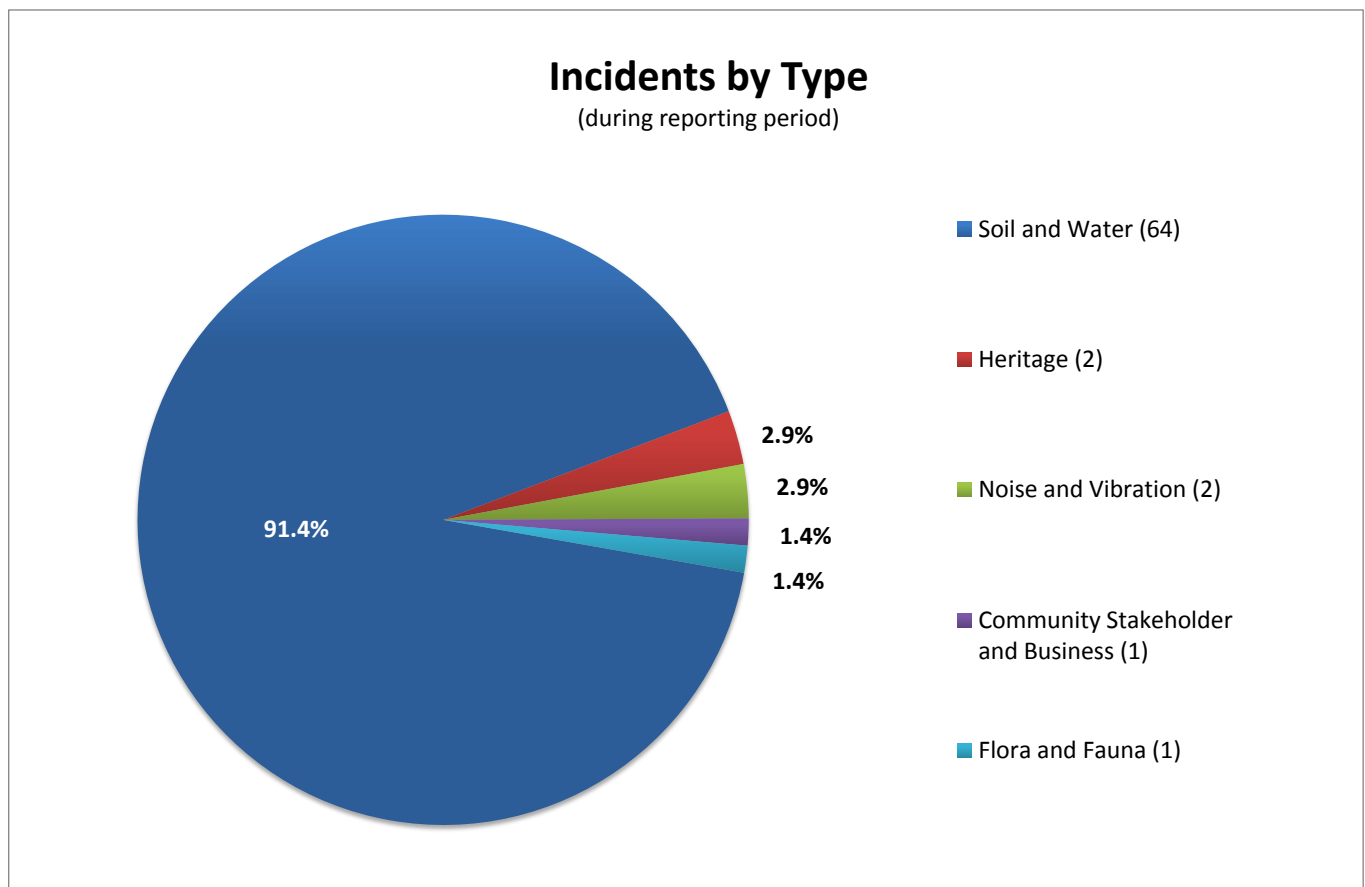


Figure 10 – Environmental Incidents by Type during the Reporting Period

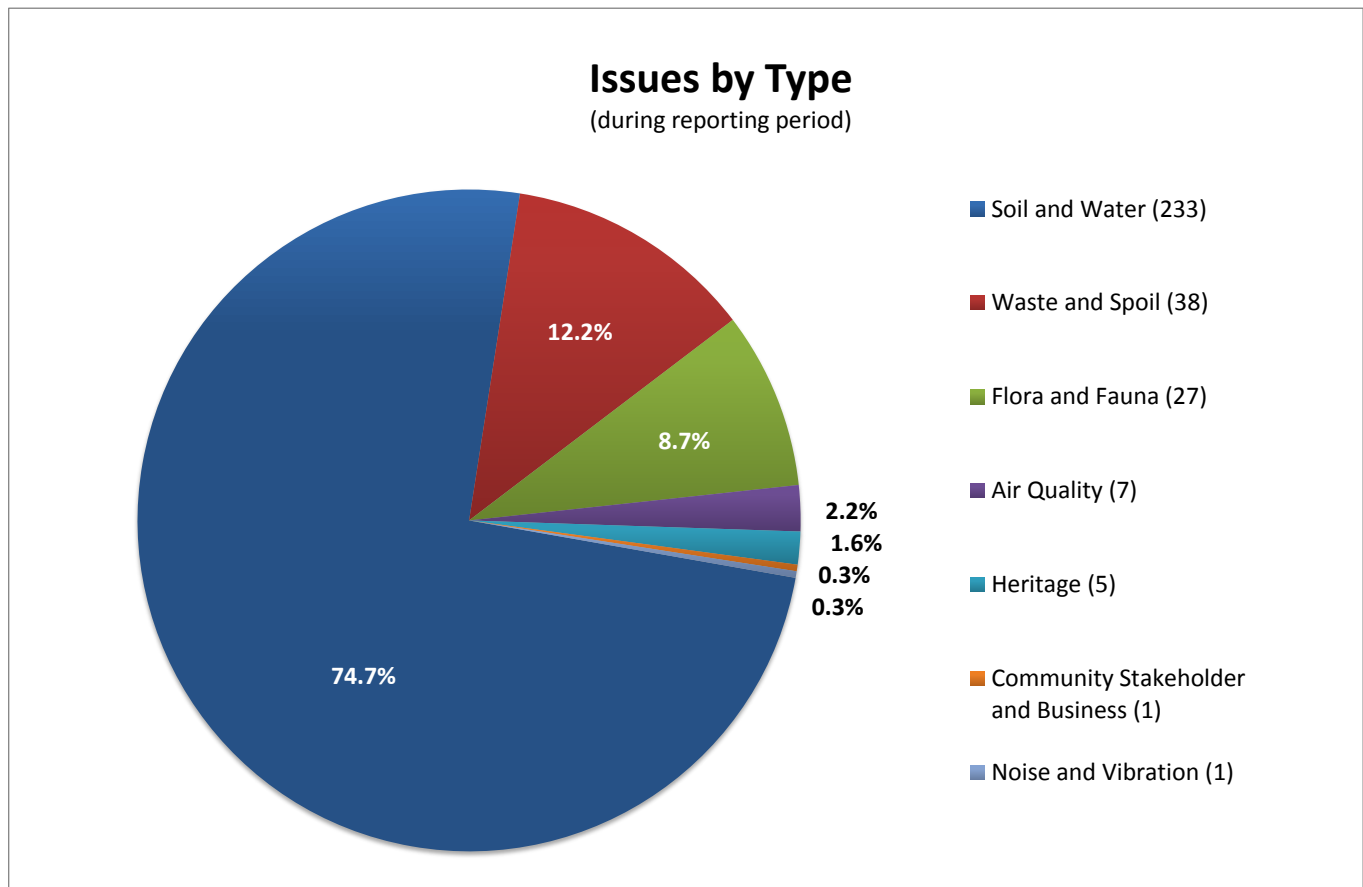


5.5 Independent Environmental Representative Inspections

The three Independent ERs conducted a total of 41 environmental inspections and raised 312 issues. During the reporting period, the monthly 'Issue Rate' generally declined until a significant increase during the last month of the reporting period in March 2017 (refer to Figure 9). This was caused by a high number of Soil and Water issues being raised in March 2017 following significant rainfall events.

During the reporting period, Soil & Water issues comprised over 74% of all issues identified during independent ER inspections. 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 11.

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



5.6 Complaints

The project received a total of 80 complaints during the reporting period:

- Two against TfNSW (one concerning general housekeeping at the Castle Hill Station site and one concerning parking at the Kellyville Station site);
- One against the TSC contractor (concerning property damage at the Castle Hill Station site);
- There were 32 against the SVC contractor (refer to Figure 15 for breakdown by site); and
- There were 45 against the OTS contractor (refer to Figure 15 for breakdown by site).

The total number of complaints received by the project increased compared to the last reporting period (from 49 to 80). This is partly attributed to an increase in construction activity and work front visibility by the OTS contractor.

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 mediation.

The SVC contractor recorded a slight increase in the total number of complaints received during this reporting period (from 28 to 32). This is attributed to an increase in noise complaints associated with water-blasting. Noise emissions from the high pressure water-blasting were controlled to minimise disruption as much as possible. The SVC contractor undertook numerous consultation activities including face-to-face meetings, phone calls and letterbox drops to keep the local community informed of upcoming works. A small group of residents was also offered alternate accommodation.

