



Sydney Metro Northwest

Construction Compliance Report 10 (1 October 2017 to 31 March 2018)



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1. Executive Summary

This report is the tenth Northwest Construction Compliance Report (CCR) and covers the period from 1 October 2017 to 31 March 2018. It documents TfNSW and its Principal Contractor's compliance as required by the project's Planning Approvals granted by the NSW Department of Planning & Environment (DP&E). The CCRs are submitted to DP&E for information every six (6) months and the scope of the reports covers all activities that were subject to each project's Planning Approval. For Sydney Metro Northwest this includes the Surface & Viaduct Civil Works (SVC) and Operations, Trains & Systems (OTS) contract.

During this reporting period, construction works under the SVC contract concluded in December 2017. Works continue to be delivered as scheduled by the OTS contractor with less than 18 months of construction remaining.

Environmental performance within this reporting period has remained consistent with previous reports in that no Class 1 or Class 2 environmental incidents have occurred. A total of 42 Class 3 incidents occurred during the reporting period, with the majority (80%) being classified as Spills & Leaks issues. The total number of Class 3 incidents dropped by 50% when compared with the previous reporting period.

There were 17 Non-compliances raised during this reporting period, nine of which remained open at the end of the reporting period. Non-compliances relating to Soil and Water comprised the highest percentage, representing 29% (5 in total), followed by Spills and Leaks, with 24% (4 in total).

The number of complaints received during this reporting period decreased by 15%, when compared with the previous reporting period (from 139 to 117). With the conclusion of construction of activities by the SVC contractor almost 90% of the complaints received during the reporting period have been attributed to activities undertaken by, or associated with, the scope of works of the OTS contractor (Refer to Section 5.6). These complaints have mostly related to Noise & Vibration, and Transport and Access issues.

Totals for Reporting Period	TfNSW	SVC	OTS	Total (This Period)	Total (Previous Period)
Ongoing Environmental Requirements at end of reporting period (Non-compliances raised during the reporting period)	179 (2*)	58 (5)	639 (10)	876 (17)	1309 (19)
Independent ER Inspections (issues raised)	NA	9 (52)	21 (237)	33 (282)	52 (444)
Audits (findings)	0	0	2 (3)	2 (3)	3 (19)
Class 1 or 2 Incidents (Class 3 incidents)	0	0 (4)	0 (38)	0 (42)	0 (86)
Complaints	8	2	104	117	139

*Includes two Non-compliances raised in the April-September 2017 reporting period but not reported in the CCR for that period (CCR No.9)

**Includes three complaints not related to the Sydney Metro Northwest scope of works

Definitions

	Definitions
CCR	Compliance Construction Report
CEMF	Construction Environmental Management Framework
CEMP	Construction Environmental Management Plan
CTP	Compliance Tracking Program
CWG	Compliance Working Group
DP&E	Department of Planning and Environment (NSW)
ECRL	Epping to Chatswood Railway Line
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPA	Environment Protection Authority (of NSW)
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
ESCP	Erosion and Sediment Control Plan
IMS	Integrated Management System (IMS)
IJV	Infrastructure Joint Venture
ISJV	Impregilo-Salini Joint Venture
NC	Non-compliance
NCW	Northern Corridor Works
NRT	Northwest Rapid Transit consortium
OHW	Overhead wiring
OOH	Out of Hours
OTS	Operations, Trains & Systems
PRL	Parramatta Rail Link
POEO Act	<i>Protection of the Environment Operations Act 1997 (NSW)</i>
REF	Review of Environmental Factors
REMM	Revised Environmental Mitigation Measure (from a Preferred Infrastructure Report and/or a Submissions Report)
SJV	Systems Joint Venture
SMDO	Sydney Metro Delivery Office (of TfNSW)
SMTF	Sydney Metro Trains Facility
SVC	Surface & Viaduct Civil (works)
TfNSW	Transport for New South Wales
TSC	Tunnel & Station Civils (works)

2. Introduction

This Construction Compliance Report (CCR) documents Transport for New South Wales (TfNSW) and its Principal Contractors' compliance with Conditions D3 and D5 of three Planning Approvals (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). Refer to Section 2.2 for further details on the project's Planning Approvals. Construction compliance reporting on the Sydney Metro City & Southwest project will be provided in a separate report to DP&E. All Sydney Metro CCRs are available on the Sydney Metro website (www.sydneymetro.info)

The CCRs are submitted to DP&E for information every six (6) months and the scope of the report covers all activities that were subject to the Northwest project's Planning Approvals. At this stage of the Sydney Metro Northwest project there were two active contracts: Surface, Viaduct & Civil (SVC) and Operations, Trains & Station (OTS) contract.

This report is the tenth Northwest CCR and covers the period from 1 October 2017 to 31 March 2018.

2.1. Northwest Project Overview

The Sydney Metro program will deliver a new high frequency driverless single deck train system in Sydney. The Northwest project is from Rouse Hill to Chatswood. The City & Southwest project extends this alignment underground through the Sydney CBD area and along the existing Sydney Trains corridor from Sydenham to Bankstown.

The Northwest project will deliver a new high frequency driverless single deck train system, operating between the Sydney Metro Trains Facility (SMTF) at Rouse Hill and Chatswood Train Station. The project includes eight new stations, approximately 15.5 kilometres of tunnels from Epping to Bella Vista, four kilometres of elevated skytrain between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Railway Line (ECRL) to deliver high frequency metro services. The Northwest project is due to open in the first half of 2019 with the ultimate capacity to run a metro train every four minutes.

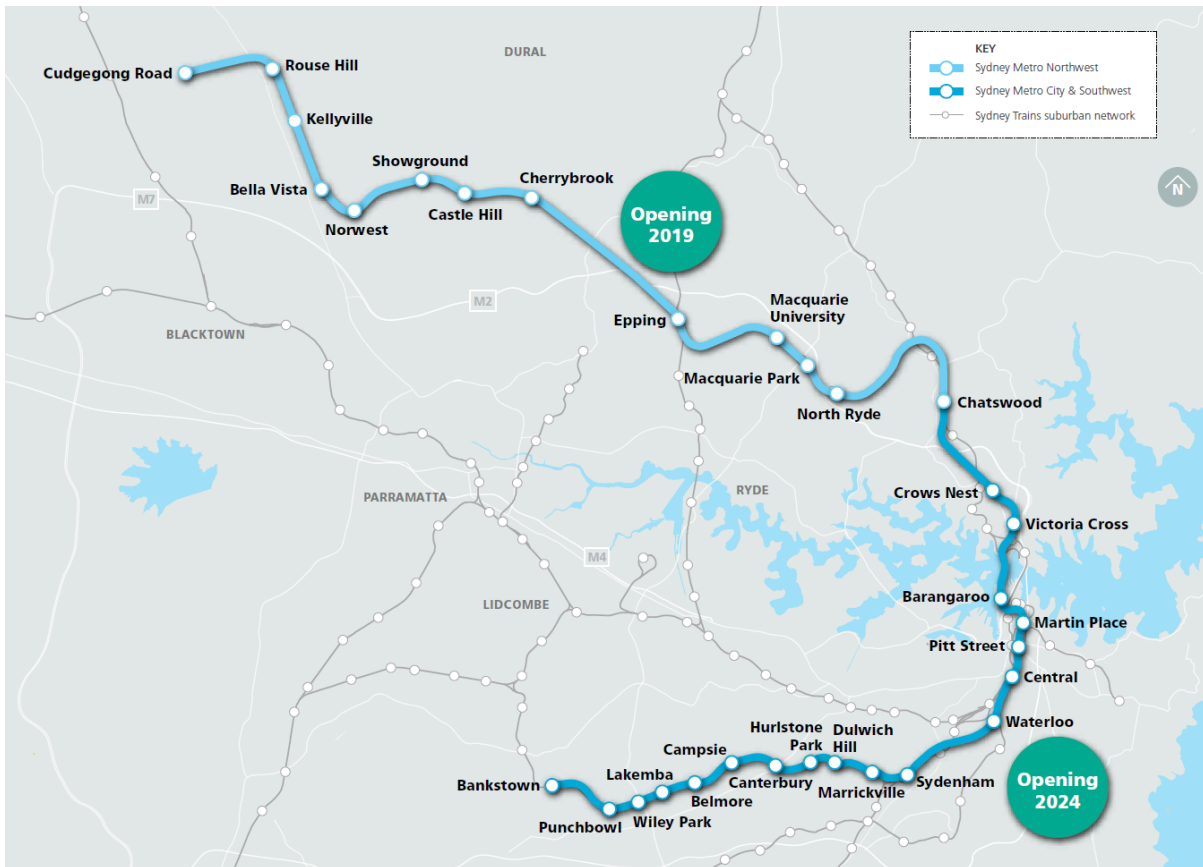


Figure 1 - Overview of the Program alignment – Northwest and City and Southwest.

2.2. Project Planning Approvals

The Sydney Metro Northwest project is subject to the following Planning Approvals:

- NSW Planning Approval as Critical State Significant Infrastructure under Part 5 Division 5.2 (formally referred to as Part 5.1) of the *NSW Environmental Planning and Assessment Act 1979* (EP&A Act);
- NSW Planning Approval under Part 5 Division 5.1 (formally referred to as Part 5) of the EP&A Act for other works as required and not already covered by existing 'Part 5 Division 5.2 (formally referred to as Part 5.1)' approvals; and
- Commonwealth Planning Approval as a 'Controlled Action' under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

2.2.1. Planning Approval Register

Table 1 provides a register of Planning Approvals held by TfNSW that relate to the Sydney Metro Northwest project.

Table 1 - Planning Approval Register

Planning Approval	Planning Approval Type	Determining Authority	Date Approved
Parramatta Rail Link	EP&A Act (Part 4)	Minister for Planning (NSW)	27/2/2002
Parramatta Rail Link Modification	EP&A Act (Part 4)	Minister for Planning (NSW)	29/6/2004
North West Rail Link Concept	EP&A Act Part 3A	Minister for Planning (NSW)	6/5/2008
North West Rail Link Concept Modification	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	25/9/2012
Major Civil Construction works (Approval reference: SSI-5100)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	25/9/2012
Major Civil Construction works Modification 1 (Approval reference: SSI-5645)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	18/4/2013
Construction and Operation of NWRL (Approval reference: EPBC 2012/6360)	EPBC Act	Secretary for Department of the Environment (Commonwealth)	11/4/2013
Stations, Rail Infrastructure and Systems (Approval reference: SSI-5414)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	8/5/2013
Stations, Rail Infrastructure and Systems Modification 1 (Approval reference: SSI-5414)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	20/5/2014
Sydney Metro Trains Facility (formerly Rapid Transit Rail Facility) (Approval reference: SSI-5931)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	15/1/2014
Lindfield Substation (formerly Lindfield South Substation)	EP&A Act (Part 5 Division 5.1)	TfNSW	19/9/2014
Epping to Chatswood Railway – Conversion to Rapid Transit	EP&A Act (Part 5 Division 5.1)	TfNSW	13/2/2015
Lindfield Substation – Lindfield Station Electrical Works Conversion	EP&A Act (Part 5 Division 5.1)	TfNSW	1/5/2015
Main North and North Shore Line Corridor Works	EP&A Act (Part 5 Division 5.1)	TfNSW	19/6/2015
Norwest Station Subsurface Pedestrian Link and Northern Entry	EP&A Act (Part 5 Division 5.1)	TfNSW	29/10/2015
Main North and North Shore Line Corridor Works: Addendum 01	EP&A Act (Part 5 Division 5.1)	TfNSW	18/12/2015
Willoughby to North Chatswood 33kV Underground Feeder Power Line	EP&A Act (Part 5 Division 5.1)	TfNSW	18/3/2016
OTS temporary power supply	EP&A Act (Part 5 Division 5.1)	TfNSW	13/6/2017

3. Construction Packages

During this reporting period, the SVC and OTS contracts were undertaking construction activities. The SVC contract has now concluded with construction finalised in December 2017. Table 2 lists the completed and remaining construction packages.

Sydney Metro Northwest is rapidly moving towards completion with operations anticipated to commence in the first half of 2019.

Table 2 – Status of Construction Packages

Contract Package	Contractor	Contract Award Date	Status
Early Works Managing Contractor (EWMC)	Lend Lease Engineering Pty Ltd	August 2012	Completed April 2014
Tunnel and Station Civils (TSC)	Thiess John Holland Dragados (TJHD)	July 2013	Completed June 2016
Surface and Viaduct Civils (SVC)	Impregilo-Salini Joint Venture (ISJV)	December 2013	Complete December 2017
Operations, Trains & Systems (OTS)	Northwest Rapid Transit consortium (NRT)	September 2014	Construction ongoing
Northern Corridor Works (NCW) *	Laing O'Rourke Australia (LORA)	November 2015	Construction ongoing

* Compliance tracking against works approved under Part 5 Division 5.1 of the EP&A Act is not included in this report.

3.1.1. Surface and Viaduct Civils (SVC)

The SVC package involved the construction of an elevated four kilometre viaduct between Bella Vista and Cudgegong Road, Rouse Hill. The package included the construction of a 270-metre single span bridge over Windsor Road at Rouse Hill.

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

During the reporting period:

- All construction areas have been completed by the SVC contractor (ISJV) and handed over to TfNSW or the OTS contractor (NRT);
- The completion of 433 Conditions of Approval as relevant to the SVC Works Package under the SSI-5100 and SSI-5414 Planning Approvals; and
- The completion of the single span bridge over Windsor Road at Rouse Hill.

The SVC Contractor surrendered Environment Protection Licence (EPL) No.20454 on 22 December 2017.



Figure 2 – View of completed Windsor Road Bridge

3.1.2. Operations Trains and Systems (OTS)

The OTS package includes construction of the SMTF, eight new stations and the operation of the Sydney Metro Northwest project for 15 years. The eight new Sydney Metro Northwest stations are shown in Figure 1 and include underground, open cut and elevated station designs.

The SMTF is a train-stabling and maintenance facility located at the end of the alignment on Tallawong Road, Rouse Hill. The operation of the Sydney Metro Northwest project includes the provision of new rolling stock and the delivery of rail systems, rail track and precinct works.

The OTS contractor is also required to convert the ECRL. 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 Epping, Macquarie University, Macquarie Park, North Ryde and Chatswood 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 Division 1 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 Division 1:

- Norwest Station Subsurface Pedestrian Link and Northern Entry;
- Willoughby to North Chatswood 33kV Underground Feeder Power Line; and
- Temporary power line at Rouse Hill.

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

During the reporting period:

- Handover of SVC sites to the OTS Contractor was completed;
- As of 31 March a total of 52kms of track-laying was complete (99% of total new track between SMTF and Epping). This includes track within the twin tunnels between Bella Vista and Epping in addition to all track on the skytrain viaduct portion of the line;
- Construction activities completed at the SMTF site included installation of services, buildings and internal fit out, roadworks, landscaping, rail systems and defect works;
- Vertical transportation systems have been installed at the following stations:
 - Lifts at Cudgegong;
 - Rouse Hill (four of seven escalators installed);
 - Kellyville (two eastern escalators installed, three remaining);
 - Bella Vista (escalators and lifts installed, awaiting power); and
 - Hills Showground (four escalators installed);

- Bulk earthworks continue at various stations to enable the construction of surrounding precinct roads;
- Construction continues on all station sites, including sub-surface works, building civil works, station electrical, mechanical and finishing works, road and precinct works, traction works and car park and Cudgegong Road bridge structure works;
- Lift and installation of pedestrian overbridge and completion of station canopies at Bella Vista Station;
- As of 31 March 2018 a total of four and a half train sets comprising of 27 carriages were delivered to the SMTF; and
- Testing and commissioning of trains commenced in September 2017.