The OTS contractor recorded a significant increase in the total number of complaints during this reporting period compared to last (from 10 to 45). This increase is attributed to construction activities now being undertaken across all station sites and an increase in roadworks being undertaken during the reporting period.

The Norwest Station site received 36% of all complaints against the OTS contractor, with all but three of these complaints received in March 2017. These complaints were primarily concerning Traffic, Transport & Access impacts arising from the temporary closure of Brookhollow Avenue in Baulkham Hills. This was the second time the project closed Brookhollow Avenue to enable construction works to proceed. To manage this impact on the community, the OTS contractor updated their Traffic Management Plan based on consultation feedback from the Roads and Maritime Services and the Hills Shire Council prior to the commencement of the works.

Figure 12 – Complaints by Type during the Reporting Period

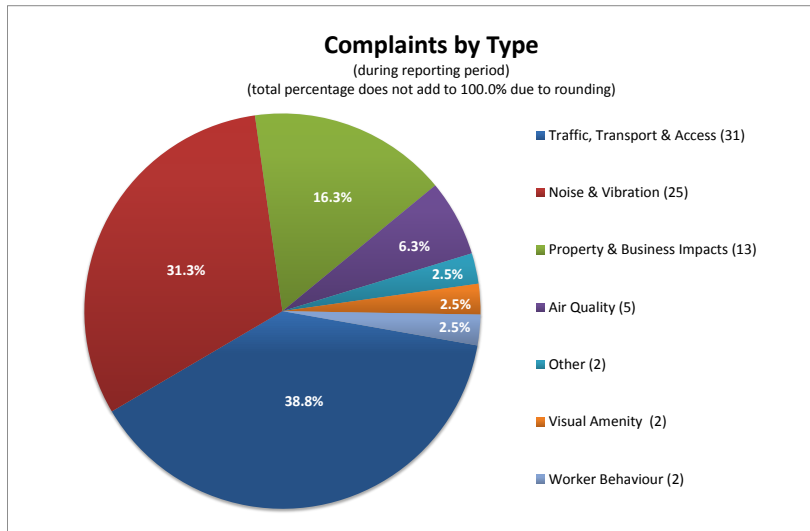


Figure 13 – Complaints by Contract during the Reporting Period

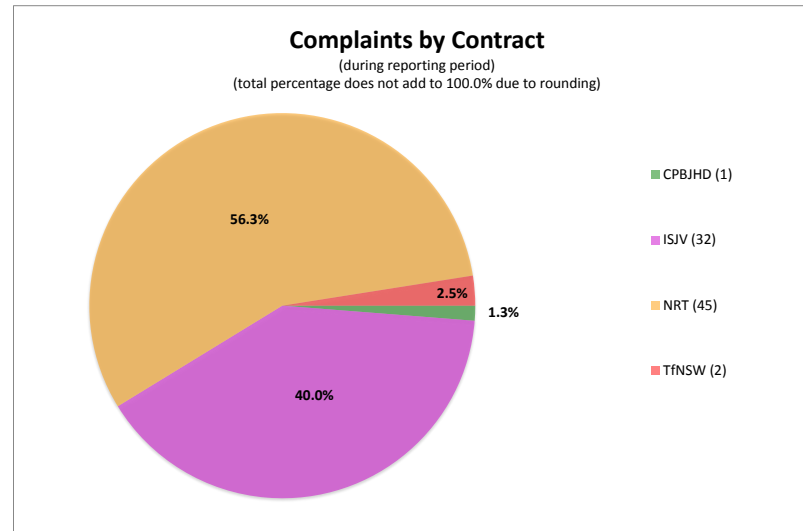


Figure 14 – SVC Contractor Complaints by Site during the Reporting Period

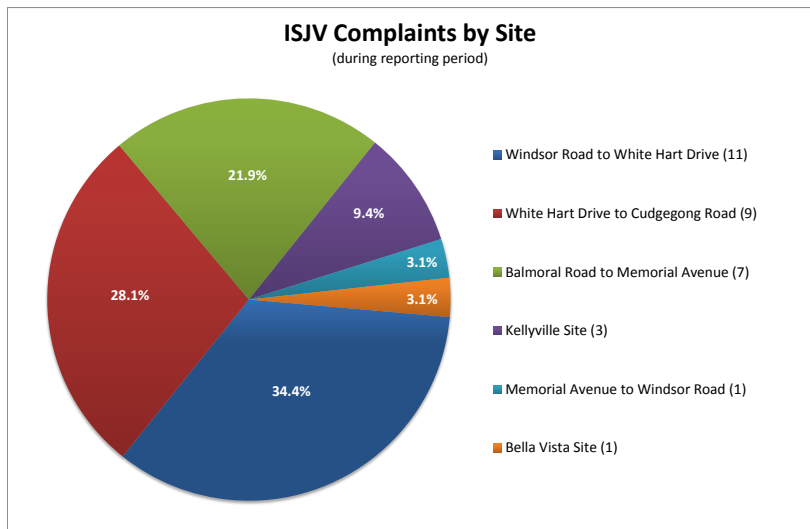
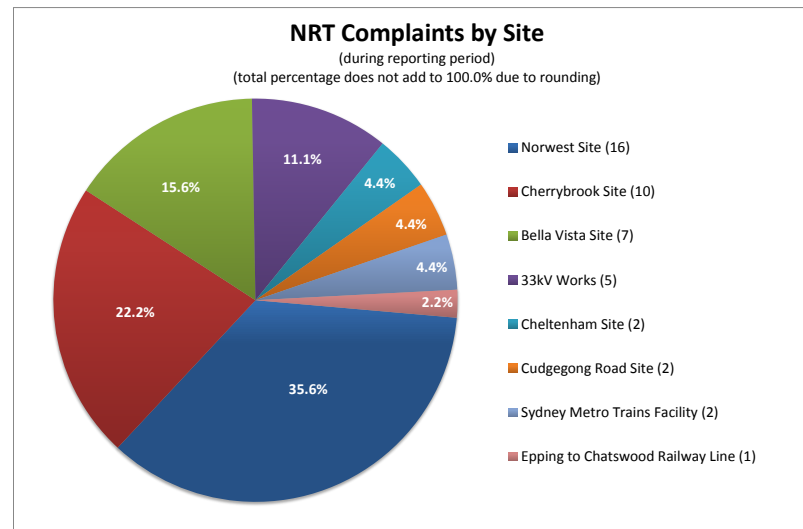


Figure 15 – OTS Contractor Complaints by Site during the Reporting Period



This page has intentionally been left blank.

6 Industry Recognition

In recognition of the significant environmental and socio-economic sustainability achievements of the Northwest project, the Sydney Metro Delivery Office of TfNSW has won numerous major industry awards over the last three years.

6.1 2014 Banksia Foundation Award

The Banksia Foundation is a well-established not-for-profit organisation dedicated to working with industry and community to create an array of platforms to focus attention on the recognition of excellence in sustainability.

In November 2014, the Sydney Metro Delivery Office won the Banksia Foundation Award for Innovation in Social Infrastructure (over \$100 million). This award was in recognition for the establishment of 'new benchmarks in sustainable infrastructure delivery'.

The Banksia Foundation stated that that Northwest project:

has developed an approach that ensures that it will deliver and promote infrastructure sustainability in terms of objectives, targets and measurable outcomes against key policy themes across the project life cycle. Sustainability contract requirements (including targets) have been built into major packages to drive improvements and innovation... [The project] has endorsed innovative policies on operational energy and a new approach to workforce development and engagement of local businesses with Greater Western Sydney in the project delivery and operational phases.

Figure 16 - Acceptance of the 2014 Banksia Foundation Award



6.2 2015 Premier's Award

The Premier's Awards for Public Service recognise excellence in the delivery of public services to the NSW community by the public sector, not-for-profit organisations and private businesses.

In November 2015, the Northwest project won the Premier's Award in the 'Making NSW a Better Place to Live' category. This category recognises those who make outstanding contributions to the environment and development of infrastructure in NSW. The project won the award for its Pre-Employment Program.

The Northwest Pre-Employment Program was established to help long-term unemployed people find jobs on major transport infrastructure projects. The program provides tailored training and personal development for disadvantaged people, instilling confidence and providing employment opportunities. The design of the program breaks down the potential stigma of employers hiring Job Service candidates by involving employers in the training and mentoring process. This has the added advantage of providing targeted training for candidates to address company skill shortages.

Figure 17 – Acceptance of the 2015 Premier's Award



6.3 2016 Green Globe Award

The Green Globe Awards are organised annually by the NSW Office of Environment and Heritage. The awards recognise excellence in environmental sustainability in NSW and are for businesses, government, community groups and individuals who are leading the way in making NSW greener and more innovative.

In October 2016, the Sydney Metro Delivery Office won the Green Globe Award for Public Sector Leadership. This award category recognises outstanding public sector organisations in NSW that have successfully integrated environmental management and sustainable practices into their planning, operations, product or service delivery.

In receiving the award, the NSW Office of Environment and Heritage stated that:

The Sydney Metro Delivery Office is leading the drive for environmental and socio-economic sustainability, not only within the public sector, but within the industry in general. Throughout the construction of the Northwest stage of the project, the [project] has demonstrated leadership and success through innovation by:

- *Obtaining the highest infrastructure sustainability rating for design.*
- *[Committing] to fully offset operational carbon emissions through a renewable energy project.*
- *Promotion, protection and public viewings of heritage items uncovered during the project.*
- *Biodiversity offsets through securing NSW BioBanking sites.*
- *100% reuse of spoil from tunnelling activities and over 95% recycling of all construction wastes.*

Figure 18 – Acceptance of the 2016 Green Globe Award



This page has intentionally been left blank.