Figure 3 – Lift and installation of first section of a 100-tonne canopy at Bella Vista station

3.1.3. 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 Division 5.1 of the EP&A Act. A subsequent Planning Approval for the works was determined by TfNSW on 18 December 2015 (also under Part 5 Division 5.1 of the EP&A Act). The scope of these approvals covers signalling, communications, electrical and civil works between Artarmon and Chatswood for Addendum 1.

During the reporting period:

- Signalling headway upgrade activities between Gordon and Waitara, known as Portion 5A were completed;
- Construction and signalling installation works associated with the Signalling Headway Upgrade works between Waverton to Gordon continued. Works included minor civil works to install signalling infrastructure and cabling, installation of signalling equipment and cabling, and testing and commissioning of new and modified signalling. The majority of works carried out in the period were between St Leonards and Roseville, and Lindfield to Gordon. Significant works remains to be completed between Roseville and Lindfield;
- Minor works were completed at Epping for ECRL Segregation works;
- Sydney Trains Asset Relocation works were completed in February 2018;
- Overhead Wiring (OHW) activities at Wahroonga, St Leonards, Waverton, Killara and Roseville
- Fire Hydrant Works survey and investigation works are ongoing.

3.2. Planning Approvals and Construction Package Relationships

Table 3 outlines the relationships between the Sydney Metro Northwest project 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			✓			✓
Parramatta Rail Link Modification			✓			✓
North West Rail Link Concept	✓	✓	✓			✓
North West Rail Link Concept Modification	✓	✓	✓			✓
Major Civil Construction works (Approval reference: SSI-5100)	✓	✓				✓
Major Civil Construction works Modification 1 (Approval reference: SSI-5645 OR is it SSI-5100)	✓	✓				✓
Construction and Operation of NWRL (approval reference: EPBC 2012/6360)						✓
Stations, Rail Infrastructure and Systems (Approval reference: SSI-5414)		✓	✓			✓
Stations, Rail Infrastructure and Systems Modification 1 (Approval reference: SSI-5414)		✓	✓			✓
Sydney Metro Trains Facility (formerly Rapid Transit Rail Facility) (Approval reference: SSI-5931)			✓			✓
Lindfield Substation (formerly Lindfield South 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			✓			✓
OTS temporary power supply			✓			✓

3.3. Environment Protection Licences

Where the Sydney Metro Northwest 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 EPLs. Table 4 lists the EPLs that have been surrendered and have been active during the reporting period. This report does not document TfNSW Principal Contractor's compliance against EPLs. This is being undertaken by the relevant license holders. Where breaches do occur these are reported as Non-compliance against the relevant Conditions of Approval.

Table 4 - Status of Environment Protection Licences

Licensee	Contract / Works	Activity	EPL No.	Status
Baulderstone 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	Surrendered
John Holland Pty Ltd (NRT)	OTS	Railway systems activities	20544	Issued 19/12/2014 and currently active
Sydney Trains	NCW and LSS	Railway systems activities	12208	Active

4. Environmental and Compliance Management

4.1. Compliance Management

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 Principal Contractor's Construction Environmental Management Plans (CEMPs). These activities are summarised in Table 5.

Table 5 – Compliance Management 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	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

4.1.1. Tracking

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

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

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

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

Compliance is assessed for **Ongoing** environmental requirements and can be determined to be either **Compliant** or **Non-Compliant**. These assessments occur during surveillance activities outlined in Table 5. For the purposes of the Sydney Metro Northwest Compliance Tracking Program (CTP), **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 4.

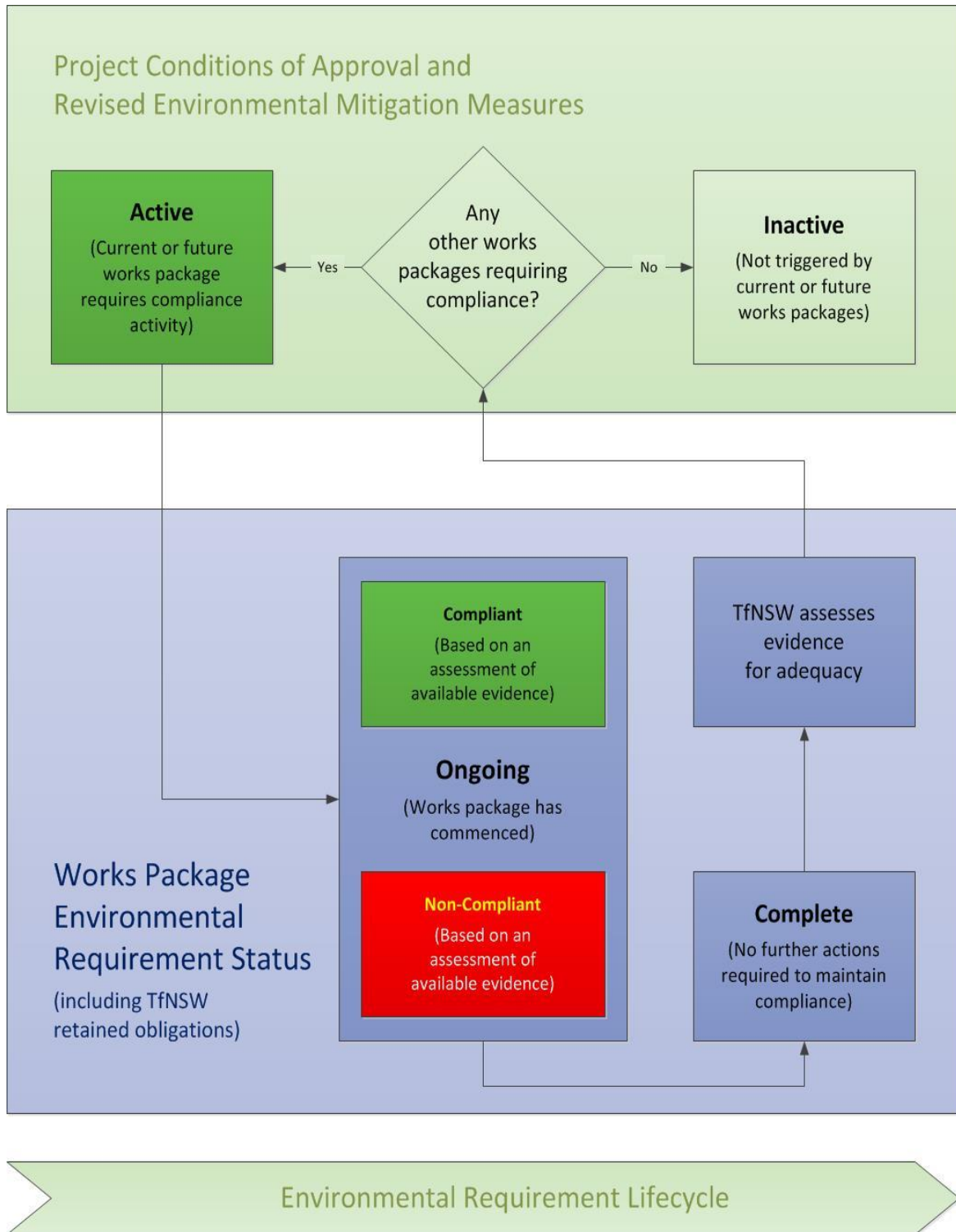


Figure 4 – Environmental Requirements Lifecycle

4.1.2. Review Activities

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

4.1.3. Non-compliances

All Non-compliances will be documented in a Non-compliance Report. Non-compliances can be raised at any time, but are most likely to be raised following the compliance monitoring and review activities listed in Table 5.

Contractors are required to develop and implement preventative and corrective actions relating to any Non-compliances. Actions that are raised must be assigned to individuals and due dates set with the objective of undertaking the actions without delay. In the event that similar Non-compliances are repeatedly raised (as determined by the ER), the suitability of actions in relation to the repeated Non-compliances will be analysed by the ER in consultation with the contractor to determine more appropriate actions.

TfNSW maintains a register of all Non-compliances raised against the Sydney Metro Northwest project.

4.2. Environmental Auditing

Two levels of environmental auditing occur during the construction of Sydney Metro Northwest. 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 six-monthly, the CWG meet on a monthly basis to review the status of risks, non-conformance, incidents, and to determine the appropriateness of the scope and frequency of the planned audit schedule.

4.3. Incident Management

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

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

Environmental incidents are assigned one of three classifications (Class 1, 2 or 3) in accordance with the *Sydney Metro Environmental Incident Classification and Reporting Procedure* (refer to Table 6).

Table 6 – Environmental Incident Classes

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

4.4. Complaints Management

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

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

4.5. Independent Environmental Representatives

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

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

5. Environmental and Compliance Performance

The total number of ongoing Environmental Compliance Requirements at the end of this reporting period was 876 (excluding an additional 117 requirements from Part 5 Division 1 Approvals).

The SVC Principal Contractor worked in compliance with conditions from both SSI-5414 and SSI-5100. With the SVC contract achieving practical completion within this reporting period the number of Environmental Compliance Requirements have reduced from 491 to 58.

There were a total of 17 non-compliances raised against these requirements during the reporting period in Table 7. No Class 1 or 2 (material harm) environmental incidents occurred during the reporting period.

5.1. Overview

The results of the compliance tracking undertaken during the reporting period are provided in Table 7. Non-compliances and audit findings are detailed in Sections 5.2 and 5.5. Issues and observations arising from independent ER inspections that identify non-compliances against the environmental (compliance) requirements are included in Section 5.4.

Table 7– Environmental Compliance Surveillance Data

Totals for Reporting Period	TfNSW	SVC	OTS	Total (This Period)	Total (Previous Period)
Ongoing Environmental (Compliance) Requirements at end of reporting period (Non-compliances raised during the reporting period)	179 (2*)	58 (5)	639 (10)	876 (17)	1309 (19)
Independent ER Inspections (issues raised)	NA	9 (52)	21 (237)	33 (282)	52 (444)
Audits (findings)	0	0	2 (3)	2 (3)	3 (19)
Class 1 or 2 Incidents (Class 3 incidents)	0	0 (4)	0 (38)	0 (42)	0 (86)
Complaints	8	2	104	117	139

*Includes two Non-compliances raised in reporting period April-September 2017 but not reported in the CCR for that period

**Includes three complaints not related to the Sydney Metro Northwest scope of works

As demonstrated in Table 7, there has been a reduction to the compliance load for the Sydney Metro Northwest project during the reporting period. The compliance load has been reduced following the completion of 433 conditions allocated to the SVC Principal contractor.

5.2. Non-compliances

The ERs conducted four quarterly compliance reviews against the environmental requirements since 1 October 2017 across the two active major contracts (two for SVC and two for OTS). These reviews and other surveillance activities identified 17 Non-compliances as detailed in Table 9. The ‘Non-compliance Rate’ in Figure 5 is calculated monthly using the following formula:

$$\text{NC Rate} = \left(\frac{\text{NCs raised + open NCs from previous months}}{\text{Total number of ongoing Environmental Requirements}} \right) \times 100$$

The upward trend during this reporting period is mainly due to an increase in Non-compliances raised against the OTS contractor.

Environmental Requirements & Non-Compliance Rate
(during the October 2017 to March 2018 reporting period)

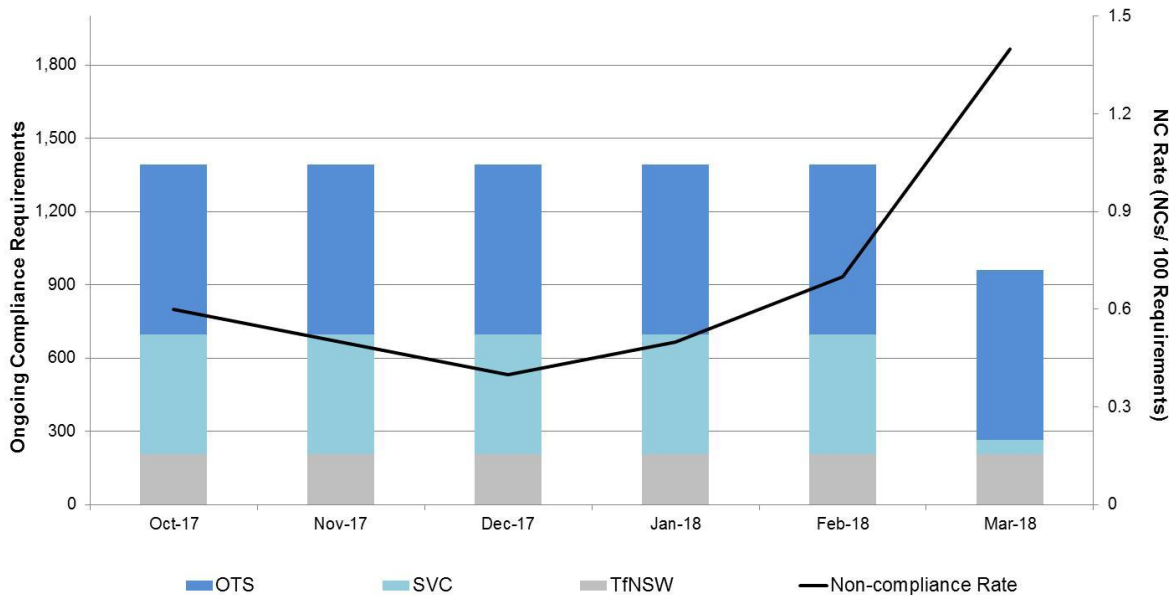


Figure 5 – Compliance Load and Non-Compliance Rate

5.2.1. Open from previous

One Non-compliance raised 31 March 2017 remains open during the current reporting period (refer to Table 8).

Table 8 - Non-compliances open from previous reporting periods

Date Raised	Contract	Condition of Approval	Categorisation	Issue	Actions Required to Close
31 Mar 2017 (April to September 2017 reporting Period)	OTS	SSI-5414 – D5 & E33 SSI-5931 – D5 & E28	Management Systems	Processes for reporting and availability of monitoring records not in accordance with the Construction Environmental Management Plan and the Compliance Tracking Program.	Open Contractor to provide evidence that environmental monitoring has been appropriately undertaken and documented across all required periods and active sites (as staged) Reasons for any gaps in monitoring to be documented and provided to the Environmental Representative and TfNSW

5.2.2. This reporting period

There were 17 Non-compliances raised during this reporting period, 9 of which remained open at the end of the reporting period. Non-compliances relating to Soil and Water comprised the highest percentage, representing 29% (5 in total), followed by Spills and Leaks, with 24% (4 in total).

The OTS Principal Contractor reported 59% of the total Non-compliances in the reporting period with the remaining Non-compliances raised in relation to the SVC works (29%) and two (12%) raised against TfNSW. Figure 6 provides a full breakdown of Non-compliance types raised during the reporting period. Further details on these Non-compliances are presented in Table 9.

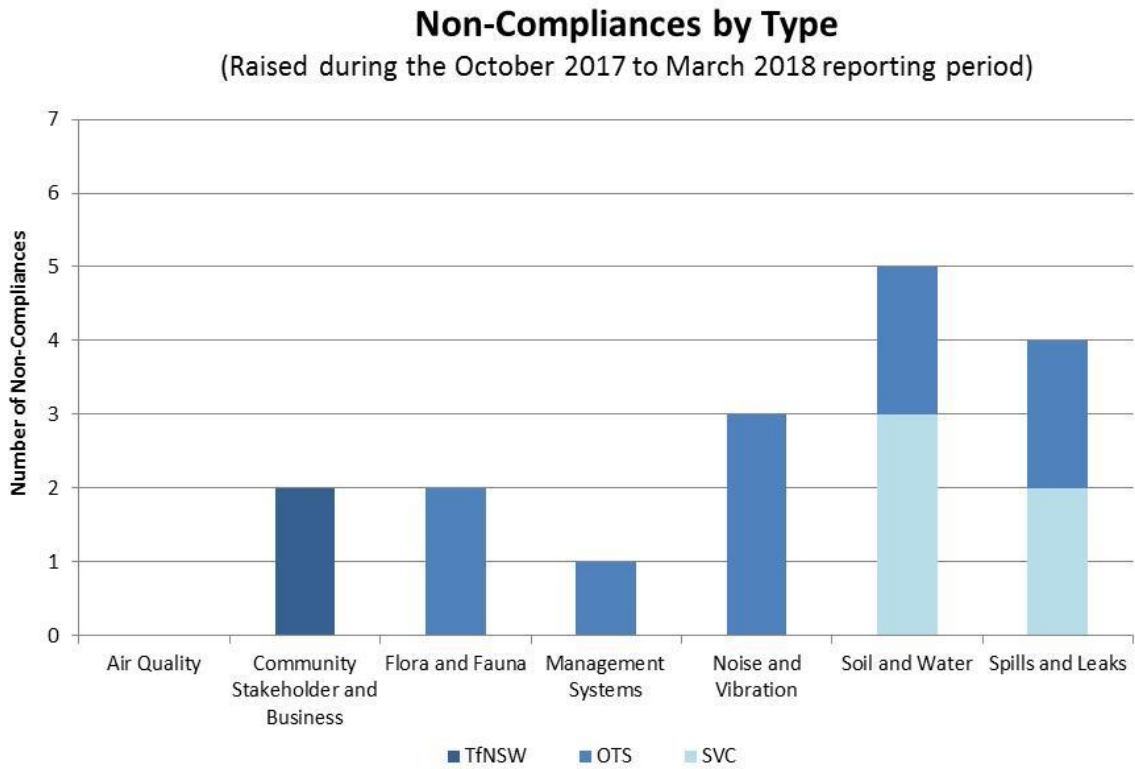


Figure 6 – Non-compliances by Type raised during the reporting period

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
3 Oct 2017	SVC	SSI-5100 REMM SW21	Spills and Leaks	A large number of unreported and poorly-managed spills at the compound occurred during the last few weeks of inspections.	Closed: <ul style="list-style-type: none"> Spills were cleaned throughout hardstand area The issue of the non-reporting and cleaning up of spills was addressed in toolbox talk.
3 Oct 2017	SVC	SSI-5100 REMM SW21	Spills and Leaks	Jerry cans are being stored in an unbunded area with no lids.	Closed: <ul style="list-style-type: none"> Jerry cans have been removed and are now stored in a bunded area Requirements for storage of jerry cans assessed Hazardous material storage addressed in toolbox talk
13 Oct 2017	OTS	SSI-5414 E12 SSI-5414-E34(b)	Noise and Vibration	Works undertaken without an approved Out of Hours (OOH) Works Permit (for the demobilisation of the Cherrybrook Station Rock Crusher)	Open: OOHW board to be erected and OOHW tracking register to be developed and maintained
16 Oct 2017	OTS	SSI-5414 E34 (f)	Flora and Fauna	Vegetation clearing undertaken without a permit at Rouse Hill	Closed: Training in vegetation permit requirements provided to site engineers
17 Oct 2017	OTS	SSI-5414 E34 (d)	Spills and Leaks	Pollution Event: Discharge of water at Second Ponds Creek	Closed: Investigation report completed and forwarded to EPA. Formal warning issued by EPA.
7 Nov 2017	SVC	SSI-5100 E46 (d)	Soil and Water	The Erosion and Sediment Control Plan (ESCP) for Zone 2 was not fully implemented in the event of a high intensity rainfall event which caused the berm to blow out.	Closed: <ul style="list-style-type: none"> Berm has been reinstated. A cut drain has been installed to prevent water build up in area. An additional berm has been installed below the berm of the pad. The ESCP has been revised and fully implemented removal of

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
					stock piles. • Haul road upstream of rocking cleaned.
16 Nov 2017	SVC	SSI-5100 E46(d)	Soil and Water	Excavation being dewatered by sucker truck. The stormwater pump diversion was turned on for brief period in absence of sucker truck but was immediately shut down by supervisor. No impact due to immediate shut down of pump and quality of water. No environmental harm was caused.	Closed: Supervisor has informed sub-contractor of correct excavation dewatering procedure.
6 Dec 2017	SVC	SSI-5100 C11	Soil and Water	Surface water quality monitoring was not conducted during the period of July – December 2017.	Closed: Construction has been completed and all portions with associated monitoring locations have been handed over to TNSW as per the Operation and Maintenance Manual. Construction activities that had a potential to affect surrounding water quality in this period were minimal and previous water quality monitoring results indicate that the project has had no impact on the surrounding creek systems water quality. No pollution incidents were raised within the creek catchments to impact water quality.
25 Jan 2018	OTS	SSI-5414 C37 SSI-5931 C10	Soil and Water	Water Quality Monitoring Program Report not issued to nominated stakeholders.	Closed: All nominated water quality monitoring events were completed during the 2018 Q1. Water Quality Monitoring reports have been developed and issued to nominated stakeholders.
25 Jan 2018	OTS	SSI-5931 C1 SSI-5414 C23	Flora and Fauna	Annual Ecological Monitoring Program Report has not been completed	Open: Ecological monitoring is currently being undertaken. Monitoring report will be

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
					finalised within the next reporting period.
6 Feb 2018	OTS	SSI-5414 B1	Management Systems	Commencement of construction of a shared pathway access gate without an approved Consistency Assessment	Open: All works and access at this location has ceased. A Consistency Assessment was completed and approved before works recommenced.
9 Feb 2018	TfNSW	SSI-5414 D1 SSI 5100 D1 SSI-5931 D1	Community Stakeholder and Business	Records presented by TfNSW indicated that the current version of the Stakeholder and Community Involvement Plan (SCIP) presented on the Project Website is Revision 2.0 dated 19/7/2013.	Open: SCIP has been replaced by the Sydney Metro Community Strategy. Superseded SCIP to be removed from Project Website.
9 Feb 2018	TfNSW	SSI-5100 D4 SSI-5414 D5 SSI-5931 D4 SSI-5931 B5	Community Stakeholder and Business	Documents relating to the project have not been made publicly available (subject to confidentiality).	Open: Gathering the appropriate documents for uploading to Project Website.
14 Feb 2018	OTS	SSI-5414 E34(d)	Soil and Water	EPA Formal Warning Letter - Mud Tracking at Cudgegong Road	Open: Review of access gates and rumble grid to be completed
1 Mar 2018	OTS	SSI-5414 E34(d)	Spills and Leaks	Pollution Event: Viroseal spill that entered stormwater	Open: Review of chemical handling procedures to be conducted across Project work sites
6 Mar 2018	OTS	SSI-5414 E12 SSI-5414-E34(b)	Noise and Vibration	Systems Joint Venture (SJV) works undertaken without an approved OOH work permit	Open: Workforce training to be undertaken to ensure OOH permits are completed prior to work commencing
28 Mar 2018	OTS	SSI-5414 E12 SSI-5414-E34(b)	Noise and Vibration	Infrastructure Joint Venture (IJV) Epping Service Facility works undertaken without an approved OOH work permit	Open: Workforce training to be undertaken to ensure OOH permits are completed prior to work commencing

5.3. Incidents

In February 2018 a new Environmental Incident classification category of *Spills and Leaks* was created which would be applied when registering issues, incidents and Non-compliances. This decision to separate Spill and Leaks from the “**Soil and Water**” category was justified as Soil and Water events were substantially inflating to the point where it could not be concluded that the management of erosion and sedimentation was inadequate. This change will allow better differentiation between Erosion and Sediment (ERSED) management and the management of chemicals and other fluids (including the maintenance of plant and equipment).

No Class 1 or 2 incidents occurred during the reporting period and there have been no notifiable incidents to date. A total of 42 environmental incidents occurred on the project during the reporting period and were all categorised as Class 3. These are depicted graphically in Figure 8. Figure 7 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. Spills and Leaks incidents comprised over 89% of all incidents during the reporting period which were predominantly minor spills of hydraulic fluid.

Incident Frequency & Monthly Issue Rate
(during October 2017 to March 2018 reporting period)

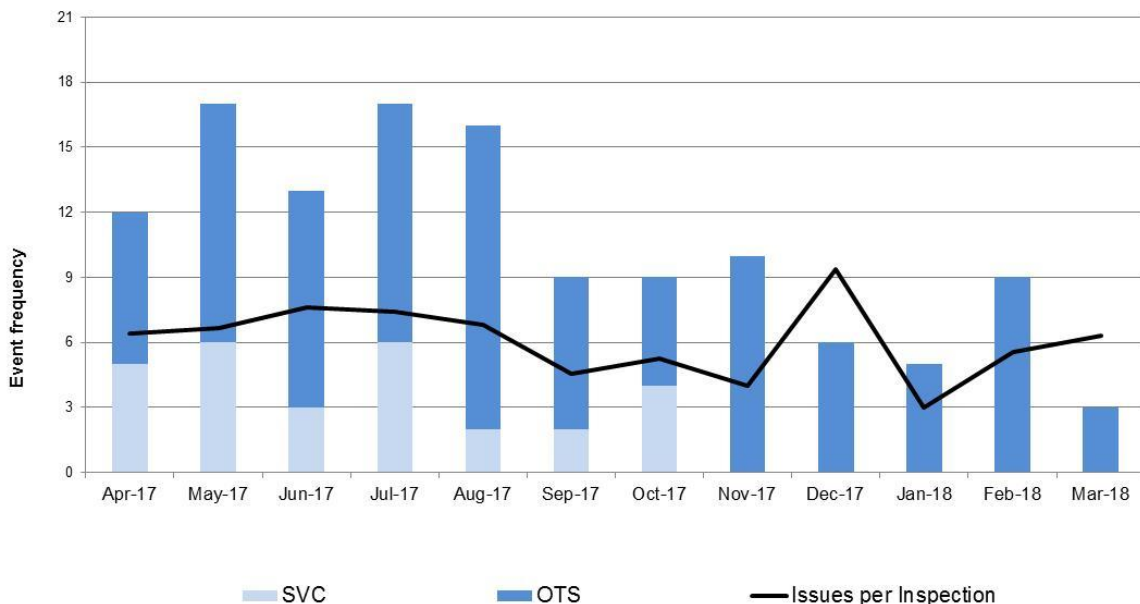


Figure 7 – Incidents (Class 3) and Issue Rate (Issues per inspection per month)

Class 3 Environmental Incidents by Type
(During the October 2017 to March 2018 reporting period)

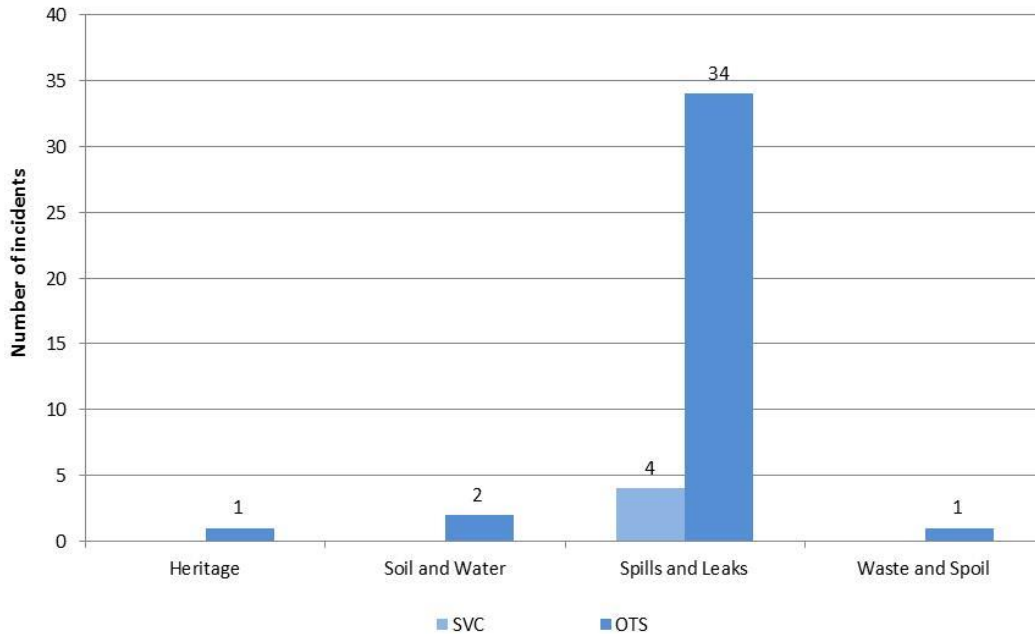


Figure 8 – Class 3 Environmental Incidents by Type during the reporting period

5.4. Independent Environmental Representative Inspections

The Independent ERs conducted a total of 33 environmental inspections and raised 282 issues. During the reporting period, the monthly ‘Issue Rate’ generally was stable (as indicated in Figure 7).

During the reporting period, Soil & Water issues comprised of majority of all issues identified during independent ER inspections (seen in Figure 9), reflecting the relatively high investment of management effort required in this area for projects which involve substantial earthworks.

Environmental Issues by Type (during October 2017 to March 2018 reporting period)

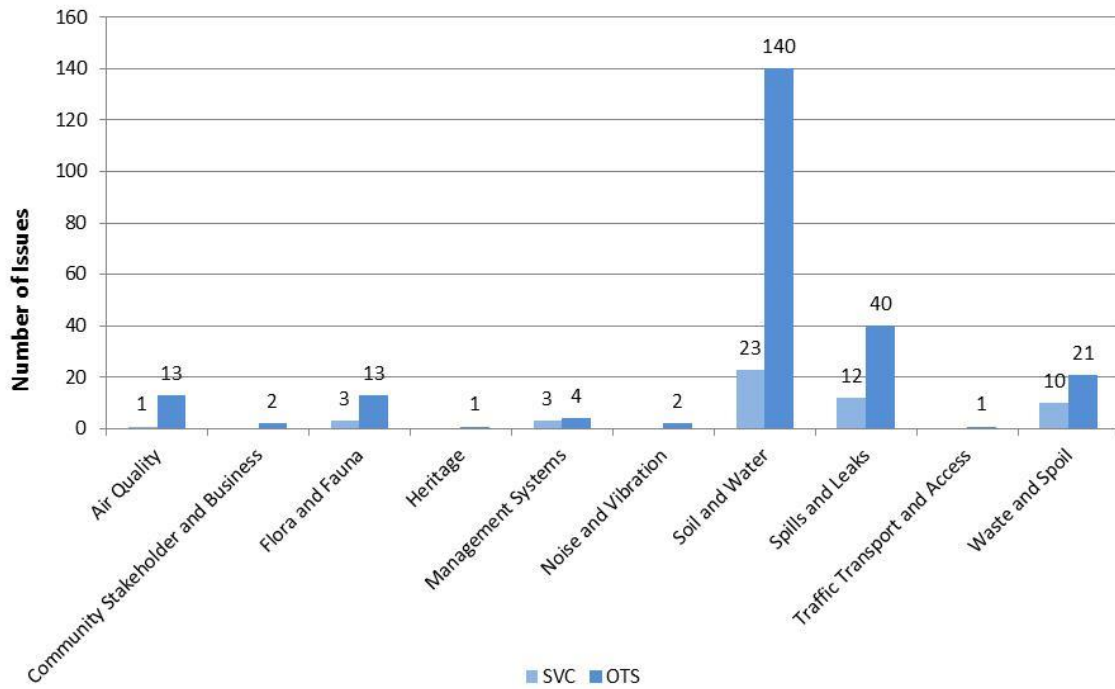


Figure 9 – Environmental Issues by Type during the reporting period

5.5. Environmental Audit Findings

5.5.1. Open from previous

The CCR for the previous reporting period (April 2017 to September 2017) indicated no audit findings remained open.

5.5.2. This reporting period

Two environmentally-relevant audits were completed in the period October 2017 to March 2018. A summary of the audits is shown in Table 10. These audits generated a total of 3 findings requiring actions. These are detailed in Table 11. Two environmental audit finding remained open at the end of the reporting period.