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 20 provides a status update of some of the sustainability activity on the Sydney Metro Northwest project as of the end of April 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 EISs.

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 20. 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of 2017 Q1, almost six million tonnes of spoil has been reused.

7.1.2 Waste Usage

A requirement of the Sustainability Strategy is that 90% of recyclable construction and demolition waste be recycled. Waste material is accumulated from a number of sources on the project, with classification and definition outlined in the Construction Environmental Management Plans. The project deed nominates a benchmark of 90% of all inert and non-hazardous construction waste generated to be recycled or reused. As of 2017 Q1, 96% of total waste material has been recycled.

7.2 Renewable Energy Offset

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 are currently being evaluated by TfNSW with a view to award the contract in 2017 Quarter 3.

7.3 Reporting

In 2015, Sydney Metro engaged Ernst Young (EY) to undertake a performance review and assessment of the 14 sustainability objectives and 43 associated targets outlined in the Northwest Sustainability Strategy. EY individually assessed the performance of all three major contractors and the project holistically 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, EY has prepared a draft performance report that will represent Sydney Metro's first Sustainability Report. Once finalised, the report will be published on the Sydney Metro website later this year (2017).

Figure 19 – Artist Impression of the 1.1 MW Solar Photovoltaic System to be installed at the SMTF



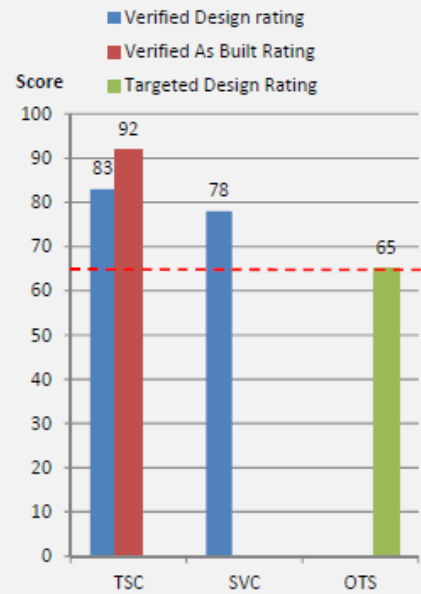
Figure 20 – Sydney Metro Northwest April 2017 Sustainability Dashboard

SUSTAINABILITY RATINGS

IS RATING

ON TARGET

TfNSW Target = 65

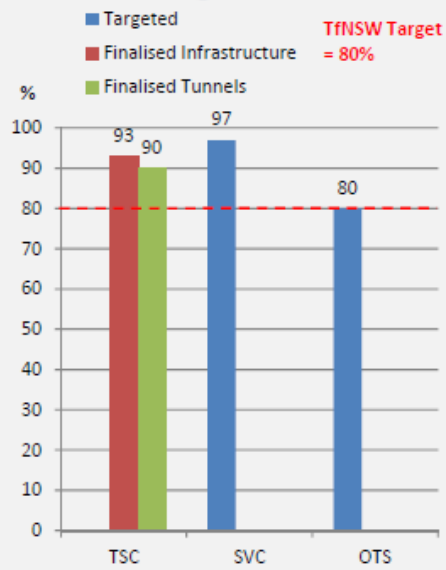


SDGs

ON TARGET

Sustainable Design Guidelines

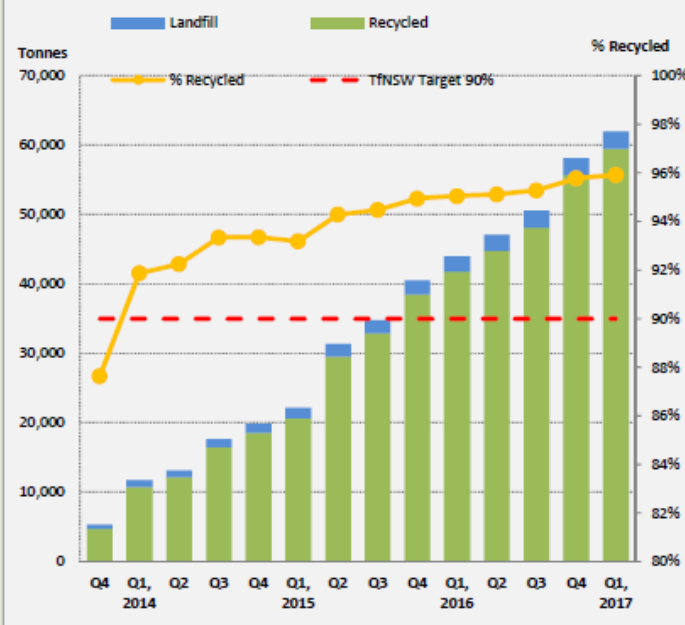
TfNSW Target = 80%



SUSTAINABILITY INDICATORS

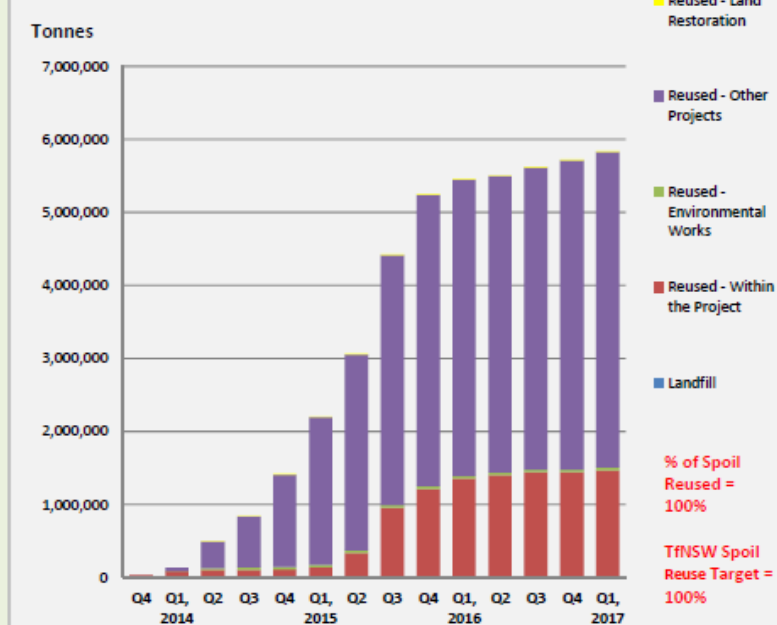
WASTE (CUMULATIVE)

ON TARGET



SPOIL (CUMULATIVE)

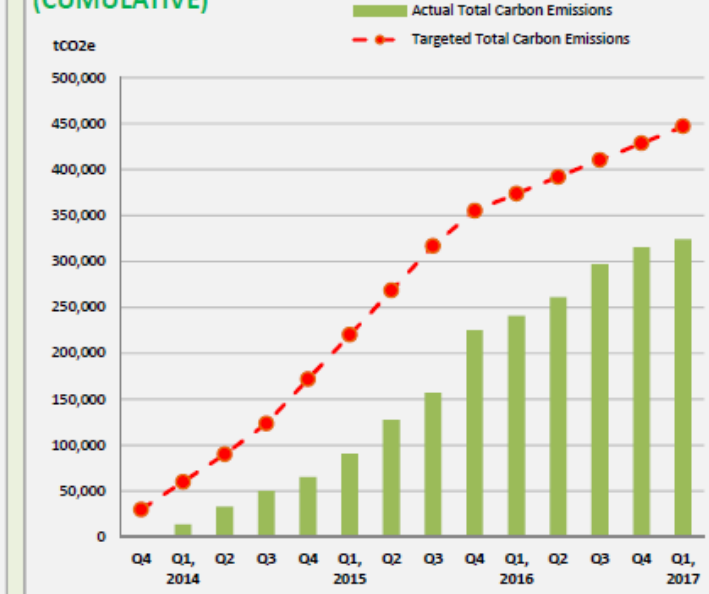
ON TARGET



CARBON EMISSIONS

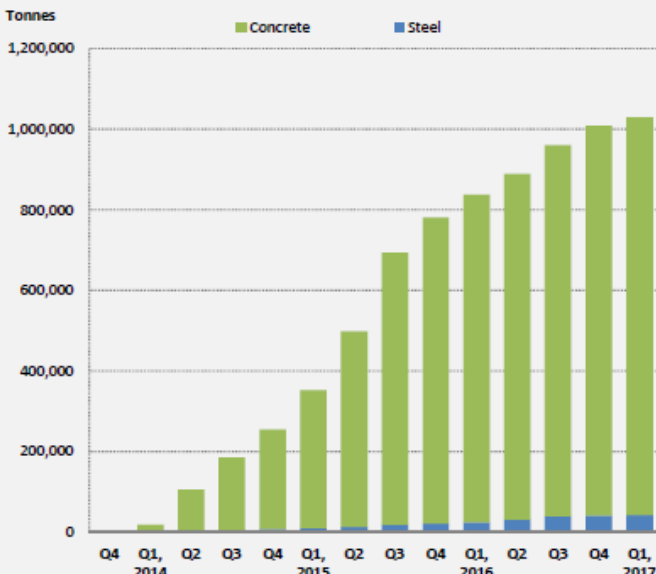
ON TARGET

FUEL, ELECTRICITY AND MATERIALS (CUMULATIVE)