Table 10– Environmental Audits undertaken and finalised during the reporting period

Audit ID	Auditee	Audit Title	Audit Date	Total Findings	Closed Findings	Open Findings
AUD-0001710*	NRT (Self-assessment)	Incident Management Plan	Dec 2017	1	1	0
AUD-0001785*	NRT (Self-assessment)	PIRMP Audit / Desktop Test	Feb 2018	2	0	2
Totals				3	1	2

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

Table 11 – Audit Findings during the Reporting Period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Dec 2017	AUD-0001710	<p>The NRT Incident Management Plan could not be found on the NRT or Sydney Metro Websites. The EPA Guideline states that Some sections of the plans must be made publicly available within 14 days after they have been prepared by:</p> <ul style="list-style-type: none"> - placing them in a prominent position on a publicly accessible website of the licensee - providing copies of them, without charge, to any person who makes a written request for a copy if the licensee does not have a website. A publicly accessible website could include a website established to promote the licensee’s activities or products. <p>The information to be made available to the public:</p> <ul style="list-style-type: none"> - must include the procedures for contacting the relevant authorities including the EPA, local council, NSW Ministry of Health, WorkCover NSW, and Fire and Rescue NSW - must include the procedures for communicating with the community described in Sections 3.3.6 and 3.4.2 above - may be exclusive of any personal information within the meaning of the Privacy and Personal Information Protection Act 1998. 	Appendix E - Procedure for Notifying Agencies of a Pollution Incident of the Incident Management Plan should be made publicly available on the NRT Website.	CLOSED
Feb 2018	AUD-0001785	Hard copy of the IMP is maintained at the Showground HO.	Review each site to ensure the Appendix E is available with incident response board and duty cards.	OPEN
Feb 2018	AUD-0001785	The Procedure for Notifying Agencies of a Pollution event (Appendix E) is publically available on the NRT Website - http://www.nrt.com.au/files/Procedure%20for%20notifying%20agencies%20of%20a%20pollution%20incident.pdf	Update the NRT website with the full IMP.	OPEN

5.6. Complaints

The project received a total of 117 complaints during the reporting period:

- Eight (8) against TfNSW;
- Two (2) against the SVC contractor;
- 104 against the OTS contractor; and
- Three (3) complaints were received that were not related to the Sydney Metro Northwest scope of works.

Refer to Figure 10 for a breakdown of the complaints received by site.

The number of complaints received during this reporting period decreased by 16%, when compared with the previous reporting period (from 139 to 117). With the conclusion of construction of activities by the SVC contractor almost 90% of the complaints received during the reporting period have been attributed to activities undertaken by, or associated with, the scope of works of the OTS contractor (Refer to Section 5.6). These complaints have mostly related to Noise & Vibration, and Transport and Access issues (refer to Figure 11).

Full details on each complaint received during the reporting period are provided in Appendix 1. These complaints have been actioned and resolved in accordance with the Complaints Management System. There are no matters which are currently subject to independent mediation.

Number and Type of Complaints Received by Site

(during October 2017- March 2018 reporting period)

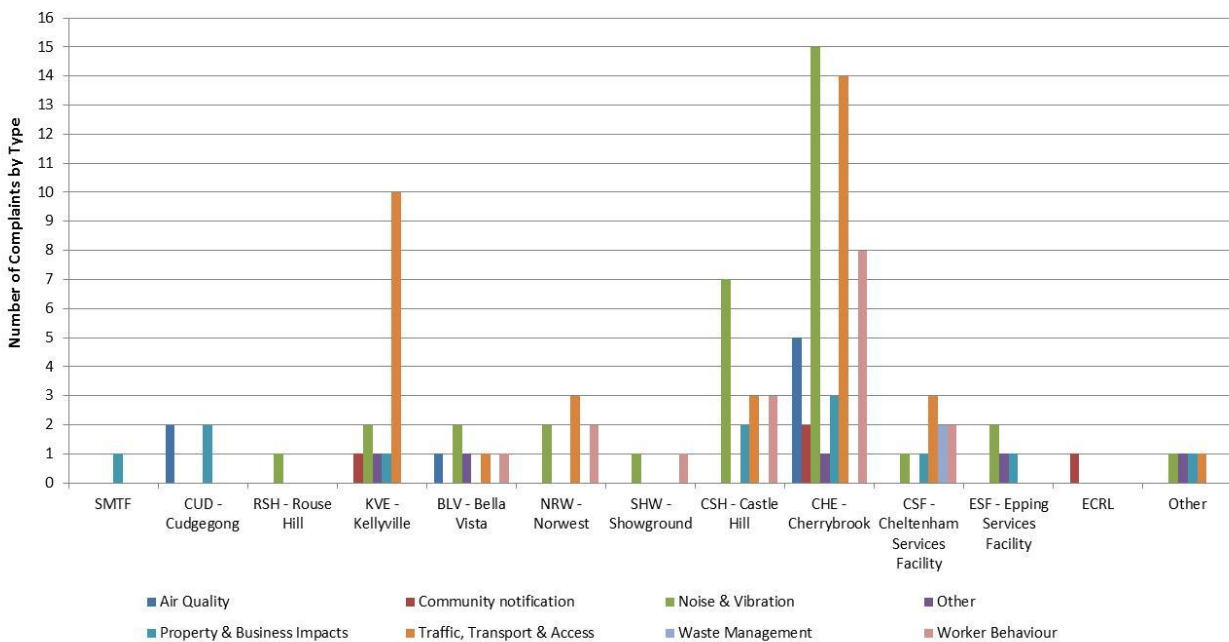


Figure 10 – Number and Type of Complaints Received by Site during the reporting period

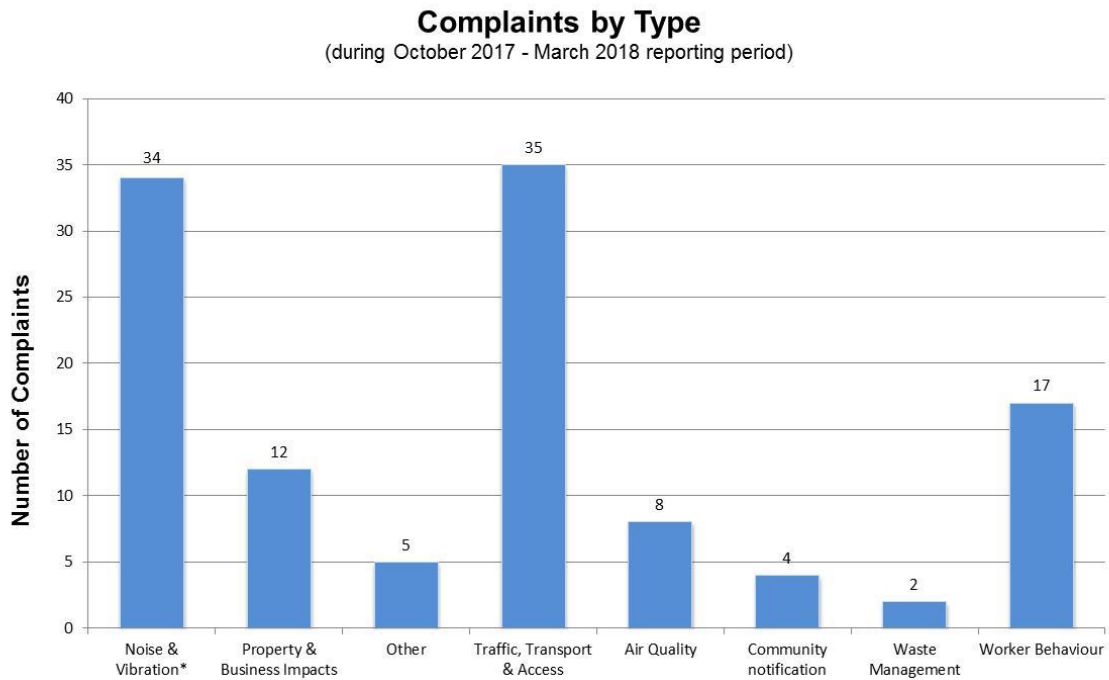


Figure 11 – Complaints by Type during the reporting period

The SVC contractor recorded a significant decrease in the total number of complaints received during this reporting period (from 28 to 2). This is attributed to the completion of construction activities undertaken by the SVC Contractor. Noise emissions from activities at the Balmoral Road storage facility contributed to 100% of complaints against the SVC Contractor.

A total of 24 dust complaints were received in the previous reporting period (April – September 2017) at the Cherrybrook site and this high number of complaints was attributed to unseasonal dry and windy weather.

Within this reporting period (October 2017 – March 2018) the north-west area of Sydney again experienced similar unseasonal dry and windy weather conditions, only receiving 263.9 mm of rainfall, compared to the average expected 484.8mm. However, as a result of the OTS Contractor working with the EPA to implement additional dust mitigation measures at station sites including Castle Hill Station and Cherrybrook, the number of dust-related complaints was significantly reduced to five complaints during the current reporting period.

During both the current and the previous reporting period, Cherrybrook site has continued to exhibit the highest number of complaints across the entire project site (42% during the current reporting period comparable to 40% in the previous reporting period). It is likely this is attributed to the proximity of the site to residential properties.

Comparison of Complaint Types between the Current and Previous Reporting Periods

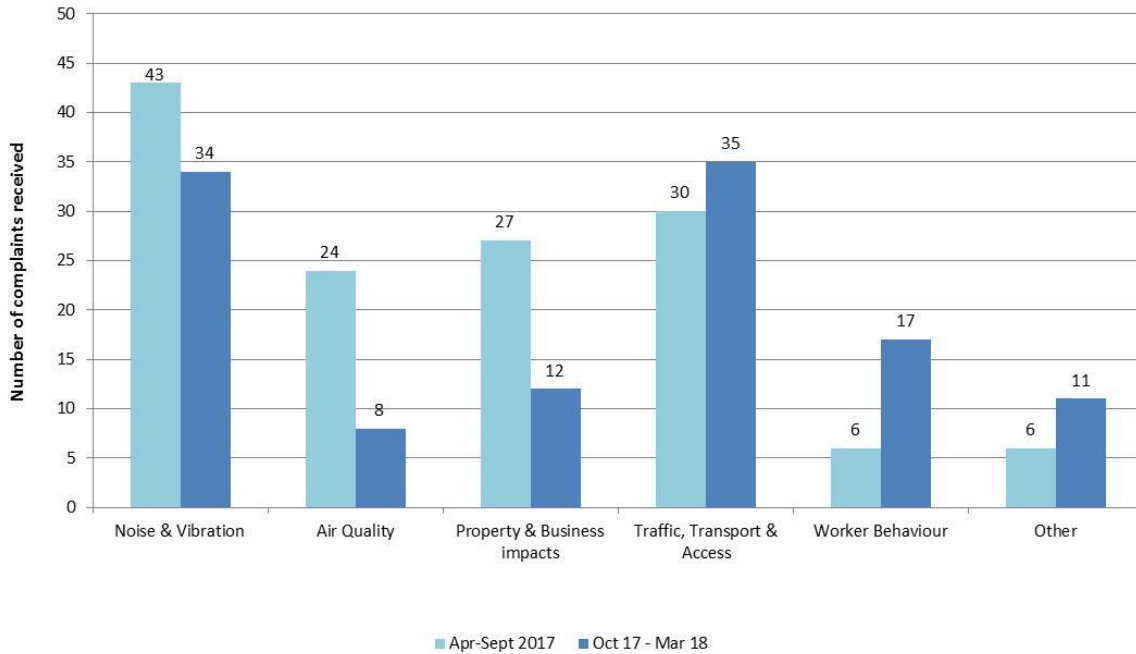


Figure 12 – Comparison of Complaint Types between the Current and Previous Reporting Periods

A comparison of the number and types of complaints received in this current and the previous reporting period indicates that environmental management practices have improved across the project with significant reductions in complaints received relating to both Noise & Vibration and Air Quality (refer to Figure 12).

Of the 35 Traffic, Transport & Access complaints received, almost two thirds were due to the perceived illegal parking by workers and the subsequent reduced availability of public on-road parking spaces. The Cherrybrook site recorded the greatest number of worker parking complaints with 92% of Traffic, Transport & Access complaints related to worker parking issues. This is attributed to an increase in workforce numbers on-site at any one time due to the increased scope of works in addition to a physically constrained site and surrounds. Conversely, seven out of the 10 Traffic, Transport & Access complaints received at Kellyville during the reporting period were related specifically to the relocation of the Riley T-way commuter car park.

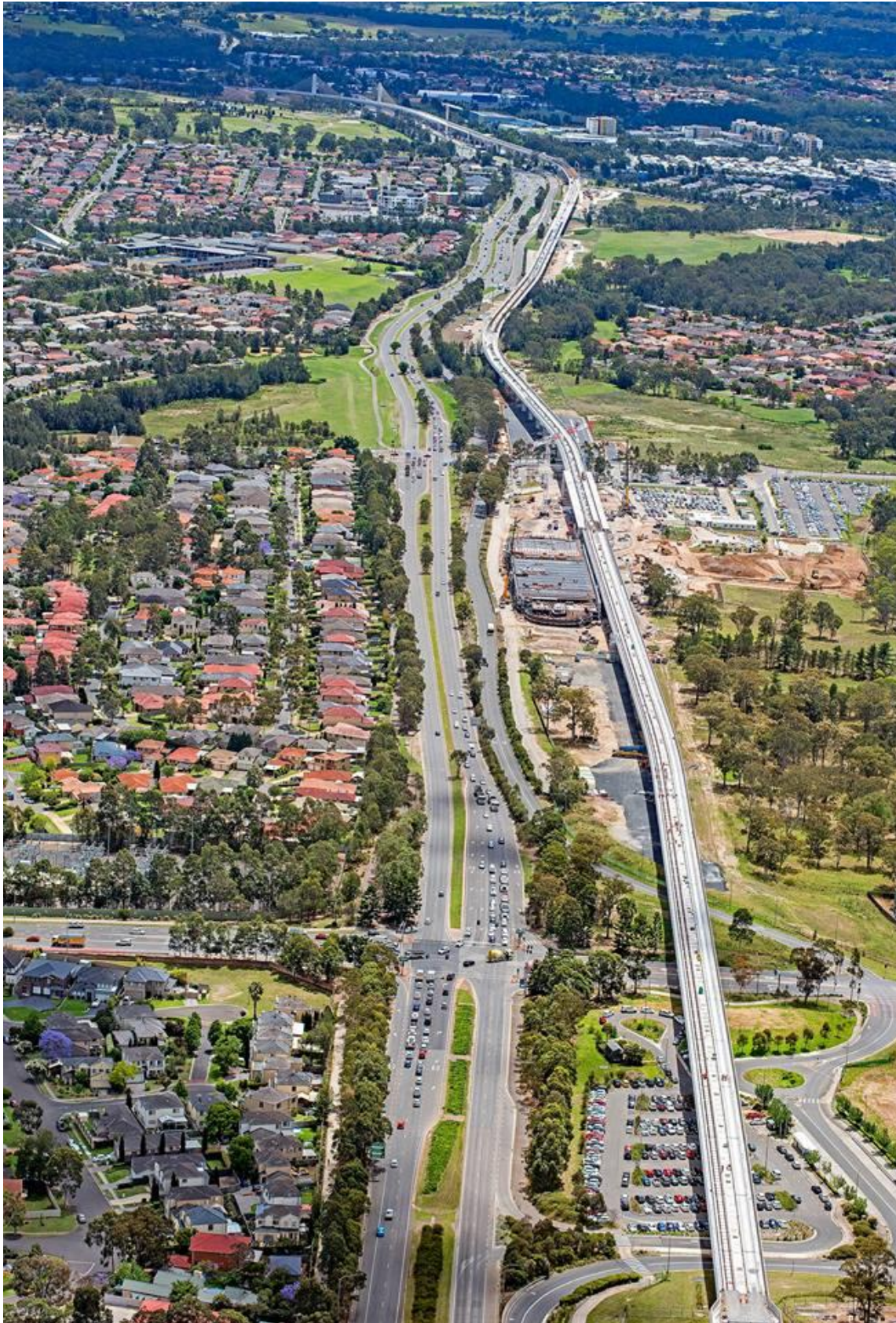


Figure 13 – View of Viaduct, Kellyville multi-storey car park and Windsor Road Bridge

6. 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 CCR No.5. Figure 14 provides a status update of some of the sustainability activity on the Sydney Metro Northwest project as of the end of March 2018.

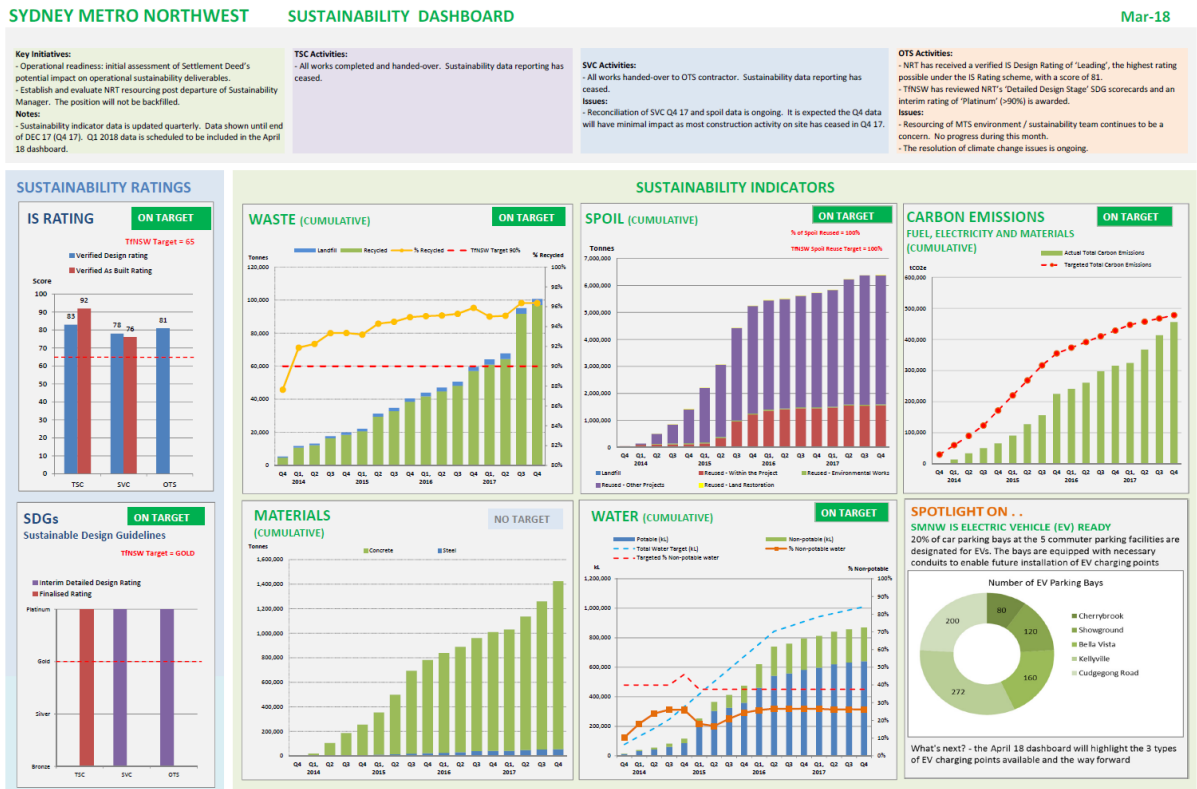


Figure 14 – Sydney Metro Northwest Sustainability Dashboard for March 2018

In the reporting period Sydney Metro Northwest has achieved a number of significant sustainability milestones and industry recognition relating specifically to achievements in sustainable construction

6.1. Infrastructure Sustainability Council of Australia Ratings

With the completion of the SVC contract the Contractor (ISJV) submitted their final As-Built rating to the Infrastructure Sustainability Council of Australia (ISCA). ISCA have undertaken their independent review and awarded ISJV with a Leading As-Built rating of 76. The OTS contractor (NRT) also submitted their final Design rating submission and achieved Leading Design rating of 81. With respect to ISCA submissions and scores, the Northwest has had all contracts assessed for a Design rating and received a Leading rating on all contracts with an average score of 81. Two out of three contracts have received As-Built rating, both of which have also been a Leading score (92 & 76).

6.2. ACA Sustainable Construction Award

The Australian Construction Awards, held annually by recognises the achievements, developments and innovation within Australia's booming construction industry and feature a wide range of categories for solution providers, contractors, architects, developers and local authorities.

This award recognises Sydney Metro Delivery Office (SMDO) as an industry leader in transforming the sustainable infrastructure sector through our holistic triple bottom line approach - both in terms of environmental and socio-economic sustainability.



Figure 15 – SMDO: Winner of the 2018 ACA Sustainable Construction Award

6.3. Sustainability Report 2017

In March 2018, the Sydney Metro Delivery Office published the NSW Transport cluster's first Sustainability Report (www.sydneymetro.info/sites/default/files/document-library/SydneyMetro_SustainabilityReport2017.pdf). The Sustainability Report 2017 highlights Sydney Metro's commitment to building a responsible and resilient transport system by minimising our environmental impact and maximising our socio-economic benefits.

The report covers the period from commencement of the Northwest project in 2011 through to 30 June 2017. It demonstrates how the Sydney Metro program of works is being environmentally and socially responsible during delivery. The Sustainability Report 2017 is a testament to Sydney Metro's commitment to delivering reliable and innovative infrastructure that is best practice in sustainability.



Figure 16 - Sydney Metro Sustainability Report 2017

6.4. Achievements to Date

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

6.4.1. 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.

A graphical representation of the combined cumulative spoil data is shown in Figure xx (Dashboard) 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of Q4 2017 (noting a 1 month lag in data availability hence Q1 2018 data not available for this report), over 6.3 million tonnes of spoil has been reused.

Noting the completion of the TSC and SVC contracts as well as the OTS contract entering into construction phase (site establishment and earth works are largely completed), the generation of spoils has slowed significantly. Vast majority of the spoils generated by the project are reused either within the project or exported for environmental works at various locations in Sydney.

6.4.2. Waste usage and recycling

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 CEMPs. The project deed nominates a benchmark of 90% of all inert and non-hazardous construction waste generated to be recycled or reused. As of Q4 2017, 96% of total waste material has been recycled which equates to some 97,000 tonnes of waste materials

6.4.3. Renewable Energy and Carbon Offsetting

Onsite Generation

The north-facing rooftop of the maintenance building located within the Sydney Metro Trains Facility houses a 1.1 megawatt (MW) solar photovoltaic system. The installation of the solar photovoltaic system was completed in Q4 2017. The annual yield of the system is projected to be over 1.5 million kilowatt hours (kWh) which is enough to power 267 households.

Carbon Offset:

The Sustainability Strategy and the Planning Approvals require 100% of the project's operational carbon emissions during operation to be offset. In December 2017, a Green Product Purchase Agreement (the 'Agreement') was executed with the preferred proponent from the Request for Proposal (RFP) process after extensive negotiations. The Agreement will result in a new renewable generation facility being constructed in NSW and guarantee the offsets, in the form of Large-scale Generation Certificates (LGCs), required to fully offset the operational electricity for Sydney Metro Northwest



Appendix 1 – Complaints during the Reporting Period

Report	Construction Complaints Management Report
Review Period	1 October 2017 – 31 March 2018

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2017 Q4	Cherrybrook	Unavoidable	04/10/17	NRT	Vibration	Complainant said her BBQ splash back had fallen as a result of the continuous vibration over the past 4-5 years. Complainant asked for NRT to arrange to have the splash back fixed or to be compensated for the damage. NRT Place Manager spoke with the complainant and discussed arrangements to access the property to inspect the damage. An inspection occurred on 4 October and it was noted that the adhesive was intact; however failure has occurred of the render. There were no signs of cracks at the interface of the BBQ brick wall and the brick wall of house. This demonstrates that there has been no movement between the two structures and vibration is an unlikely cause of the failure. At

Project:	Northwest	Date:	4 May 2018
Group:	Northwest Project Delivery	Status:	Draft
Author:	Northwest Sustainability Environmental and Planning	Revision:	1.0
Company:	TfNSW (Sydney Metro)	File number:	SM-18-00078088
File name:	NW Construction Compliance Report 10 (October 2017 to March 2018)_		



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						the time of the broken backslash no vibratory machinery was being used onsite and is a result of material deterioration over time.
2017 Q4	Balmoral	Unavoidable	06/10/17	ISJV	Noise	Complainant called regarding noise from Balmoral Road storage yard. Complainant had requested to talk directly with ISJV Community Manager. SJV Community Place Manager called complainant and made arrangements to visit along with ISJV Superintendent and ISJV Environment Manager. Superintendent explained that the introduction of respite periods each day for 1 hour after each 3 hours of work had extended the schedule for the demolition works. Environment Manager explained why the respite period was introduced as of a condition of the Environment Licence granted to the project. Superintendent said that the demolition works would now be finished in the following week given the changes to the schedule to introduce noise mitigation measures. Community Manager provided complainant with an updated notification that outlined the information provided by the Superintendent and Environment Manager. Complainant was very thankful for the explanation and information provided by the staff.
2017 Q4	Kellyville	Avoidable	06/10/17	NRT	Noise	Complainant said a petrol saw was used in close proximity to the Samantha Riley T-way bus shelter that generated an invasive noise. Complainant said he works within the construction industry and advised EPA should be aware of this matter. NRT Place Manager confirmed the EPA would receive information regarding the complaint, advised the matter was being investigated by the site team and said the saw cutting had ceased and was not scheduled to recommence. Place Manager confirmed if similar works occur in the future additional noise mitigation will be put in place such as: respite periods, noise curtains and a spotter to manage works when stakeholders are close proximity.
2017 Q4	Balmoral	Unavoidable	06/10/17	ISJV	Noise	Complainant called regarding noise from Balmoral Road storage yard. Complainant had been informed that the demolition works would be completed by this point in time. ISJV Community Place Manager called complainant and made arrangements to visit along with ISJV Superintendent and ISJV Environment Manager. Superintendent explained that the introduction of respite periods each day for 1 hour after each 3 hours of work had extended the schedule for the



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						demolition works. Environment Manager explained why the respite period was introduced as a condition of the Environment Licence granted to the project. Superintendent said that the demolition works would now be finished in the following week given the changes to the schedule to introduce noise mitigation measures. Community Manager provided complainant with an updated notification that outlined the information provided by the Superintendent and Environment Manager. Complainant was very thankful for the explanation and information provided by the staff.
2017 Q4	Cherrybrook	Unavoidable	13/10/17	NRT	Noise	Complainant said a vehicle had started its engine onsite during the night. NRT Stakeholder Manager advised the stakeholder that an oversized truck was leaving site at the time of her complaint due to Roads and Maritime Service travel restrictions.
2017 Q4	Cherrybrook	Unavoidable	14/10/17	NRT	Noise	Complainant said a loud metallic grinding noise was audible for approximately 10 minutes which woke him up. NRT Place Manager advised that an oversize delivery was taking place and provided advice regarding future deliveries.
2017 Q4	Cherrybrook	Not related to Sydney Metro Northwest	16/10/17	NRT	Noise	Complainant said there had been a low sounding humming noise that seemed to be getting more frequent and louder over the past few weeks. Complainant said the noise couldn't be heard during the day but seemed to be louder from the evening. NRT Place Manager suggested it could be noise from the ventilation fans, however Project Manager said there was no significant reading on the noise monitoring and the complainant lived more than 500m from site.
2017 Q4	Bella Vista	Unavoidable	18/10/17	NRT	Dust	Complainant said the dust from site was very bad and had been worse in the past few weeks than the prior 12 -18 months. NRT Place Manager explained the measures required to control dust including water carts, street sweepers, wheel grids and stopping works on days with high winds. Place Manager commented that unfortunately even with the measures in place, the dry and windy weather has been making dust suppression a challenge. Complainant felt residents should be compensated for the additional cost to them for constantly cleaning their cars and houses. Place Manager advised that rain would assist and in the meantime the team would be advised of the complaint and additional water cart/s requested.



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2017 Q4	Cherrybrook	Unavoidable	18/10/17	NRT	Attitude of workers, road safety and road congestion	Complainant said more worker vehicles are parking in the local street which is becoming a problem and causing a lot of congestion and queried the amount of parking being provided to staff. NRT Place Manager said the site does provide parking however there has been an increase in the workforce. Place Manager said if workers are parking illegally then Council should be notified to provide enforcement. Complainant said previously workers had been bussed to site and asked if this could be considered to alleviate pressures on local streets. Place Manager thanked the complainant for the suggested and said it would be provided to management for consideration.
2017 Q4	Cherrybrook	Avoidable	18/10/17	NRT	Attitude of workers	Complainant provided registration details of workers parking in residential space. NRT Place Manager apologised for the inconvenience and advised NRT requests workers to park in appropriate spaces. Place Manager contacted the Project Manager to request the vehicles are removed and to issue a reminder at upcoming pre-start meetings.
2017 Q4	Cherrybrook	Unavoidable	19/10/17	NRT	Noise, dust and community notification	Complainant asked whether the latest construction update had been delivered, asked for licence information regarding times for crane operation and questioned dust mitigation onsite. NRT Place Manager said she would contact the distribution company regarding the notice distribution. Place Manager also acknowledged ongoing conversations between the complainant and NRT Stakeholder and Community Manager regarding other issues raised and advised the Stakeholder and Community Manager would be in contact.
2017 Q4	Cherrybrook	Unavoidable	19/10/17	NRT	Noise	Complainant said he was woken by a loud grinding noise at approximately 3am which lasted for 20 minutes. Complainant did not believe he was notified about the work and enquired why residents weren't contacted individually when work was happening at night. The complainant has contacted NRT three times regarding this issue. NRT Place Manager explained the delivery was undertaken at night due to RMS requirements because of the size of the vehicle/delivery. Complainant said the noise over recent nights had been unacceptable and felt that noise levels were being exceeded. Place Manager advised noise monitoring had been undertaken and noise was within allowable limits. Place Manager also advised that details of all noise complaints are forwarded to the EPA and the site team review to make improvements, if possible. Complainant asked if information regarding noise monitoring could be sent to him. Place Manager



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						said the request would be forwarded to Environment team members.
2017 Q4	Cherrybrook	Avoidable	20/10/17	NRT	Parking and waste management	Complainant said residents had lost street parking because of the increased number of worker vehicles parked on local streets and was concerned about littering on the street and her front yard. NRT Place Manager cleaned up the street and advised the issue would be raised at pre-start meetings.
2017 Q4	Cheltenham	Unavoidable	23/10/17	NRT	Vehicle/transport access	Complainant said an NRT ute was parked on Castle Howard Road was blocking the waste collection truck and asked for the vehicle to be moved asap. NRT Place Manager said he would go to site and ask the driver to move the vehicle. Photos were taken and provided to the NRT site manager to action and discuss at the pre-start meetings.
2017 Q4	Cherrybrook	Unavoidable	24/10/17	NRT	Parking and Vehicle/transport access	Complainant said there had been a significant increase in the number of construction vehicles parking along residential streets and some of these vehicles were blocking garbage collections or parked in the bus zone. Complainant wanted an explanation and asked if there was a plan to accommodate the vehicles onsite. NRT Place Manager advised that the number of vehicles was due to increased work activities at the Cherrybrook site and once the onsite car park reaches capacity workers have to find alternative parking offsite. Place Manager apologised for the inconvenience and advised a long-term solution was under investigation to ease the parking situation. Place Manager also said the incident would be discussed with the site manager and workers would be asked to be more aware on garbage day, as well as to always park legally on local streets. Complainant appreciated the information and suggested some alternative locations for parking. Place Manager acknowledged the suggestions and advised they would be shared with the site manager for consideration.
2017 Q4	Cherrybrook	Unavoidable	25/10/17	NRT	Dust and Vehicle/transport access	Complainant said excessive dust was coming from the Cherrybrook site and it was worsened from the large trucks accessing site. Complainant said no dust suppression measures had been implemented and felt his previous complaints were ignored. Complainant advised that he had taken photos and was documenting all the incidents to complain to the EPA. NRT Place Manager advised the site had implemented water carts, street sweepers to constantly wash down dust and also installed new wheel wash to wash down tyres when