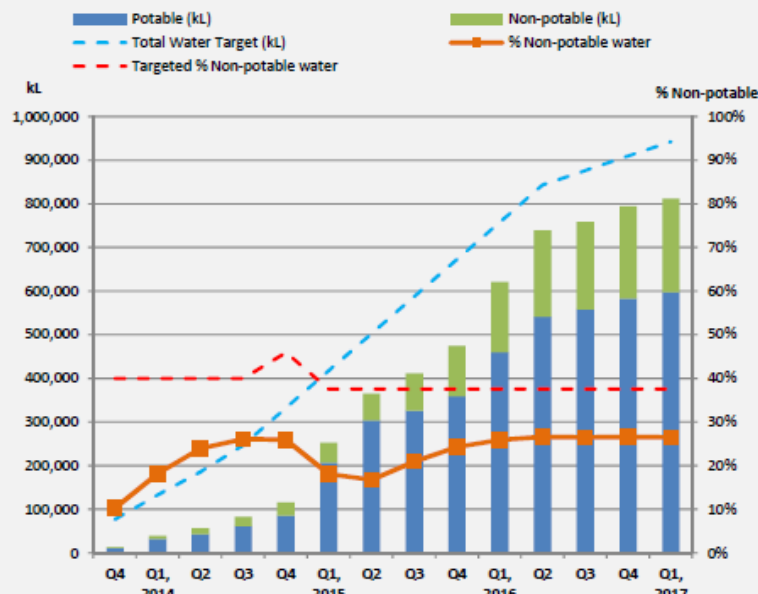
MATERIALS (CUMULATIVE)

NO TARGET



WATER (CUMULATIVE)

ON TARGET



SPOTLIGHT ON . . . RENEWABLE ENERGY / OFFSET PROCUREMENT

Sydney Metro Northwest is projected to consume 134 GWh annually

What does this look like (to generate 134 GWh annually)?

- **Solar photovoltaic panel** – more than **half million panels** will be required (typically panel size: 1,200mm x600mm)
- **Wind turbine generator** – utilising the latest wind turbine technology approximately **13 wind turbines** will be required (wind turbine generator will have a rotor diameter of 150 meters with the hub of the rotor sitting 80 meter above the ground)

This page has intentionally been left blank.

Appendix A Construction Complaints Management Report

Report	Construction Complaints Management Report
Review Period	1 October 2016 – 31 March 2017

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
2016 Q4	Castle Hills Site	Avoidable	4/10/2016	TfNSW	Visual Amenity	Complainant contacted Sydney Metro requesting that action be taken to tidy up the public facing areas of the Castle Hill Station construction site. TfNSW community representative thanked the complainant for bringing matter to its attention and advised that the site would be attended to that week as part of the scheduled maintenance program.
2016 Q4	Norwest Site	Avoidable	8/10/2016	NRT	Traffic, Transport & Access	Complainant was concerned about the lack of signage for the temporary footpath closure associated with the Norwest Station works and tree removal. The NRT Community Place Manager explained why the median strip trees had been removed and acknowledged the signage issue. NRT has arranged for the installation of additional pedestrian detour signage and signage to direct pedestrians to the underpass via Brookhollow Avenue. This will be installed as soon as it has been completed. In the interim maps will be made to attach to the detour signs indicating the pedestrian route to the underpass.
2016 Q4	Kellyville Site	Unavoidable	19/10/2016	TfNSW	Traffic, Transport & Access	Complainant contacted TfNSW regarding parking at the Riley T-way bus stop commuter car park. Complainant said that cars are often double parked or parked on pedestrian pathways blocking access. Caller declined to leave contact details. Advice was passed on to the responsible colleagues in TfNSW.
2016 Q4	Cherrybrook Site	Unavoidable	21/10/2016	NRT	Air Quality	Complainant has noticed that new contractors NRT have been on the site and wanted to know what dust mitigation measures would be implemented by them. NRT Community Place Manager liaised with site manager and environmental officer and established that the dust mitigation measures that will be employed include a water cart. The complainant did not want a call back.
2016 Q4	Bella Vista Site	Unavoidable	26/10/2016	NRT	Noise & Vibration	Complainant operates a business at Bella Vista and advises that she and her staff are suffering from headaches as a result of the noise from the road work being undertaken by the contractor on Celebration Drive. NRT Community Place Manager spoke to the complainant and explained the works would be ceasing after the next day before recommencing later in November. The works will continue until 2018. The complainant was offered noise monitoring when the works restarted.
2016 Q4	Cudgegong Road Site	Avoidable	27/10/2016	NRT	Air Quality	Complainant called about dust blowing on to his property from the Sydney Metro Train Facility site at Tallawang Road. Complainant is also unhappy with the noise made by spoil trucks as they travel along Schofields Road,

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						and from a worker's motorbike. NRT Community Place Manager spoke to the complainant about his concerns. She advised that water carts are used on site and that dust could potentially be generated from the other developments in the area. The complainant lives in an area in which residential development are ongoing including civil works generating dust. Community Place Manager proposed that the complainant call in the event of any further incidents of heightened dust being generated in the area. She undertook also to have a talk to the worker with the loud motor bike, and to address the truck drivers in relation to the appropriate use of air brakes in a residential area. Stakeholder thanked her for following up.
2016 Q4	Cherrybrook Site	Avoidable	3/11/2016	NRT	Traffic, Transport & Access	Complainant called concerning the behaviour of workers leaving the site at Cherrybrook Station in their vehicles. Complainant has footage of workers leaving the site who failed to obey the traffic rules. NRT Community Place Manager raised the matter with the team the following morning after receiving the complaint. At the regular workforce meeting, road safety and obeying traffic signage was discussed. The Community Place Manager communicated the actions to address the issue to the complainant.
2016 Q4	Sydney Metro Trains Facility	Avoidable	6/11/2016	NRT	Property & Business Impacts	Complainant called about a bright light which had been on all day and night at the site. The light is shining into her property, which is having a negative impact. NRT Community Place Manager investigated the matter. It was determined after investigation that the use of the light could be discontinued. Complainant was informed of this action.
2016 Q4	Kellyville Site	Avoidable	8/11/2016	ISJV	Property & Business Impacts	Complainant called asking for a light on the construction site adjacent to be turned off as it was shining into his property. The ISJV Community Place Manager contacted the site and requested the light be redirected away from residents' properties. The light was changed satisfying the complainant.
2016 Q4	Balmoral Road to Memorial Avenue	Avoidable	16/11/2016	ISJV	Noise & Vibration	Complainant called in relation to noise in the early hours of the morning. The noise was generated by truck drivers blasting horns outside the haul road gate which is adjacent to his home. ISJV Community Place Manager spoke to him and apologised for the behaviour of the drivers. She said she would take steps to prevent it happening again. The Community Place Manager found that the drivers were delivering some site infrastructure for the first time and were unfamiliar with the correct procedures. They have been advised of the appropriate processes required on site. All drivers and site teams were reminded during the last toolbox of the obligations to minimise noise.
2016 Q4	Bella Vista Site	Unavoidable	17/11/2016	NRT	Property & Business Impacts	Complainant called concerned that the nightly closure of Celebration Drive for road works was preventing customers from getting to his pizza business in Bella Vista. He acknowledged that while there was a detour in place, the detour was too far out of the way and would discourage customers from coming to his business. NRT Community Place Manager met with the complainant. The project team was able to put in place a slightly later closure, to the satisfaction of the business owner.
2016 Q4	Bella Vista Site	Unavoidable	17/11/2016	NRT	Noise & Vibration	Complainant called about a drilling or jackhammering noise that he was hearing. It was around 10pm and was disturbing him. NRT Community Place Manager contacted the complainant to help establish where the noise was being generated. Following investigations it was concluded that the noise may have been as a result of works undertaken to relocate some telecommunications services. These works have now concluded. She advised the complainant of this and invited him to call the project's Community Information Line in the event of any further disturbance.
2016	Windsor	Unavoidable	22/11/2016	ISJV	Noise &	Complainant called about the works over Sanctuary Drive. Although not identified as a sensitive receiver she

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
Q4	Road to White Hart Drive				Vibration	was being kept awake by the works. ISJV Community Place Manager offered the complainant respite in the form of alternative accommodation for the duration of the works. The complainant accepted the offer.
2016 Q4	Bella Vista Site	Unavoidable	30/11/2016	ISJV	Property & Business Impacts	Complainant emailed contractor about dust on the inside and outside his home, garden and car which he believes is generated by the skytrain works at Balmoral Road. ISJV Community Place Manager investigated the matter along with the project engineer for that area. As part of the investigation they visited and inspected the complainant's house and yard. They were able to determine that the dust was not coming from the Balmoral Road site which is between 500 and 800 metres away. Two environmental managers also visited the property and supported the view of the project engineer. The contractor has undertaken to continue with the use of water carts as a dust mitigation measure. The complainant was satisfied with this response.
2016 Q4	Cherrybrook Site	Unavoidable	30/11/2016	NRT	Traffic, Transport & Access	Complainant called about what he considered to be an illegal turn performed by a truck driver into the Cherrybrook site. A similar complaint had been recorded in the past. NRT Community Place Manager informed complainant that all workers including truck drivers had been reminded of the requirements to drive safely, and to abide by the road rules. The driver's company was contacted and asked to ensure drivers complied with the road rules. The complainant also raised issues around noise. Noise monitoring was offered but declined with the complainant saying he may take it up later. NRT increased noise monitoring around the site.
2016 Q4	Bella Vista Site	Unavoidable	2/12/2016	NRT	Property & Business Impacts	Complainant called about road closures. Complainant says the road closures are affecting his business. He says night closures of Celebration Drive at Bella Vista are deterring customers from his takeaway food business. NRT Community Place Manager discussed the matter with the traffic management team. The set up for the detour allows access to restaurants and traffic controllers are available to direct and detour drivers. Access towards the restaurants from Brighton Drive or Old Windsor Road is as per normal for vehicles wanting to access the stakeholder's restaurant. Complainant was advised that work would not be undertaken over the weekend and significant work on Lexington Drive is expected to be completed next week.
2016 Q4	Windsor Road to White Hart Drive	Avoidable	12/12/2016	ISJV	Other	Complainant called to complain that there is a 'daymaker' light shining into her lounge room and bedroom from the Sanctuary Drive night works. ISJV Community Place Manager visited the complainant and immediately arranged for the light to be repositioned. An apology was given to the complainant who was satisfied with the response.
2016 Q4	Windsor Road to White Hart Drive	Avoidable	12/12/2016	ISJV	Worker Behaviour	Complainant approached the ISJV Community Relations Manager on site about workers yelling out to each other during night works. Community Place Manager apologised and spoke to the Site Supervisor to remind the workers not to yell to each other. This was also raised in subsequent site toolbox meetings. Complainant was satisfied with this result.
2016 Q4	Balmoral Road to Memorial Avenue	Unavoidable	12/12/2016	ISJV	Traffic, Transport & Access	Complainant is unhappy with the works on Miami Street, Kellyville and in particular the length of time it has taken to complete the current works. Complainant says that the works are causing issues with traffic access during peak times. ISJV Community Place Manager spoke with the complainant at length and updated him on the works. One of his issues regarding lane closures on the roundabout came about from a decision and action by his local council and he was advised of this.
2016	Balmoral	Avoidable	16/12/2016	ISJV	Property &	Complainant called advising that her car had been damaged whilst parked in the Burns T-way car park. A

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
Q4	Road to Memorial Avenue				Business Impacts	residue had dropped from the viaduct overhead onto her car. This had caused damage to the windscreen and windscreen wipers. ISJV Community Place Manager contacted complainant arranged for the damage to be repaired. Complainant to send images of the damage.
2016 Q4	Cherrybrook Site	Avoidable	16/12/2016	NRT	Noise & Vibration	Complainant called about noise coming from the Cherrybrook Station site. He described the noise as a continuous low humming sound. NRT Community Place Manager contacted the complainant and advised that due to a power shutdown at the site, the contractors had been using a generator which was likely to have been causing the low humming sound. She asked him if he had received a notification about the works He had not received a notification, so the Community Place Manager apologised and arranged for the complainant to be included on the email list. She advised that the noise would only be generated for one more night.
2016 Q4	Cudgegong Road Site	Avoidable	16/12/2016	NRT	Traffic, Transport & Access	Complainant contacted NRT stating that works on the road bridge, construction activities and the recent wet weather had created a slippery road surface at Tallawong Road. The apparent poor state of the current surface of the road had been exacerbated by construction activities. NRT Community Place Manager contacted the project manager and environmental manager to advise of the concerns in relation to the road surface. Work was undertaken at the weekend to address the road issues to make it safer. Complainant was regularly updated on the process and progress.
2016 Q4	Windsor Road to White Hart Drive	Unavoidable	16/12/2016	ISJV	Noise & Vibration	Complainant called upset at the noise coming from the site at Sanctuary Drive. The ISJV Community Place Manager visited the complainant and immediately asked the site manager to suspend the works. Neighbours of the complainant were also present. The current works were explained to the complainant (she had been visited previously) and she was offered alternative accommodation which she has not taken up.
2016 Q4	Balmoral Road to Memorial Avenue	Avoidable	19/12/2016	ISJV	Property & Business Impacts	Complainant called and emailed advising that her car had been damaged whilst parked in the Burns T-way car park. A residue had dropped from the viaduct onto her car. This had caused damage to the windscreen and windscreen wipers. ISJV Community Place Manager contacted complainant who had already had the damage fixed. Complainant to send images of the damage and is discussing matter with her insurance company. NB: Repairs were undertaken in April 2017.
2016 Q4	Windsor Road to White Hart Drive	Unavoidable	19/12/2016	ISJV	Noise & Vibration	Complainant had been disturbed by noise from works at Sanctuary Drive. Complainant has contacted ISJV previously about noise and been provided with alternative accommodation. ISJV Community Place Manager arranged for further alternative accommodation until all works completed on 23 December. Complainant satisfied with this response.
2017 Q1	Windsor Road to White Hart Drive	Unavoidable	6/01/2017	ISJV	Property & Business Impacts	Complainant emailed stating his tyres had been damaged due to a pot hole in the surface of Tempus Street. ISJV Community Place Manager investigated the matter and determined it was appropriate to compensate the complainant for new tyres. This was finalised 7 March 2017.
2017 Q1	White Hart Drive to Cudgegong Road	Avoidable	8/01/2017	ISJV	Property & Business Impacts	Complainant struck a road sign which had fallen over into the roadway from the site. ISJV Community Place Manager investigated the matter and determined it was appropriate to pay to repair the damage to the complainant's car. This was completed 7 February 2017.
2017 Q1	Balmoral Road to	Avoidable	11/01/2017	ISJV	Traffic, Transport	Complainant called to advise he has footage from a camera mounted on his car's dashboard showing a traffic controller driving in a dangerous manner. The complainant spoke to the driver at a nearby fast food outlet, took

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Memorial Avenue				& Access	down his number plate and his response regarding his driving behaviour. This was then passed on to ISJV's Community Place Manager. The traffic controller was identified, the matter investigated and he was subsequently removed from the project.
2017 Q1	Cherrybrook Site	Unavoidable	12/01/2017	NRT	Noise & Vibration	Complainant called regarding what he described as excessive noise from a truck working on the Cherrybrook Station site. The matter was investigated by NRT's Community Place Manager, including arranging noise monitoring. The noise from the truck was found to be at 47db well under allowable limits of 60db. The complainant was advised of this and was offered noise monitoring which he declined stating he has his own private monitoring in place. He was also advised on upcoming works and provided with a copy of an environmental assessment of the current works.
2017 Q1	33kV Works	Unavoidable	13/01/2017	NRT	Traffic, Transport & Access	Complainant called regarding the trenching works on Hampden Road, Artarmon. She is a hairdresser and says the works are preventing customers from parking and it's very noisy. Wanted to know why the works can't be done at night. NRT Community Place Manager explained the works are only approved for daylight hours. Advised the complainant that the works were being done as quickly as possible. Complainant understood it was a short-term disruption.
2017 Q1	Bella Vista Site	Unavoidable	17/01/2017	NRT	Air Quality	Complainant called and emailed concerned about dust from the Bella Vista Station site which was getting into his office located next to the site. NRT Community Place Manager undertook investigations into the source of the dust including contacting the site engineer to find out what dust mitigation measures were in place. She established that there were three water carts and two street sweepers operating as part of the dust mitigation measures and trucks leaving the site travelled over a cattle grid to prevent dust leaving the site. Complainant was surprised to hear of the measures in place but was still not satisfied stating he would watch and see if there was an improvement. The Community Place Manager advised the situation would continue to be monitored and invited the complainant to call if he had further concerns.
2017 Q1	Cherrybrook Site	Unavoidable	18/01/2017	NRT	Noise & Vibration	Complainant called about noise from the Cherrybrook Station site. NRT Community Place Manager checked with the Site Manager and advised that a noise complaint had been received. Advised that the site was implementing mitigation measures as the noise being generated from the vacuum truck fell into the category of high impact noise. The noise was being monitored. The measures were that the works are only carried out during the day between certain hours and for no more than three hours at a time, with an hour respite between each block of time. Complainant advised of the measures.
2017 Q1	33kV Works	Unavoidable	18/01/2017	NRT	Traffic, Transport & Access	Complainant called regarding the traffic configuration on Hampden Road, Artarmon. Complainant wanted to know duration of works as the reduction to one lane was causing significant disruption. NRT Community Place Manager advised complainant that works would be completed in that section by next week and will move towards Brand Street, Chatswood. Advised the reason for the works.
2017 Q1	Balmoral Road to Memorial Avenue	Unavoidable	19/01/2017	ISJV	Air Quality	Complainant emailed regarding dust covering the outside of in his home which he says is caused by the works on Miami Street, Kellyville. He had noticed a street sweeper attempting to clean up the dust but as a result it was coming into his property. ISJV Community Place Manager has investigated and notes there are water trucks employed on a regular basis to mitigate the situation. Nevertheless she has agreed to arrange cleaning of the outside of the complainant's property once the works are complete as a goodwill gesture. Complainant was