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						trucks accessing the site. Also as a result of the increased construction activities, the site team also organised an extra water cart last week to treat the dust issue. Place Manager arranged for a water cart to immediately wash down the access gate area as this was the area the complainant said was the most problematic. Complainant also mentioned a truck had taken an illegal right turn into site. Place Manager advised that the site traffic management plan would be reviewed.
2017 Q4	Cherrybrook	Unavoidable	30/10/17	NRT	Dust and community liaison/notification	Complainant said there was excessive dust from the Cherrybrook Station site. Complainant requested car washing vouchers and said he would continue to make complaints until the vouchers were received. NRT Place Manager mentioned the dust mitigation measures in place, advised additional water carts would be arranged and the complaint escalated to the Stations Manager. Place Manager commented that unfortunately even with the measures in place, the dry and windy weather has been making dust suppression a challenge. Place Manager also said his complaint would be reported to the EPA and his voucher request would be escalated to the Community Relations Manager.
2017 Q4	Cherrybrook	Avoidable	30/10/17	NRT	Attitude/behaviour of workers and community liaison/notification	Complainant said workers were parking in a no stopping zone and close to the business' driveway making it hard for people to enter and exit. Complainant advised he had phoned the police as council had not taken action previously. NRT Place Manager apologised for the inconvenience and advised that the number of work vehicles was due to the increased activity onsite and once the onsite car park reaches capacity, workers have to seek alternative parking. Place Manager said a more long term solution was under investigation to ease the parking situation and the issue of illegal parking is raised in toolbox, pre starts and inductions.
2017 Q4	Cherrybrook	Avoidable	30/10/17	NRT	Attitude/behaviour of workers and community liaison/notification	Complainant said a Sydney Metro vehicle was parked across her driveway. NRT Place Manager apologised for the inconvenience and advised the registration details were provided to the Stations Manager to identify the vehicle owner. Place Manager also advised that the number of work vehicles was due to the increased activity onsite and once the onsite car park reaches capacity, workers have to seek alternative parking. Place Manager said a more long term solution was under investigation to ease the parking situation and the issue of illegal



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						parking is raised in toolbox, pre starts and inductions. Place Manager encouraged the complainant to contact local council/ enforcement if this happens again.
2017 Q4	Norwest	Avoidable	31/10/17	NRT	Parking impacts and business impacts	Complainant said workers were told on 30/10/17 not to park their cars in the business car parks, however just walked away. Complainant said this occurred again on 31/10/17 however the workers moved their vehicles to another company's car spaces. NRT Place Manager apologised for the inconvenience and said the issue will be escalated to the Stations Manager. Place Manager also said NRT is discussing the possibility of having security present to prevent workers using the business car parks.
2017 Q4	Cherrybrook	Unavoidable	31/10/17	NRT	Transport and traffic impacts, dust and road safety	Complainant said trucks were leaving site dirty, leaving the road muddy in the rain. Complainant also said the concrete barriers are making Franklin Road narrow, difficult for bus drivers to get through and likely to cause an incident. NRT Place Manager explained current mitigation measures in place to assist in dust and mud management (including a wheel wash). Place Manager also advised a team member reviewed the location of the barriers against the Traffic Control Plan and confirmed the lane width is 3.3m as required. Place Manager said the barriers are in place to assist works to make Franklin Road two-way.
2017 Q4	Norwest	Avoidable	31/10/17	NRT	Parking impacts, attitude/behaviour of workers	Complainant advised workers continue to park on their premises despite being advised not to use the car parks. Complainant said he had high profile international clients visiting his office over the coming weeks and it is embarrassing when there are no parks available. Complainant also said he doesn't mind providing parks when he has spaces available, but would appreciate being asked first. NRT Place Manager said NRT takes this issue very seriously and regret the impact this behaviour has on neighbours. The team will address this with the workforce at the pre-start meeting to remind workers to utilise the parking spaces that have been provided by the project. Place Manager said the vehicle information has been sent to the Stations Manager to help identify the owner. Place Manager said a security office will be present at their car park to act as a deterrent for workers trying to park there. Place Manager encouraged the complainant to take necessary measures to protect



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						the car park from illegal parking.
2017 Q4	Cherrybrook	Avoidable	02/11/17	NRT	Parking impacts and attitude/behaviour of workers	Complainant said workers were parking illegally and in the local streets rather than onsite. Complainant also asked workers to be more considerate of their parking location during garage collection. Place Manager apologised for the inconvenience and advised that the number of work vehicles was due to the increased activity onsite and once the onsite car park reaches capacity, workers have to seek alternative parking. Place Manager said a more long term solution was under investigation to ease the parking situation and the issue of illegal parking is raised in toolbox, pre starts and inductions. Place Manager encouraged the complainant to contact local council/ enforcement if this happens again. A message would also be provided to the workforce regarding the garbage collection days.
2017 Q4	Cherrybrook	Avoidable	02/11/17	NRT	Parking impacts, road safety and attitude/behaviour of workers	Complainant wanted to know how long workers would be parking in the local streets as the roads were congested, rubbish was left behind and it was difficult to access her driveway. NRT Place Manager advised alternative parking solutions are being considered however there was recently an increase in staff. Place Manager advised cleaners will check the streets where workers are parked and mentioned the issue is reiterated in tool box talks and pre starts on a daily basis and also in inductions for new employees.
2017 Q4	Kellyville	Unavoidable	02/11/17	NRT	Changes to parking, commuter parking and parking impacts	Complainant said moving the car park has created an access issue, will add an additional 15 minutes onto his travel time and the car park is too small. NRT Place Manager apologised for the inconvenience and advised of the alternate routes to the new car park as a right turn was not possible. Place Manager also advised that the relocation of the car park will provide the equivalent amount of parking spaces and in 2019 upon operation of the station a more than 1200 spaces will be provided.
2017 Q4	Kellyville	Unavoidable	02/11/17	NRT	Changes to parking, commuter parking, parking impacts and community liaison/notification	Complainant said the new access arrangements to the northern car park make it difficult for commuters and defeats the purpose of providing commuter parking. Complainant asked what enforcement would be in place to ensure safety of commuters, said the community should have been consulted prior to this change and requested a presentation to a local advocacy group. Complainant said TfNSW and NRT did not care about the implications this has



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						on the community. NRT Place Manager shared details for access to the northern car park, advised NRT will have enforcement in place and confirmed there were no other alternatives for access. Place Manager offered to present and share information to the advocacy group and detailed the community process to inform stakeholders.
2017 Q4	Kellyville	Unavoidable	03/11/17	NRT	Commuter parking, parking impacts, transport and traffic impacts, vehicle access and community liaison	Complainant said the access and egress from the relocated Riley T-way commuter car park would increase his travel time by 30 minutes. Complainant suggested an additional entrance off the existing roundabout into the car park would assist with access from both directions. NRT Place Manager apologised for the inconvenience, suggested alternative driving arrangements and advised that the option of providing a right hand turn into the new car park was not supported by RMS.
2017 Q4	Cheltenham	Avoidable	03/11/17	NRT	Attitude/behaviour of workers	Complainant called regarding two incidents of workers travelling on the wrong side of the road, including one instance where the driver spoke inappropriately to his wife. NRT Place Manager advised NRT doesn't condone that behaviour and asked for more details so the worker/vehicle could be identified. Complainant said he would receive more information from his wife and share with NRT. Additional information has not been received.
2017 Q4	Cherrybrook	Unavoidable	03/11/17	NRT	Noise and vibration	Complainant said vibrations from site are intolerable and asked for the machinery to be adjusted to reduce the vibration. NRT Community Manager advised that NRT were using a roller onsite and it was closer to the resident's property than earlier in the week. Community Manager advised the works would continue for the remainder of the afternoon.
2017 Q4	Epping	Unavoidable	06/11/17	NRT	Noise	Complainant said the constant shuffling of concrete rubble on the Epping site was creating excessive noise on Sunday. NRT Place Manager advised that a permit was in place for works on the weekend; however he would investigate the possibility of reducing concrete removal activities on Sundays. After speaking with the Site Manager, Place Manager advised the complainant that the concrete rubble was from the weekend conversion work in the stub tunnels and that no concrete removal activity would be organised on Sundays in future.



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2017 Q4	Cheltenham	Avoidable	07/11/17	NRT	Waste Management	Complainant said workers have been parking illegally in no parking and/or no stopping areas. Complainant also took photos of a vehicle after a worker disposed of a cigarette on the ground and asked NRT to raise the risk of bush fires with workers. NRT Place Manager advised that the issues of parking, littering and worker behaviour have been raised with the Site Manager and NRT will continue to work with council and residents to address these concerns. Place Manager also encouraged the complainant to report the incident to the EPA.
2017 Q4	Cherrybrook	Unavoidable	08/11/17	NRT	Noise and vibration	Complainant said the vibration from site was annoying his wife and there was a screaming noise. NRT Place Manager advised the roller was operating as per licence requirements and that a portion of work would be completed the following day. Complainant said NRT should stop work immediately as there should be no activity that upsets residents. Place Manager clarified that NRT needed to manage impacts and operate within acceptable limits.
2017 Q4	Cherrybrook	Unavoidable	08/11/17	NRT	Parking and attitude/behaviour of workers	Complainant said workers were parking on both sides of narrow roads causing drivers to travel over the double centre line. Complainant also lodged the complaint with the local council however thought NRT should also be aware. NRT Place Manager advised there has been an increase in the workforce in recent weeks and while NRT are unable to provide onsite parking for everyone, all workers are reminded regularly to park legally and with consideration to the local residents and businesses. Place Manager also encouraged the complainant to continue to report illegal parking to council.
2017 Q4	Norwest	Unavoidable	08/11/17	NRT	Noise	Complainant said noise has been an issue since moving into the house six months earlier. Complainant said noise was worse between 9:30pm and 1:30am with what sounded like deliveries occurring in early morning hours. NRT Place Manager advised that oversized deliveries needed to occur at night due to RMS road requirements and approval was in place for night works. Noise monitoring was undertaken and results showed works were within the limits. Place Manager acknowledged the oversized deliveries were audible but workers were trying to keep noise to a minimum.



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2017 Q4	Cherrybrook	Unavoidable	09/11/17	NRT	Transport and traffic impacts, dust and road safety	Complainant said there is no street sweeper; dirt is accumulating on the road and expressed safety concerns/ implications for motorists. NRT Place Manager advised a street sweeper was being used and a soil binder was arranged for the following day to assist with dust mitigation. Place Manager also advised the complaint would be further investigated by the environmental team, Stations Manager and reported to the EPA.
2017 Q4	Cherrybrook	Unavoidable	13/11/17	NRT	Vibration	Complainant said their house was shaking from the vibrations from site and was concerned about losing computer work or interfering with music lessons. Complainant also wanted to know details of the work being undertaken. NRT Stakeholder Manager advised that a vibratory roller was being used as part of the access road construction and the activity would be ongoing, however respite periods would be provided. Complainant asked for details of the location of the access road and whether the noise wall could be relocated. Stakeholder Manager said she would enquire about temporary fencing with noise mitigation as construction was now occurring outside the existing fencing. Complainant agreed to having vibration monitoring at her property.
2017 Q4	Cherrybrook	Unavoidable	13/11/17	NRT	Vibration	Complainant said vibrations were felt throughout his property and he was concerned about potential damage. Complainant also raised concerns about additional noise from truck movements. NRT Place Manager advised that a roller was operating onsite and this work will be continuing over the coming weeks. Place Manager advised that as the roller is within 100m of the stakeholder's property they are operating three hours on, one hour off to provide respite. Vibration monitoring was arranged for the following week. Place Manager also said she would follow-up the truck movements at night.
2017 Q4	Kellyville	Unavoidable	13/11/17	NRT	Commuter parking, parking impacts, vehicle access, community liaison/notification	Complainant said there was a lack of notice provided to commuters regarding the relocated car parks at Kellyville. Complainant did not want a call back.
2017 Q4	Kellyville	Unavoidable	13/11/17	NRT	Community liaison/notification	Complainant said adequate car spaces are not provided at Kellyville following the car park relocation and the change has increased his travel time. NRT Place Manager advised the same number of car parks have been allocated in the new car park and the access arrangements were established in accordance with the



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						road authority. Place Manager appreciated the inconvenience and advised 1,360 car spaces will be available when the station opens.
2017 Q4	Cherrybrook	Unavoidable	14/11/17	NRT	Attitude/behaviour of workers	Complainant said workers were parking in local streets, blocking driveways and restricting access for residents and garbage collection. Complainant also said workers were leaving rubbish on the street. Complainant said she had no issues with workers parking in the street, however asks they be more considerate of residents. NRT Place Manager apologised for the inconvenience and advised the issue would be discussed at the next toolbox talk.
2017 Q4	Cherrybrook	Unavoidable	14/11/17	NRT	Parking impacts, vehicle access	Complainant said there had been a significant increase of work vehicles parking along residential streets. Complainant understood parking was legal, however raised safety concerns due to the lack of visibility when exiting driveways. NRT Place Manager apologised for the inconvenience and advised parking is limited onsite due to the increased workforce. Place Manager said the incident would be raised with the station manager and the workforce would be reminded to be considerate of residents when parking.
2017 Q4	Cheltenham	Unavoidable	15/11/17	NRT	Parking impacts	Complainant said worker vehicles were parked along Castle Howard Road and prevented garbage collection. Complainant said the issue was also raised with council and asked NRT what actions had been taken to address the issue. NRT Place Manager advised local police attended site that morning and workers were told to move their vehicles. Place Manager also advised no parking signs were in place and an email would be sent to all workers on garbage collection day. A sign was provided the following day for the complainant to place on offending vehicles.
2017 Q4	Cheltenham	Unavoidable	15/11/17	NRT	Parking impacts	Complainant said workers were illegally parking in the street, restricting access for garbage collection. Complainant said police had been contacted to attend site. NRT Place Manager installed no parking signage in the area and workers were requested to move their vehicles as soon as possible.
2017 Q4	Norwest	Avoidable	15/11/17	NRT	Attitude/behaviour of workers	Complainant said workers were using business car parks and four worker's had illegally driven on the wrong side of the road to avoid a queue of cars. NRT Place Manager apologised for the behaviour and said the issue would be raised at the next pre-start meeting.