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						satisfied with this arrangement.
2017 Q1	33kV Works	Unavoidable	19/01/2017	NRT	Traffic, Transport & Access	Complainant emailed Sydney Metro stating that pedestrians were at risk as a result of road work along Hampden Road in Artarmon. NRT Community Place Manager replied to the email detailing why the works were occurring. As to the risk which prompted the complainant to email, it appears that pedestrians were potentially ignoring the signalised pedestrian crossing and were crossing from the train station via the refuge island. The traffic controller had left the refuge island as the signalised crossing had been opened. Going forward, additional measures will be taken to make it safer for pedestrians and drivers using the area along Hampden Road while the works are being carried out.
2017 Q1	Bella Vista Site	Unavoidable	23/01/2017	NRT	Air Quality	Complainant called about dust coming in to her home which she believes is as a result of the nearby Sydney Metro works. She says there is dust in her house if windows left open, the pool filtration system running nearly 24 hours a day to maintain pool cleanliness and her patio requires hosing down every 2-3 days due to dust. Complainant lives in Vanessa Court, Glenwood, on the opposite side of Old Windsor Road to the works at Bella Vista. NRT Community Place Manager investigated the matter and contacted the complainant to explain the work occurring on site and mitigation measures in place, including water carts, street sweepers, cattle grids for trucks to drive over, covering loads and stopping work when winds picked up. Stakeholder advised there would be a break in delivery of spoil to site after this week for a couple of weeks. During this time the stakeholder will monitor the amount of dust coming into her home, and NRT Community Place Manager will follow up with her.
2017 Q1	Memorial Avenue to Windsor Road	Avoidable	28/01/2017	ISJV	Worker Behaviour	Complainant called to advise they had been verbally abused by a security guard for taking photographs of the site from public lands. ISJV Community Place Manager apologised to complainant and provided him with an opportunity to take photos which he accepted. The security guard has been disciplined about his behaviour and workers reminded that the public may take photos and that as long as it's from public land they are entitled to do so without being harassed.
2017 Q1	Cherrybrook Site	Unavoidable	4/02/2017	NRT	Noise & Vibration	Complainant called about the noise being generated from the Cherrybrook Station site. Claims the noise level has been exceeding the 60db level and therefore is in breach of the EPL. NRT Community Place Manager investigated and explained to the stakeholder that under the EPL there are times when the noise level will be exceeded during the day but that this was permissible provided respite was given. This means time where the noise is stopped. Stakeholder would not accept this or subsequent information and assurances and has indicated he will continue to raise concerns.
2017 Q1	Castle Hill Site	Unavoidable	6/02/2017	CPBJHD	Property & Business Impacts	Complainant called on behalf of her mother-in-law who lives on Castle Hill Road, Castle Hill. She claims there are cracks in her mother-in-law's home which has been attributed to the nearby tunnels. The TSC contractor contacted the complainant and is managing the property damage claim in accordance with its established processes.
2017 Q1	Windsor Road to White Hart Drive	Unavoidable	7/02/2017	ISJV	Noise & Vibration	Complainant called regarding noise from plant equipment located at Sanctuary Drive, Rouse Hill. ISJV investigated and determined that the noise was from a generator. The generator is to be moved and acoustic barriers surround it to reduce the noise.
2017 Q1	White Hart Drive to	Unavoidable	7/02/2017	ISJV	Traffic, Transport	Complainant calling on behalf of son who received a speeding ticket in the reduced speed zone in place around the construction zone where the cable-stayed bridge is under construction. Claims the reduced speed zone is

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Cudgegong Road				& Access	not adequately sign posted. Son was travelling 70km per hour in a 60km zone. Father says it has always been an 80km zone and no one was working on the site at the time. Sydney Metro's representative explained to the complainant that the traffic conditions had changed and that it was appropriate for drivers to slow down. The respondent has stated that he believes this is entrapment and will take this matter further. Sydney Metro sought advice from the contractor about the exact locations of the signage.
2017 Q1	33kV Works	Unavoidable	8/02/2017	NRT	Noise & Vibration	Complainant called regarding noise generated from cars driving over steel plates on top of a trench in Muttama Road, Artarmon. NRT's sub-contractor investigated and placed traffic cones to direct traffic away from the plates as an interim measure. Asphalt was placed the following morning to stop the noise. NRT Community Place Manager met with the complainant who appreciated the quick response during the night and the progress in the morning.
2017 Q1	Norwest Site	Unavoidable	16/02/2017	NRT	Property & Business Impacts	Complainant works in one of the properties adjacent to the Norwest Station site. His complaint is about workers from the station site parking in the premises of 26 Brookhollow Avenue, which is for Australia Post customers only. A list of numberplates of offending vehicles was provided to NRT. NRT Community Place Manager followed up with the complainant as well as asking the police to check the numberplates so workers could be identified and instructed to move their cars. NRT advised the complainant they have provided a number of off-site car parks for the workforce. Workers are also advised of the expectation that workers/sub-contractors do not park in local business car parking areas.
2017 Q1	Sydney Metro Trains Facility	Unavoidable	21/02/2017	NRT	Traffic, Transport & Access	Complainant called regarding traffic control on Tallawong Road advising the set up and actions by the traffic controllers are dangerous. NRT Community Place Manager advised site engineer of the complainant's concerns. A check of the requirements of the road occupancy license (ROL) against the site set up on the road showed it was compliant. Complainant was advised of this. The changed traffic conditions are no longer in place.
2017 Q1	Windsor Road to White Hart Drive	Avoidable	24/02/2017	ISJV	Noise & Vibration	Complainant called stating that at 0620hrs a watercart stopped on Sanctuary Drive to fill up from the standpipe. The engine of the vehicle was kept running during the entire time taken to fill up, more than 25 minutes. The complainant said that the constant running engine noise was not acceptable at that time of day. The ISJV Community Place Manager contacted both of their water cart contractors to advise them not to run their engines for excessive lengths of time when not in use. The subcontractor of the watercart in question was also identified. The ISJV Environmental Manager spoke to the company's management and reminded them of the requirements under the EPL for standard construction hours and the penalty infringements imposed if these are breached. The contractor carried out a toolbox talk to remind all drivers of their obligations.
2017 Q1	Cherrybrook Site	Unavoidable	26/02/2017	NRT	Noise & Vibration	Complainant says she can hear an invasive and constant industrial noise through her open bedroom window. She walked to the Cherrybrook Station site to investigate and believes the noise is from the fans used to ventilate the tunnels. NRT Community Place Manager discussed the matter, including the possibility of noise monitoring, with the environmental team, advising the complainant lives 2.5km from the site. The view is that the complainant lives too far away for site monitoring to pick up the noise from the fans and would instead pick up other ambient noise. NRT has advised the complainant of the ineffectiveness of the noise monitoring at that distance and explained why the fans have to remain operating. Complainant called again the following day and

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						said she can hear the fans used in the tunnels and they are disturbing her. The response was that her complaint was not related to Sydney Metro because of the distance she lives from the project. The complainant disputes this and says that while she lives around 3km from the Cherrybrook tunnelling site, she can hear the fans used in the tunnels and it is disturbing her. The view is that the complainant lives too far away for site monitoring to pick up the noise from the fans and would instead pick up other ambient noise. The complainant subsequently emailed Sydney Metro on 2/3 expressing dissatisfaction with the response to her complaint. NRT Community Place Manager responded advising that the environmental and construction teams had that day assessed the current use of the ventilation fans and determined that due to the lower number of workers within the tunnels out-of-hours, the fan capacity could be reduced to a 30% operating level. This has been implemented. As works progress the ventilation fans will be moved further into the tunnels. The fans will operate throughout construction but will be further shielded during 2017 as the station structures rise from the station box
2017 Q1	White Hart Drive to Cudgegong Road	Unavoidable	1/03/2017	ISJV	Noise & Vibration	Complainant called regarding after hours hydro blasting works at the cable stayed bridge. Complainant and her family were woken between 10.30pm until after midnight. ISJV Community Place Manager contacted the complainant and advised her of the works that were taking place during the night at the cable stayed bridge. The noise from this work was not expected to travel to this area which is why stakeholders in this area were not notified of the work. This is the first time that the contractor has received any complaints or enquiries from this estate. The ISJV environment team undertook noise monitoring from outside the complainant's property that evening. Also contacted complainant to inform her works happening again during the evening on 2/3. An offer of alternative accommodation was declined.
2017 Q1	White Hart Drive to Cudgegong Road	Unavoidable	1/03/2017	ISJV	Noise & Vibration	Complainant contacted Sydney Metro through its Facebook page regarding noise near the Rouse Hill Town Centre. Sydney Metro responded asking complainant to provide her contact details so that the ISJV Community Place Manager could follow up with her. To date there has been no response.
2017 Q1	White Hart Drive to Cudgegong Road	Unavoidable	1/03/2017	ISJV	Noise & Vibration	Complainant contacted Sydney Metro through Facebook page regarding noise near the Rouse Hill Town Centre. Sydney Metro responded asking complainant to provide her contact details so that the ISJV Community Place Manager could follow up with her. To date there has been no response
2017 Q1	White Hart Drive to Cudgegong Road	Unavoidable	1/03/2017	ISJV	Noise & Vibration	Complainant called regarding construction noise as well as an increase in traffic on Windsor Road near the site at the intersection with Old Windsor Road. ISJV Community Place Manager contacted complainant about the noise explaining the need to undertake certain works at night and that these works were unfortunately noisy (contractor was lifting segments). Complainant was advised that these works would be completed within the next hour. As to the increased in traffic, the complainant said she had noticed lately a lot more traffic generally on the road. These observations are not Sydney Metro construction related. The complainant called again on 2/3 about noise however when the ISJV Community Place Manager spoke to the site supervisor she was informed that works had not commenced for that evening. This was conveyed to the complainant.
2017 Q1	White Hart Drive to Cudgegong	Unavoidable	2/03/2017	ISJV	Noise & Vibration	Complainant called regarding construction noise coming from the cable stayed bridge construction site on Windsor Road. ISJV Community Place Manager contacted complainant about the noise explaining the need to undertake certain works at night and that these works were unfortunately noisy.

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
	Road					
2017 Q1	White Hart Drive to Cudgegong Road	Unavoidable	2/03/2017	ISJV	Noise & Vibration	Complaint was made to the EPA regarding the noise from the night works on the cable stayed bridge at Windsor Road. Complainant says he's had no notification of the works. NB: ISJV believes that the complainant is from an area not previously identified as being affected in its noise modelling. To address this, going forward, ISJV is notifying residents in this area of any works at the cable stayed bridge on Windsor Road.
2017 Q1	Bella Vista Site	Unavoidable	6/03/2017	NRT	Traffic, Transport & Access	Complainant emailed stating that due to the road works it was unsafe to cross at the roundabout at Celebration and Lexington Drives, Bella Vista. She asked for pedestrian crossings or alternative arrangements to be made for pedestrian safety. NRT Community Place Manager responded explaining the construction activities. She asked the NRT traffic team to review the traffic and pedestrian controls to ensure they meet requirements approved by the Hills Shire Council as part of the road occupancy licence. The Community Place Manager explained that the installation of a pedestrian crossing would not be approved due to proximity to traffic lights and the subsequent impacts to traffic flow onto and from Old Windsor Road. The complainant was encouraged to use pedestrian refuge areas between the traffic bollards on either side of the roundabout on Celebration Drive to assist with crossing the road.
2017 Q1	Cheltenham Site	Unavoidable	8/03/2017	NRT	Traffic, Transport & Access	Complainant called about workers constructing the Cheltenham Services Facility parking their cars in Castle Howard Road. Says there are around 20 vehicles parked in the street and that there is an agreement with the residents that the workers would not park their cars in the street. NRT Community Place Manager advised the complainant that works were being performed on the Cheltenham site in the parking area, including crane erection and environmental control works in the car park. As a result more than 20 on-site parking spaces were temporarily unavailable during the works.
2017 Q1	Cheltenham Site	Unavoidable	9/03/2017	NRT	Traffic, Transport & Access	Complainant called and advised of the agreement with residents that there would be no parking for construction workers in Castle Howard Road, however vehicles belonging to construction staff had started parking at 7.00am this morning. NRT Community Place Manager explained that construction activities in the parking area on-site were continuing for an extra day as they had been delayed due to rain. The team parked cars within the work site and in the driveway area on the access road off Kirkham Street but some overflow meant some cars had to be parked on Castle Howard Road. The Community Place Manager apologised to stakeholder and advised that parking would return to normal when the current work onsite is complete. Complainant thanked the Community Place Manager for his quick response but concerned as he had made complaint about the same issue the day before.
2017 Q1	Norwest Site	Unavoidable	9/03/2017	NRT	Noise & Vibration	Complainant called about excessive noise coming from work on site. He can hear construction noise, material loading and heavy machinery sounds from his property at Jacqui Circuit. Similar noise had been received for the past two weeks and complainant had had to move his children to another bedroom because they could not sleep at night due to the disruption. NRT Community Place Manager advised complainant that noise from the works had been monitored and they were operating within acceptable levels. Night works on Norwest Boulevard last week (27/2-3/3) should have been minimal to non-existent due to wet weather. The Community Place Manager advised the activities were the same as had been discussed with the complainant last year. A phone call with the complainant's wife approx. a week earlier had been made to discuss works, advise upcoming

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						activities and gain feedback regarding impacts. Noise monitoring was offered and accepted. The Community Place Manager offered to call the complainant on 13/3 to advise upcoming work and would discuss the concerns and options. Complainant accepted the offer for noise monitoring, although is concerned that noise upstairs of house is different to outside.
2017 Q1	Kellyville Site	Not related to Sydney Metro	10/03/2017	ISJV	Property & Business Impacts	Complainant lives in Footman Crescent, Kellyville Ridge and says that debris from construction activity has ended up in his pool making it dirty. He wants to claim for the cost of cleaning and restoration. ISJV Community Place Manager contacted complainant and sought further details including photographs of pool. The complainant lives some distance from the alignment with other houses and pools in between and there have been no complaints of a similar nature to date. ISJV investigated the matter and is satisfied that the dust is not emanating from site.
2017 Q1	Epping to Chatswood Railway Line	Unavoidable	12/03/2017	NRT	Property & Business Impacts	Complainant emailed stating that workers were using his household bin for their rubbish and had left some wood with nails in it on his driveway. NRT Community Place Manager contacted complainant and advised that the contractor brings a general waste bin to the site daily, and takes it away in the afternoon when the work is finished for the day. A photo of this was provided to the complainant. Workers are also asked not to dispose of any rubbish into residential bins as part of their pre-start meetings each day. The Community Place Manager raised the concern about timber wood with nails being left in the complainant's bin and the matter will be investigated. Complainant was asked if he had photo of the piece of wood and if so to please send to the Community Place Manager.
2017 Q1	Windsor Road to White Hart Drive	Not related to Sydney Metro	15/03/2017	ISJV	Noise & Vibration	Complainant telephoned around 2am stating that she could hear sawing and drilling noises. The ISJV Community Place Manager went to site but was unable to hear any noise. Subsequent discussions with the Site Supervisor the following morning found that the works the previous evening consisted of erecting segments, which does not involve noise of the nature specified by the complainant. No other works took place due to the weather. The Community Place Manager undertook further investigations and found that two utilities companies were working in the area at the time and believes the noise may have been generated by one or both of them. This has been conveyed to the complainant.
2017 Q1	Cherrybrook Site	Unavoidable	15/03/2017	NRT	Traffic, Transport & Access	Complainant lives adjacent to the Cherrybrook Station site and requested via email a meeting with a management representative who can understand his concerns about the risks he believes are generated by the present access points to the Cherrybrook site. The complainant advised that the previous last night one of the contractor's employees ran off the road and crashed into a pole in front of his property while trying to turn right into the only access point off Castle Hill Road. The NRT Community Place Manager contacted the complainant to arrange a meeting with the Site Manager and herself. To assist with concerns over traffic, she encouraged the complainant in the first instance to contact the Police – Local Area Command who have jurisdiction over the road network. She also advised that the contractor continues to discuss the correct entry/exit points with workers at pre-start meetings and will take disciplinary action where required. She also asked the complainant if he could supply evidence enabling identification of the driver such as make/model, registration number or any other details of the vehicle. Car registration details were provided to NRT, however the details have not yet been matched to an NRT vehicle.
2017 Q1	Norwest Site	Unavoidable	16/03/2017	NRT	Traffic, Transport	Complainant emailed NRT expressing his dissatisfaction with the temporary closure of Brookhollow Avenue stating that it was inconvenient. The NRT Community Place Manager responded stating that while the

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
					& Access	complainant's concerns were understandable, the works must be undertaken in accordance with the requirements of the road authorities.
2017 Q1	White Hart Drive to Cudgegong Road	Not related to Sydney Metro	17/03/2017	ISJV	Traffic, Transport & Access	Complainant called about traffic management at the corner of Cudgegong and Rouse Roads. She uses this route to take her son to school. There are temporary traffic lights along the dirt road reducing the traffic speed. The lights change too quickly, not allowing enough cars to go through. She is suggesting they need someone onsite directing traffic instead. Caller had called council and then RMS and was referred to Sydney Metro. The NRT Community Place Manager looked into the matter however the contractor is not working in this area and the temporary traffic lights are not part of the project. Complainant was encouraged to contact the local council again.
2017 Q1	Windsor Road to White Hart Drive	Unavoidable	17/03/2017	ISJV	Noise & Vibration	Complainant called stating that she had heard loud noise from the site the previous night. Complainant lives in Bellcast Road and while not originally identified as a sensitive receiver, has emerged as one. The ISJV Community Place Manager investigated the matter and advised that there were some works but not necessarily of a noisy nature. The Community Place Manager advised the complainant of the works that were done and future works, which are likely to affect her, and offered alternative accommodation. This was accepted.
2017 Q1	Cherrybrook Site	Unavoidable	17/03/2017	NRT	Noise & Vibration	Complainant called regarding level of noise being experienced from construction of Cherrybrook Station. The complainant states that the EIS that was discussed during community consultation categorically mentioned that noise levels will be well below acceptable level. He says they are around 200 metres from the site and the noise levels are well above the acceptable levels. He has spoken to other residents and they intend to jointly petition their local member. NRT's Community Place Manager responded stating that construction activities are undertaken during standard working hours as detailed in correspondence provided to residents. The contractor has told the complainant that to date it is operating in accordance with the guidelines. The complainant was invited to provide further details if there are activities of greater concern or have occurred outside these times without prior notification, so these can be investigated.
2017 Q1	Windsor Road to White Hart Drive	Avoidable	19/03/2017	ISJV	Other	Complainant emailed to advise a light tower that is shining towards in his house and making it hard to sleep. He is located in Waterford Street, Kellyville Ridge and the light is directly across from his property. The ISJV Community Place Manager contacted the site supervisor and had the light redirected.
2017 Q1	Norwest Site	Unavoidable	20/03/2017	NRT	Traffic, Transport & Access	Complainant called to question why the road was closed and was unhappy because of the extended travel time as a result of the traffic management in Norwest Boulevard restricting access to Brookhollow Avenue. Complainant claimed she would have to incur an additional cost of before school care for her child so she is able to arrive at work on time. NRT Community Place Manager apologised for the inconvenience and advised the closure was required for the construction of Norwest Station. The complainant was also advised that there was a two week trial where traffic data would be collected and provided to RMS for review. Complainant commented that closing western end previously didn't have the same impact and hadn't required traffic controls.
2017 Q1	Norwest Site	Unavoidable	20/03/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding traffic changes to enter Brookhollow Avenue and the road impacts and delays which resulted from the closure. NRT Community Place Manager appreciated the concerns and advised the complainant that it was necessary to close the western end of Brookhollow Avenue to allow the continued