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2017 Q4	Kellyville	Avoidable	15/11/17	NRT	Removal/changes to parking, commuter parking, parking impacts, road safety, community notification/liaison	Complainant said the line marking was incorrect and the entry/exit traffic signage into the at-grade Kellyville car park was not clear enough for motorists. NRT Place Manager advised the line marking would be rectified when traffic volumes are lower to ensure a safer work area. Place Manager also said the signs and markings are as per requirements and construction drawings. NRT has also applied for a road occupancy licence to install the sign in the middle of the road; however the left turn only sign on the southern side of Samantha Riley Drive remains in place.
2017 Q4	Cherrybrook	Unavoidable	18/11/17	NRT	Noise, dust, community notification/liaison	Complainant said works were occurring after the notified time of 1pm on Saturdays and excessive dust is drifting over his property. NRT Place Manager confirmed the stations team were finished by 1pm and there were approvals in place to continue using the crane, one piece of plant and work in the tunnels. Place Manager also advised water carts were operating that morning. Complainant commented that NRT have no regard for the community and advised he would start to continuously call until works on Saturday ceased.
2017 Q4	Castle Hill	Unavoidable	18/11/17	NRT	Noise	Complainant works adjacent to the Castle Hill site and said the noise from the cranes was loud and disruptive. NRT Place Manager advised the cranes will be operating at the site for some time, however said NRT would arrange noise monitoring.
2017 Q4	Cheltenham	Unavoidable	18/11/17	NRT	Noise	Complainant said workers were dropping materials into the bin above ground, causing a loud noise and waking his baby. NRT Place Manager apologised for the inconvenience and said workers have been advised not to continue this procedure.
2017 Q4	Cherrybrook	Unavoidable	18/11/17	NRT	Project hours	Complainant said works were occurring, including use of the concrete mixer and excavator, on a Saturday after 1pm with no notification. NRT Place Manager advised that utility relocation work was being undertaken and had to be finished the same day to avoid service outage to local residents. The work was running overtime but would be completed by about 2pm. Complainant also requested a follow-up regarding car wash vouchers.
2017 Q4	Epping	Unavoidable	27/11/17	TfNSW	Property impacts	Complainant believes the information she received (source unclear) regarding the tunnels built under her house was incorrect. Complainant said she now can't sell her property. Sydney Metro (called and emailed the stakeholder.



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2017 Q4	Windsor Road	Not-related	27/11/17	Not related	Transport/traffic impacts	Complainant said white paint was on his car and thought it may have occurred after he drove past workers who were line marking Windsor Road. ISJV investigated the complaint and advised that it was not a result of ISJV's work. Place Manager advised full carriageway closures were in place in each direction, the nozzle on the machine is 100mm from the ground and glass beads are sprayed on the paint immediately so that the paint dries and the paint marks on the complaint's vehicle were not consistent with the activity undertaken by ISJV.
2017 Q4	Castle Hill	Unavoidable	28/11/17	NRT	Attitude/behaviour of workers	Complainant raised concerns regarding the weeds between the construction site and his property and workers parking in the tenants' parking area. Complainant said he had previously raised concerns however felt no action has been taken. NRT Stakeholder Manager advised arrangements would be made to remove and maintain the weeds. Stakeholder Manager asked for details regarding the vehicles and said the issue would be discussed with the workforce to ensure they don't park there again.
2017 Q4	Castle Hill	Unavoidable	28/11/17	NRT	Noise	Complainant raised concerns regarding the noise from the cranes onsite. NRT Place Manager confirmed noise monitoring was being arranged for when the crane works are happening to get an accurate representation of the results. Place Manager confirmed NRT are operating in line with their EPA license and this complaint would be logged with EPA.
2017 Q4	Bella Vista	Not-related	30/11/17	NRT	Transport/traffic impacts, community liaison/notification	Complainant said she was unhappy with the exits on Celebration Drive and the light phasing is not adequate in peak periods. NRT Place Manager advised it was not in NRT's scope to managing the light phasing or undertake widening on the westbound side of Celebration Drive. Place Manager suggested the complainant contact The Hills Shire Council or RMS to discuss her concerns.
2017 Q4	Cherrybrook	Unavoidable	01/12/17	NRT	Community engagement/liaison	Complainant said there was a concrete pour taking place out of hours. NRT Place Manager advised that in the event there is a delay with a concrete pour that NRT have approvals to complete the work as it was important to ensure the quality of the concrete work. Complainant commented there had been similar issues earlier in the week. Place Manager said every effort is made to reduce impacts.



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2017 Q4	Cudgegong	Unavoidable	01/12/17	NRT	Dust	Complainant said dust was an issue due to high winds and their outdoor area/furniture was covered in dust. Complainant also said he had not seen any water carts in operation. NRT Place Manager confirmed that two water carts were in operation and the team were monitoring the situation.
2017 Q4	Cherrybrook	Unavoidable	02/12/17	NRT	Noise	Complainant said noisy work was being undertaken on site that hadn't been notified. NRT Place Manager advised that only one truck was operating onsite after 1pm. Complainant said concrete saw cutting had taken place on the surface level from 1pm until at least 2:45pm. Place Manager followed-up with site and the Site Manager later confirmed that block work was being cut and an OOH permit was raised in retrospect. Modelling of a saw cutter to the closest receiver shows the predicted noise levels would be permitted within the approved levels.
2017 Q4	Castle Hill	Not related to Sydney Metro	06/12/17	NRT	Transport and traffic impacts	Complainant said a Sydney Metro vehicle was parked on an angle in bus interchange lane, creating traffic problems as buses were unable to get around this vehicle. NRT Place Manager advised there were no Sydney Metro vehicles parked in the bus lane, however noted there was a traffic control set-up near the private development.
2017 Q4	Cherrybrook	Avoidable	12/12/17	NRT	Parking impacts, attitude/behaviours of workers	Complainant said four worker vehicles were parked in front of his property and said the workers were in breach of NRT's requirements. NRT Communication and Stakeholder Manager advised the workforce was addressed by the project manager and parking was also discussed on site earlier that morning. Communication and Stakeholder Manager confirmed a note would be placed on the cars as suggested and advised that NRT has no concerns with the resident contacting the police or local council to have the relevant parking restrictions enforced.
2017 Q4	Kellyville	Avoidable	13/12/17	NRT	Transport and traffic impacts and road safety	Complainant said a truck was reversing into site without traffic control creating a traffic risk. NRT Place Manager apologised for the incident and advised the issue would be raised with the team and changed would be implemented as required.
2017 Q4	Bella Vista	Avoidable	14/12/17	NRT	Attitude/behaviours of workers and road safety	Complainant said a worker was texting while driving and commented that an accident was only averted due to him moving out of the way. NRT Place Manager advised that the registration had been identified and the issue would be addressed with the driver.



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2017 Q4	Cudgegong	Unavoidable	19/12/17	NRT	Dust	Complainant said carpark works were being undertaken without a water cart in place and dust wasn't controlled. Complainant didn't want a call back. NRT site team confirmed that water carts had been used throughout the day however due to weather, the dust impact had increased. Moving forward, the team would spray polymer seal over stockpiles and three water carts would operate onsite to suppress dust.
2017 Q4	Norwest	Avoidable	20/12/17	NRT	Transport and traffic impacts	Complainant advised that traffic management was still in place blocking the right hand turn into Brookhollow Avenue at 10.15am when the signage stated it would be reopened at 10am. NRT Place Manager apologised for the delay and advised traffic controllers had been reminded of road occupancy licence requirements and timeframes to ensure no further delays.
2017 Q4	Kellyville	Unavoidable	21/12/17	NRT	Parking impacts	Complainant said it was impossible to get a parking spot to use the bus service and commented it was not fair for elderly people. Complainant also commented that there was no signage to advise that there would be council patrols and she only became aware when she received a warning. NRT Place Manager advised that signage was being installed and offered to discuss with the team whether senior parking spaces would be available in the future parking arrangement.
2017 Q4	Norwest	Not related to Sydney Metro	27/12/17	-	Noise	Complainant said they should have been given a break over the Christmas period rather than the loud work that was currently being undertaken. NRT Stakeholder Manager advised that minimal workforce was on site over the Christmas period and described the work currently being undertaken. Stakeholder Manager confirmed that the noise being experienced was that of the ice skating arena being demolished which was not associated with NRT.
2018 Q1	Alignment (Cudgegong to Windsor Road)	Not related to Sydney Metro	10/1/18	NRT	Noise	Complainant contacted NRT regarding noise from site works near Rouse Road. NRT Stakeholder Manager left a voice message for complainant advising that NRT was not working near Rouse Road. An additional call was made to the complainant and a voice mail left to call NRT if they had more questions or concerns.
2018 Q1	Rouse Hill	Unavoidable	11/1/18	NRT	Noise	Complainant said noise from the worksite was impacting his business and requested work stops between 11am-12pm. NRT Place Manager advised NRT would not stop work during the requested timeframe and offered to undertake noise modelling at the business premises. Place Manager commented that if



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						the monitoring indicated high noise levels, NRT would restrict hours to include one hour break after every three hours of work as per their licence. Noise monitoring was arranged and results were compliant.
2018 Q1	Castle Hill	Avoidable	11/1/18	NRT	Attitude of workers	Complainant said workers continued to park in private car spaces. NRT Stakeholder Manager said security attended the parking area and confirmed two of the three vehicles were associated with NRT works. Security was at the car park the following morning to instruct workers to find alternative parking. NRT confirmed security would be in place for all of next week to assist with car parking concerns.
2018 Q1	Bella Vista	Not related to Sydney Metro	12/1/18	NRT	Transport and traffic impacts	Complainant was concerned regarding the traffic control at the Celebration Drive/Lexington Road roundabout as it was difficult to turn onto Lexington Drive due to the heavy traffic. NRT Place Manager detailed the scope of works being undertaken at Bella Vista, confirmed the temporary roundabout would remain in place and encouraged the complainant to contact local police regarding traffic violations. Complainant reiterated concerns regarding the current arrangements and NRT advised they are unable to implement traffic management unless as a requirement for construction activities.
2018 Q1	Showground	Avoidable	18/1/18	NRT	Attitude/behaviour of workers	Complainant contacted NRT about issue with a traffic controller at Showground site. Complainant said two witches hats were blocking access to their driveway and when they asked Traffic Control to move them so that they could access their property, one traffic controller yelled at and abused them. NRT doorknocked the complainant to seek further information, and apologised for the behaviour of the traffic controller. NRT advised the complainant that workers would be spoken to and reminded at pre-starts and toolbox talks to be courteous when interacting with residents. The stakeholder thanked NRT for speaking to them in person and said they appreciated the apology.
2018 Q1	Kellyville	Avoidable	22/1/18	NRT	Parking/property impacts	Complainant advised that a substance, which appeared to be liquid concrete, fell from the viaduct above Samantha Riley car park onto their car while it was parked underneath (complainant provided photos). NRT Place Manager offered the complainant a car wash voucher. Complainant had concerns that the concrete may scratch the vehicle when being removed. NRT Place Manager



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						offered to meet the complainant at the car wash to discuss the issue with them to ensure a satisfactory outcome, which the complainant accepted. NRT Place Manager and complainant met at the car wash and arranged the cleaning. Complainant advised they were grateful for the assistance.
2018 Q1	Cherrybrook	Avoidable	23/1/18	NRT	Parking impacts Attitude/behaviour of workers	Complainant advised that a worker's vehicle was parked too close to their driveway and obstructed their line of sight when exiting the property. NRT Place Manager advised the complainant that illegal parking complaints can be lodged online with Council and that the authorities are able to enforce the road rules. NRT Place Manager also advised that workers would be reminded at pre-start meetings. NRT Place Manager requested that the Project Manager and Site Manager remind workers to park legally and with consideration for project neighbours.
2018 Q1	Castle Hill	Not related to Sydney Metro	24/1/18	NRT	Noise	Complaint about out-of-hours truck access. NRT advised the complainant that the truck was unrelated to their works and advised them to contact council.
2018 Q1	Cherrybrook	Avoidable	30/1/18	NRT	Property impacts Attitude/behaviour of workers	The complainant reported workers parking in 'no parking' zones and blocking parents from entering the school during pick up/drop off times. It also advised workers had been parking in staff parking. Place Manager called to apologise and discuss parking options, and also offered to go to the school car park to wait for workers. Place Manager advised workers would be reminded to park correctly. Place Manager suggested the number plates of any vehicles incorrectly parked be provided to Hornsby Shire Council. The complainant offered to send registration details if the problem continued and thanked the Place Manager for the call and support.
2018 Q1	Cherrybrook	Avoidable	30/1/18	NRT	Attitude/behaviour of workers	The complainant reported workers moved their garbage bins from the roadside (placed there for collection) onto their driveway, and parked their cars where the bins had been. The bins obstructed the complainant's elderly mother from entering the driveway, and she consequently had to get out of her car to move the bins. The complainant also advised that some vehicles were parked illegally, including in bus stops and too close to intersections, and noted this had occurred on Edward Bennett Drive. The NRT Place Manager apologised to the complainant, and advised that workers would be reminded of appropriate behaviour and not to touch residents' property. Place Manager also



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						advised Hornsby Shire Council that cars were illegally parked on Edward Bennett Drive.
2018 Q1	Cherrybrook	Avoidable	30/1/18	NRT	Attitude/behaviour of workers	The complainant advised that the construction workers were speaking inappropriately and swearing near the windows of properties in Kayla Way. They also advised this behaviour woke children from sleep. NRT Place Manager advised the NRT Night Supervisor, who advised workers would be spoken to. Place Manager attempted to ring the complainant to follow up the call. Stakeholder did not answer, and Place Manager left a message outlining actions taken, apologising for the worker's behaviour and leaving a contact number for stakeholder to call if more information was required.
2018 Q1	Cherrybrook	Avoidable	31/1/18	NRT	Attitude/behaviour of workers	Complainant advised a worker was driving the incorrect way down Franklin Road towards Castle Hill Road, which is a one-way street. They also advised the driver was speeding and not giving way. They provided the vehicle's registration details. NRT Place Manager called the complainant to discuss their concerns and advised the worker was asked to leave the site and would not be returning. Place Manager also advised that workers would be reminded of standards expected by the project via toolbox talks and prestart meetings. The complainant thanked Place Manager for the call and said they were impressed with NRT's response to the incident.
2018 Q1	Kellyville	Unavoidable	01/2/18	TfNSW	Parking impacts	The complainant expressed concern about illegal car parking at the Burns T Way car park. They advised people are parking haphazardly, and that cars are parked-in. Sydney Metro representative followed up with the resident and explained work done to date to encourage residents to park legally, including enforcement at Samantha Riley Drive and earlier community relations work.
2018 Q1	Cherrybrook	Avoidable	02/2/18	NRT	Attitude/behaviour of workers	The complainant advised that worker's vehicles continue to obstruct entry and exit from their driveway. They stressed that their child has special needs and it is imperative that access to their property is not impacted. The complainant advised they are becoming distressed by the behaviour and requested that workers are addressed about appropriate parking. They advised that parking rangers had issued several fines but the behaviour continues. The Place Manager called the complainant to discuss the complaint. The complainant did not wish to continue the discussions but thanked the Place Manager for their



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						call.
2018 Q1	Cherrybrook	Avoidable	06/2/18	NRT	Parking impacts and Attitude/behaviour of workers	The complainant advised that workers at the Norwest Station site parked their cars in a commercial customer car park, and customers had complained. The complainant indicated the revenue is being lost as a result of the lost customer parking. The complaint provided the registration numbers of repeat offenders and asked that workers are instructed not to use the business' car parks. Place Manager advised the complainant that NRT does not have sub-contractors' registration information but would toolbox the site team about appropriate parking and remind them at pre-starts. Place Manager apologised but advised that NRT is unable to enforce parking restrictions on private property, and suggested speaking with the police and council.
2018 Q1	Castle Hill	Unavoidable	06/2/18	NRT	Community Liaison/ Notification	The complainant advised that the operation of a crane was noisy after 12.30am the night before, and wanted to know why the noisy work was done at night. Place Manager advised the complainant of the out-of-hours approval for crane operation at the site, and that some works had to be done out-of-hours to ensure safety. Place Manager advised that the crane would be used again that night but the site team would keep other activities to a minimum while the crane was in operation to reduce the overall noise impacts. The complainant said they appreciated the response and would call if there were any further issues.
2018 Q1	Cherrybrook	Unavoidable	06/2/18	NRT	Parking impacts Dust Community Liaison/ Notification	The complainant advised that workers parking on Robert Road were obscuring their view of oncoming traffic and obstructing access to their property. They also advised that dust levels were increasing beyond nuisance levels, and noted an asthmatic lived at the property. Place Manager advised that the dry weather had made dust mitigation more difficult, but that the team were operating water carts every day to try and control it. The complainant said they would address the parking issue with Council.
2018 Q1	Cherrybrook	Unavoidable	07/2/18	TfNSW	Property and business impacts	Complainant advised of a new crack in their property. Sydney Metro assessed the damage and concluded it was not associated with tunnelling.
2018 Q1	Castle Hill	Avoidable	07/2/18	NRT	Community Liaison/ Notification	Complainant advised that the driver of a work vehicle was driving while talking on their mobile phone when they turned in front of the caller into the site and almost caused an accident. Site Manager discussed the incident immediately