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						construction of Norwest Station. NRT also advised all traffic management has been undertaken in accordance with the requirements of road authorities.
2017 Q1	Norwest Site	Avoidable	21/03/2017	NRT	Visual Amenity	Complainant emailed regarding concerns of the maintenance standard of remaining grass verges and road way edges in and around the Norwest Station site. The complainant understood it was a construction site, however compared the untidy appearance with the high standard of presentation maintained at Cherrybrook Station site. Complainant requested NRT improve the general presentation of the site and provided suggestions on areas for improvement. NRT Community Place Manager appreciated the concern and advised she would request the site to address the concerns as soon as practical and to continue to maintain regularly. Norwest Site Manager advised that they have been waiting for a break in the weather.
2017 Q1	Norwest Site	Avoidable	21/03/2017	NRT	Traffic, Transport & Access	Complainant emailed claiming the roundabout had been closed earlier than 6am which was an issue as stakeholder was trying to access gym on Brookhollow Avenue for 6am class. NRT Community Place Manager apologised for the inconvenience and confirmed the road occupancy license was from 6am and that traffic control will be reminded to refrain from implementing closures until that time. Complainant also raised that the gym car park had become increasingly full over the past few weeks and people wearing orange hi-vis clothing had been seen leaving the area. NRT Community Place Manager said NRT has provided car parking for the workforce and regularly reminded workers where to park, however advised this information would be shared with the site team to investigate.
2017 Q1	Norwest Site	Unavoidable	21/03/2017	NRT	Traffic, Transport & Access	Complainant called to advise she had to cross at a roundabout as there was no crossing area on Norwest Boulevard. She complained this was very dangerous, particularly for school students. NRT Community Place Manager advised where the pedestrian refuge had been installed on Norwest Boulevard and asked the complainant to confirm if the area was unclear as it may have been impacted by poor weather. NRT Community Place Manager also advised there would be new signalised intersection at Norwest Boulevard/Brookhollow Ave within approximately 12 months. Complainant returned a call to advise that the pedestrian refuge was not easily visible to which the NRT Community Place Manager advised she would arranged for this to be fixed during the next night shift.
2017 Q1	Kellyville Site	Unavoidable	22/03/2017	ISJV	Noise & Vibration	Complainant called regarding the level of noise of construction in the area. NRT Stakeholder Relations Manager advised that it was not likely to be NRT as there were no works in the area. ISJV Community Place Manager investigated the matter and tried unsuccessfully to contact the complainant by phone on the night of the complaint, and unsuccessfully the following day. The complainant did not answer the placed calls or respond to the offer to call back to discuss the concerns raised. The ISJV Community Pace Manager commented that the construction team at Lifting Gantry 1 were drilling and fixing formwork ready for the stitch pours. Due to the nature of the construction activities and the requirement to close local roads the activities had to be undertaken at night.
2017 Q1	Norwest Site	Unavoidable	23/03/2017	NRT	Traffic, Transport & Access	Complainant emailed claiming the northbound diversion times for Brookhollow Avenue were not being followed and his staff/suppliers had to take the detour outside of the 6-10am closure. NRT Community Place Manager apologised for the inconvenience and advised she was working with the Traffic Management Centre regarding the timing of the traffic controls and would keep him updated as this was resolved. The NRT Community Place Manager commented part of the reason for the trial was to resolve issues with implantation, to which the

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						complainant understood and accepted. The NRT Community Place Manager updated the complainant that from 3 April a new road occupancy license would be in place which meant activities for the road closure would take place within the first 30mins or last 30mins of the closure, rather than before or after the agreed times. The complainant appreciated NRT's prompt response.
2017 Q1	Norwest Site	Unavoidable	24/03/2017	NRT	Traffic, Transport & Access	Complainant called as they did not believe the morning closure of the right hand turn at Norwest Boulevard/Brookhollow Avenue was necessary and that the road closure was extending travel time by 25 minutes. NRT Stakeholder Relations Manager provided an overview of the nine month closure, requirements by RMS and that a two week trial was in progress. The complainant asked for details of who they could contact at RMS regarding the traffic management. NRT Community Place Manager returned a call to the complainant and advised details would be forwarded to TfNSW representatives who would be able to either contact the stakeholder or forward onto RMS. NB: TfNSW also spoke with the complainant.
2017 Q1	33kV Works	Unavoidable	24/03/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding unacceptable reinstatement of Tindale and Devonshire streets in Chatswood following recent trenching works. Complainant claimed a concrete barrier was left behind, blocking cyclist access; the crossing button was not reinstated; and the road was not marked, covered in debris and of poor quality. NRT Stakeholder Relations Manager advised the current road reinstatement was temporary and that NRT was working with Willoughby City Council to ensure the permanent road reinstatement work meets Council's standards. The complainant was advised access for cyclist and pedestrians has been maintained in this area. Details regarding the use of the concrete barrier as a temporary measure to block vehicle access, the need to relocate the crossing button and parked vehicles which affected the street sweep were also shared with the complainant in response to his concerns.
2017 Q1	Norwest Site	Unavoidable	24/03/2017	NRT	Traffic, Transport & Access	Complainant called as she felt the closure of Brookhollow Avenue was creating a traffic hazard as it was prompting vehicles to make illegal U-turns. The complainant also commented that she felt traffic was not moving well from Windsor Road since the closure of the roundabout. The complainant advised she would call the Police about the illegal turns and asked if a sign could be installed at the Windsor Road lights stating 'no U-turn'. NRT Community Place Manager advised NRT does not have jurisdiction over the road and that she would provide the feedback to the Traffic Manager and raise it with RMS and Hills LAC as part of the review of the closure.
2017 Q1	Norwest Site	Unavoidable	24/03/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding concerns over vehicles taking an illegal U-turn at the corner of Norwest Boulevard and Windsor Road which was creating safety issues. The complainant also said that he could not see benefit of the 6-10am ban on right turns for the flow of traffic. NRT Community Place Manager advised all traffic management associated with this closure has been undertaken in accordance with the requirements of road authorities and will be reviewed as part of the two week trial prior to construction work commencing. NRT Community Place Manager also advised concerns over U-turns would be raised with relevant authorities at the review as NRT does not have jurisdiction over the road network.
2017 Q1	Balmoral Road to Memorial Avenue	Not related to Sydney Metro	27/03/2017	ISJV	Traffic, Transport & Access	Complainant called regarding the timing of traffic lights at Miami Street turning right onto Old Windsor Road. ISJV Community Place Manager explained that the traffic lights work on a detector / loop system based on the number of cars at each side of the intersection, and the timing or duration of the lights was controlled by the RMS via their Traffic Management Centre (TMC). ISJV Community Place Manager advised that one of the two

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event Description
						left hand lanes will remain closed until the end of this week, to allow for the hydro blasting on the corner of Miami and Old Windsor roads. ISJV Community Place Manager provided community contact details of the RMS / TMC to the complainant, and also provided the feedback to the ISJV Traffic Manager.
2017 Q1	Norwest Site	Unavoidable	27/03/2017	NRT	Traffic, Transport & Access	Complainant emailed regarding the impact the closure of Brookhollow Avenue is having on her business as she is unable to drive to the Business Centre Post Office in the afternoon from Norwest Boulevard. NRT Community Place Manager advised the traffic restrictions into Brookhollow Avenue are in place from 6am – 10am Monday to Friday and after this time, the roundabout operates as normal and full access from Norwest Boulevard is available.
2017 Q1	Norwest Site	Unavoidable	27/03/2017	NRT	Traffic, Transport & Access	Complainant emailed about worsening road and parking impacts in Evesham Court. NRT Community Place Manager advised the complainant that the team had been reminding the workforce at pre-start meetings to use the designated parking at Hillsong. NRT Community Place Manager also advised that it is now an enforcement issue and will be forwarded to Hills Shire Council.
2017 Q1	Norwest Site	Unavoidable	28/03/2017	NRT	Traffic, Transport & Access	Complainant called to raise concerns of road safety, advising there were three near misses from vehicles doing U-turns due to the traffic changes at Brookhollow Avenue. NRT Community Place Manager advised NRT was aware of the situation and had begun discussions with Hills LAC to assist with enforcement. NRT Community Place Manager also advised that additional 'no U-turn' signage was ordered and would be installed as soon as possible. The complainant commented that she was aware that everything was set up as it should be but wanted to register this as "proof" of the issue.