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						spoke with the sub-contractor and gave them an oral warning. The complainant noted they also reported the incident to police. The complainant said they appreciated the follow-up and thanked NRT for a quick response.
2018 Q1	Castle Hill	Unavoidable	07/2/18	NRT	Noise	The complainant advised of a constant humming coming from site throughout the night, like a generator. Place Manager advised that crane operations are now occurring 24 hours a day and this may be the cause. Place Manager advised that the site team would aim to limit other activities when the crane was in operation to minimise noise impacts.
2018 Q1	Cherrybrook	Not related to Sydney Metro	08/2/18	TfNSW	Property and business damage	Complainant advised cracks in property have widened and new cracks have appeared in their property. Sydney Metro is liaising with the complainant regarding the matter.
2018 Q1	Epping	Avoidable	09/2/18	NRT	Community Liaison/Notification	Complainant raised concerns about the lack of parking at their alternative accommodation that was offered by NRT during 24 hour work at Epping. NRT advised they would follow up with the booking company.
2018 Q1	Norwest	Avoidable	13/2/18	NRT	Attitude/behaviour of workers	The complainant advised that workers are parking in Evesham Court and it is impacting residents, including parking on lawns and footpaths. They also advised that rubbish bins are often unable to be collected due to worker's cars obstructing garbage truck access. The complainant has contacted NRT about this issue previously and has requested further action to deter workers from parking in this street. They have also contact Council on a number of occasions. The complainant noted that if not addressed, the issue could be escalated to the media or through a legal channel. The Place Manager discussed the issue with the complainant and advised that NRT continually reminds workers to utilise the parking facility at Hillsong Church, arranged by NRT. The Place Manager requested that the Norwest team consider security to deter inappropriate and illegal parking, and contacted Council to request that a ranger attend the area to issue infringements to offenders.
2018 Q1	Chatswood	Avoidable	16/2/18	NRT	Property impacts	The complainant advised that barricades along Muttama Road, Artarmon are obstructing their driveway. Place Manager contacted the resident and advised that the parking issue would be addressed.



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2018 Q1	Kellyville	Avoidable	16/2/18	NRT	Transport and traffic impacts	The complainant advised that workers are occupying a number of commuter car spaces at the Samantha Riley T-way car park. The complainant said they have resorted to parking incorrectly due to workers occupying commuter car spaces, and have received penalties. They have requested leniency for the fines and a response in writing.
2018 Q1	Cherrybrook	Unavoidable	17/2/18	NRT	Vibration	Complainant advised that construction work at Cherrybrook is causing their property to vibrate. Place Manager discussed the matter with the Site Manager and Environmental Controller, who advised that only approved works were underway at the Cherrybrook site and the vibration could be from the vibratory roller and the out-of-hours concrete pour, which were approved to occur out-of-hours. Place Manager advised the resident of the possible cause of the vibration and explained that the activity causing it was approved, and that a notification was distributed to residents advising them about the work.
2018 Q1	Cherrybrook	Avoidable	19/2/2018	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking in a residential area and obstructed garbage collection. Place Manager advised they would discuss it with the site team and that it would be raised at pre-starts. The complainant commented that they do not understand the lack of enforcement to make workers park elsewhere. Place Manager suggested that the complainant contact Council.
2018 Q1	Kellyville	Unavoidable	19/2/2018	NRT	Noise	Complainant advised that they heard noise from a concrete pour early in the morning and did not receive prior notification. Place Manager explained that NRT has approval for intermittent out-of-hours work that will commence at 4am from 18 February for the next three months, which includes five concrete pours. Place Manager committed to notifying the complainant the day prior to the next concrete pour.
2018 Q1	Beecroft	Not related to Sydney Metro	27/2/2018	TfNSW	Property and business impacts	Complainant advised existing cracks in property have widened and new cracks have appeared. Sydney Metro assessed the damage and concluded it was not associated with tunnelling.



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2018 Q1	Cheltenham	Unavoidable	20/2/2018	NRT	Waste management	The complainant advised that three emptied cigarette boxes were picked up on in their driveway and that they believed they belonged to site workers. They requested NRT install more signage about littering. Place Manager advised the complainant that the issue of littering and workers' behaviour would continue to be addressed at pre-start meetings, and encouraged them to assist with reporting future littering by sending photos to NRT. Place Manager discussed the complaint with the site's Project Engineer and Senior Environment Coordinator, and gave the site team 'No Litter' signage to display on site near Castle Howard Road.
2018 Q1	Cheltenham	Avoidable	22/2/2018	NRT	Road safety and attitude and behaviour of workers	Complainant advised that a traffic controller on Kirkham Street raised a stop sign abruptly and used expletives while they were driving past at around 8am. They advised that the traffic controller did not provide adequate time for them to stop so she continued driving. Place Manager discussed the issue with the complainant and advised it would be raised with the traffic controller and to the wider team at pre-start meetings.
2018 Q1	Showground	Avoidable	26/2/2018	NRT	Noise Community Liaison/ Notification	Complainant advised that night works were occurring late on Showground Road in Castle Hill over Friday night and the weekend. They requested further information about upcoming night work. Place Manager returned their call, and the complainant expressed dissatisfaction that NRT did not return their call on the weekend and to provide information about the work duration. Place Manager apologised for the lack of notification, and explained that the noise model had not identified the complainant's property as requiring notification or noise mitigation, such as relocation, which was offered to 65 households in the vicinity of the work. Place Manager advised that NRT would look further into noise impacts on the complainant's property ahead of future works near them. Place Manager also offered to include the stakeholder on the Showground mailing list so they are kept informed of all upcoming works.
2018 Q1	Castle Hill Station	Avoidable	28/2/2018	NRT	Parking impacts	The complainant, a local commercial real estate agency, advised that several tenants complained about workers parking in the McMullen Avenue visitor car park. They requested NRT have the vehicles removed and advised that signage would be installed in the coming weeks to advise of towing. Place Manager discussed the issue with site Project Manager and Senior Engineer, and advised the complainant that a security guard would frequent the property during the



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						early morning and late afternoon peaks to deter workers parking in visitor spaces. Complainant said they appreciated NRT's action.
2018 Q1	SMTF	Avoidable	28/2/2018	NRT	Parking impacts; Pedestrian access; Land use impacts; Attitude/behaviour of workers; Noise; Property access; Impacts to utilities and services; Visual amenity	Complainant contacted NRT to make a formal complaint about several matters in relation to work at SMTF, including: <ul style="list-style-type: none"> - No notification in relation to property access and pedestrian footpath being blocked - No notification in regards to the works in close proximity to his property - No notification of loud noise caused by heavy machinery which was persistent on 27/2/2018 - Attitude and behaviour of workers. Complainant advised that they asked workers to avoid touching his trees/plants and the workers laughed at him - Litter left behind by workers each day - Safety concerns about poor traffic control set up Place Manager contacted site managers and environment coordinator to determine the contractor undertaking the works referenced. Place Manager advised the complainant that they would investigate. Complainant thanked Place Manager for investigating their complaint and taking it seriously. NRT met with the complainant to discuss their concerns. NRT and the complainant and agreed that NRT would restore their nature strip once the works are complete.
2018 Q1	Cherrybrook	Unavoidable	3/3/2018	NRT	Work hours	Complainant disputed NRT work hours, advising that working after 1pm on a Saturday (03/03/2018) is out of approved hours. They advised that the out of hours work included pouring concrete, completing formwork and crane use. Communications Manager called the complainant and left a voice mail advising that a permit was in place for NRT to undertake works until 6pm on Saturday 03/03/18.
2018 Q1	Cherrybrook	Avoidable	6/3/2018	NRT	Attitude/behaviour of workers	Complainant advised of workers parking illegally. They also advised that they had contacted council. Place Manager contacted the complainant to advise that NRT would continue to address parking with workers, and that they had contacted Council to request that parking rangers be sent out.



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2018 Q1	Castle Hill Station	Avoidable	6/3/2018	NRT	Community Liaison/ Notification	The complainant, a local bus company, advised that the Castle Hill bus interchange on Old Northern Road was obstructed by a Sydney Metro construction vehicle, which prevented buses from turning left onto Crane Road. Complainant advised that the driver of the vehicle refused to move until instructed by the site team. Place Manager and Site Manager actioned complaint immediately and the driver of the vehicle was instructed to move. The bus company was advised that access to Crane Road had been restored, and was encouraged to contact NRT about any future issues.
2018 Q1	Castle Hill Station	Avoidable	6/3/2018	NRT	Community Liaison/ Notification	Complainant raised an ongoing issue with workers parking in visitor car park, which is located on private commercial property. Place Manager requested photos of the vehicles in question and communicated the offending vehicles to the workforce, instructing them to immediately remove their vehicles. Site Manager instructed security to attend the location to deter incorrect parking. Place Manager confirmed with complainant that signage had been ordered and would be given to the complainant. Complainant advised that they appreciated the action taken by NRT and would continue to work with them on the issue.
2018 Q1	Cherrybrook	Avoidable	12/3/2018	NRT	Community Liaison/ Notification	The complainant advised that noisy works were disrupting them and their sick husband. They advised that several calls had been made in relation to the alternative accommodation offer but they did not receive a response from NRT. Place Manager apologised and explained that there must have been a technical issue as NRT had not received any calls. Place Manager spoke to the stakeholder about accommodation. Complainant advised that there are significant medical considerations to factor into alternative accommodation. Place Manager offered to discuss options and the complainant accepted. Alternative accommodation was subsequently arranged. NOTE: During Q1 2018, TfNSW experienced an IT problem which prevented some call centre emails messages from reaching NRT. This issue has since been resolved.



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2018 Q1	Cherrybrook	Avoidable	13/3/2018	NRT	Community Liaison/ Notification Attitude/behaviour of workers	Complainant from Kayla Way advised of excessive noise from workers during the night. The language and topics of conversation of workers located on Franklin Road was the main concern. Place Manager apologised to the complainant and advised that the occurrence would be followed up with the site team. Complainant also noted that they were offered alternative accommodation/headphones and other items but did not receive a response from NRT when they followed up the offer. NOTE: During Q1 2018, TfNSW experienced an IT problem which prevented some call centre emails messages from reaching NRT. This issue has since been resolved.
2018 Q1	Castle Hill	Unavoidable	14/3/2018	NRT	Noise	Complainant advised that they were woken up at 2am by saw cutting noises and consequently had to leave work early the next day due to lack of sleep. They noted that they filmed the work to record the noise, and it was provided to the Environment and Community Coordinator. The complainant was advised that 24 hour works are approved for crane operations and works within the station box and tunnel. The complainant was offered noise monitoring but did not accept NRT's offer.
2018 Q1	Cudgegong	Avoidable	19/3/2018	Not related to Sydney Metro		Complainant requested information about the future gas service at Cudgegong after being advised from a company that they would not have a gas connection to their property until project completion. Sydney Metro rep spoke with the customer and explained what work needs to be done before the gas line can be installed, but that the gas line would be completed in the coming months, not once the project is completed next year. The customer appreciated the call. Sydney Metro also advised that their contact details would be passed on to NRT to liaise with them going forward.
2018 Q1	Cherrybrook	Unavoidable	21/3/2018	NRT	Parking impacts Property access Community Liaison/ Notification	Complainant advised that a worker vehicle was impeding on their driveway and obstructed their line of sight. Place Manager requested the number plate of the vehicle in question be raised in the team at pre-start. Place Manager advised complainant that NRT would also contact Council and request a parking ranger investigate further, and apologised for the inconvenience. The complainant thanked NRT for their assistance.



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2018 Q1	ECRL	Unavoidable	22/3/2018	TfNSW	Transport changes	Complainant said they need to start notifying their employees and are frustrated by the lack of clear information about the temporary shutdown of the ECRL. Sydney Metro spoke with the complainant and forwarded the complaint to the Sydney Coordination Office for further action.
2018 Q1	Kellyville	Unavoidable	22/3/2018	NRT	Transport and traffic impacts Road Safety	The complainant advised that the footpath near Samantha Riley car park was recently closed and forced commuters to use the underpass, which was full of water and has no lighting. They advised that they slipped over as they could not see the mud with the lack of lighting. Place Manager advised that NRT is undertaking utility installation on the south side of Samantha Riley Drive and has installed a footpath on the northern side of Samantha Riley Drive for pedestrians to use during the works, and that as per Council signs, the underpass should only be used in dry weather conditions as it is prone to flooding. Place Manager advised that NRT will provide traffic control during wet weather conditions.
2018 Q1	Kellyville	Unavoidable	22/3/2018	NRT	Operational phase query	Complainant advised that the call centre could not provide details of how long the train will take from Kellyville Station to Chatswood Station. Place Manager advised that the journey will take 33 minutes from Kellyville to Chatswood Station.
2018 Q1	Cherrybrook	Unavoidable	27/3/2018	NRT	Noise	Complainant advised that night work is disrupting sleep. Complainant questioned why works cannot be undertaken during school hours or school holidays. Place Manager offered the complainant and their family alternative accommodation but they declined.
2018 Q1	Epping Services Facility	Avoidable	27/3/2018	NRT	Project working hours Noise	Complainant advised that idling trucks were disrupting them every morning at about 6am. Place Manager contacted the complainant and advised they would raise the matter with site. Site advised idling trucks would be addressed.
2018 Q1	Castle Hill	TBD	28/3/2018	TfNSW	Property impacts	Complainant advised that pavers have separated around their property. Sydney Metro is liaising with the complainant regarding additional information and details



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2018 Q1	Castle Hill	Unavoidable	29/3/2018	NRT	Business impacts Noise	Complainant advised of excessive noise levels from the works, and that it gave staff members headaches and patients complained about the noise. Place Manager contacted the complainant and discussed the complaint. Complainant advised that noise has subsided. Place Manager flagged it with the site team.
2018 Q1	Cudgegong-Windsor Rd	Avoidable	29/3/2018	NRT	Removal/changes to parking, Property impacts Property access Community Liaison/ Notification	Complainant had several issues. They advised that workers were using private property to access the work site to sign in. They also advised that an exclusion zone was set up within their private property and impacted residents' ability to park. The complainant noted that they were not advised of the exclusion zone prior. The complainant said they were advised that the exclusion zone was for tree clearing that would take place same day, however the tree clearing works did not occur and the cancellation was not communicated. They advised that workers were also within their land spraying weeds and that they requested workers to leave. The complainant advised that workers were not allowed on their property until NRT requests it and it is agreed. NRT investigated the matter with the site team and developed a process for accessing the property. Place Manager advised the complainant that a new property access process would be followed.
2018 Q1	Projectwide	Avoidable	29/3/2018	TfNSW	Community Liaison/ Notification	Complainant advised that they have been attempting to contact NRT regarding the offer of alternative accommodation and have not heard back after several phone calls. NOTE: During Q1 2018, TfNSW experienced an IT problem which prevented some call centre emails messages from reaching NRT. This issue has since been resolved.

* Avoidable complaint – Complaints about issues outside Planning Approval or a commitment that has been given to the community or stakeholders. These commitments may be contained in staff inductions or written notifications.

*Unavoidable complaint - a stakeholder's opposition to the project or government policy or complaints about issues that are within Planning Approval.