

# Construction Compliance Report #12

(1 October 2022 to 31 March 2023)



# Contents

1	Executive Summary.....	3
2	Introduction.....	7
2.1	Purpose of this Report .....	7
2.2	Project Overview.....	9
2.3	Project Planning Approvals.....	10
2.3.1	CSSI Planning Approvals.....	10
2.3.2	Planning Approval Register .....	11
2.3.3	Consistency Assessments .....	12
3	Project Stages .....	13
3.1	Current Status of Stages.....	13
3.2	Construction Environmental Management Plan Reviews / Amendments	14
3.3	Relationships between Planning Approvals and Stages.....	16
3.4	Environmental Protection Licences.....	17
4	Environmental and Compliance Management.....	18
4.1	Compliance Management .....	18
4.1.1	Tracking .....	18
5	Environmental and Compliance Performance .....	20
5.1	Overview .....	20
5.2	Non-Compliances .....	21
5.3	Incidents.....	26
5.4	Environmental Audit Findings .....	26
5.4.1	Open from Previous Reporting Period .....	26
5.4.2	This Reporting Period .....	27
5.5	Environmental Monitoring .....	28
5.5.1	Noise and Vibration.....	29
5.5.2	Blasting .....	32
5.5.3	Surface Water Quality .....	32
5.5.4	Groundwater Quality .....	34
5.6	Business Impact Monitoring.....	35
5.7	Complaints.....	57
6	Sustainability and Environmental Initiatives .....	60
	Appendix 1 – Complaints during the Reporting Period.....	61

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<b>Date:</b>	June 2023
<b>Version:</b>	1
<b>Reference:</b>	SM-23-00235982
<b>Division:</b>	Customer, Operations and Outcomes

# 1 Executive Summary

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This City & Southwest Construction Compliance Report #12 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2022 to 31 March 2023.

Construction continued across all three planning approvals, with an increase from 3782 to 3901 ongoing requirements being tracked by Sydney Metro and its contractors. Twenty-three (23) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of 13 environmental audits were undertaken.

A total of 239 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 250 complaints were determined to be attributable to project works following investigation. The Crows Nest Integrated Station Development (ISD) was attributable for the majority of complaints, followed by Hurlstone Park Station, Canterbury Station, and Pitt Street ISD (19%, 13%, 10% and 9%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 123, or 49%, of all complaints attributable to project works. This was followed by 46 relating to Traffic, Transport and Access and 25 relating to Worker behaviour (representing 18% and 10% respectively of all complaints attributable to the project).

Works at Crows Nest ISD, Hurlstone Park Station, Canterbury Station, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (48, 33, 24 and 23 respectively, representing 51% of all complaints attributable to the project).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	176 (6)	0	1 (0)	46 (34)
VC ISD	210 (2)	0	0	7 (7)
BS	148 (1)	0	1 (0)	12 (9)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (NA)	4 (4)
PS ISD	189 (1)	0	1 (0)	22 (17)
CSM	230 (0)	0	1 (0)	5 (3)
W ISD	203 (0)	0	2 (3)	12 (9)
SSJ	163 (0)	0	1 (4)	1 (1)
SWMC	155 (1)	0		0
SMEW	0 (0)	0	0	0
LW (SMTF)	108 (0)	0		0
LW (C2S)	209 (3)	0	1 (2)	28 (26)
LW (S2B)	194 (0)	0		10 (10)
TSOM	555 (0)	0	0	0
SW P4 MCL	207 (6)	0	2 (3)	27 (21)
SW P5 DCP	194 (1)	0	2 (3)	19 (19)
SW P6 HBW	192 (1)			39 (21)
Sydney Metro (including non- staged works)	190 (1)	0	0	0
<b>Total</b>	<b>3901 (23)</b>	<b>0</b>	<b>13 (15)</b>	<b>239 (225) &lt;280&gt;</b>
<b>Total from Previous Report</b>	<b>3782 (36)</b>	<b>0</b>	<b>13 (29)</b>	<b>271 (194) &lt;327&gt;</b>

## Definitions and Abbreviations

Acronym	Definition
<b>AF</b>	Ancillary Facility
<b>AHD</b>	Australian Height Datum
<b>BAC</b>	Bankstown and Additional Corridor
<b>BEW</b>	Bankstown Early Works
<b>BH</b>	Borehole
<b>BS</b>	Barangaroo Station
<b>C&amp;SW</b>	City & Southwest
<b>C2S</b>	Chatswood to Sydenham
<b>CBD</b>	Central Business District
<b>CCR</b>	Construction Compliance Report
<b>CEMP</b>	Construction Environmental Management Plan
<b>CMTRP</b>	Compliance Monitoring / Tracking and Reporting Program
<b>CN</b>	Crows Nest
<b>CNVIS</b>	Construction Noise and Vibration Impact Statement
<b>CoA</b>	Condition of Approval
<b>CSM</b>	Central Station Main
<b>CSSI</b>	Critical State Significant Infrastructure
<b>DCP HBW</b>	Dulwich Hill, Campsie, Punchbowl, Hurlstone Park, Belmore, Wiley Park stations (Packages 5 & 6)
<b>EHS</b>	Environment, Health and Safety
<b>EIS</b>	Environmental Impact Statement
<b>EP&amp;A Act</b>	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
<b>EPL</b>	Environment Protection Licence
<b>ER</b>	(Independent) Environmental Representative
<b>ISD</b>	Integrated Station Development
<b>LW</b>	Line-Wide
<b>LAeq</b>	Equivalent Continuous Sound Pressure Level
<b>MAF</b>	Minor Ancillary Facility
<b>MCL</b>	Marrickville, Canterbury, and Lakemba stations (Package 4)
<b>MCoA</b>	Minister's Condition of Approval
<b>mg/L</b>	Milligrams per litre
<b>MOD</b>	Modification
<b>MP</b>	Martin Place
<b>mS/cm</b>	MilliSiemens per centimetre
<b>NCR</b>	Non-compliance Report
<b>NCW</b>	Northern Corridor Works
<b>NSC</b>	North Sydney Council
<b>OOH</b>	Out of Hours
<b>OOHW</b>	Out of Hours Works
<b>OOHWA</b>	Out of Hours Works Application
<b>OSD</b>	Over Station Development

<b>Acronym</b>	<b>Definition</b>
<b>PCMWA</b>	Pre-construction minor works approval
<b>PNL</b>	Predicted Noise Level
<b>PIR</b>	Preferred Infrastructure Report
<b>PS</b>	Pitt Street
<b>RTRF</b>	Rapid Train Rail Facility
<b>S2B</b>	Sydenham to Bankstown
<b>Secretary</b>	The Secretary of the NSW Department of Planning, Industry and Environment
<b>SHEQ</b>	Safety, Health, Environment and Quality
<b>SM</b>	Sydney Metro
<b>SMEW</b>	Southwest Metro Early Works
<b>SMTF</b>	Sydney Metro Trains Facility
<b>SSC</b>	Southwest Stations and Corridor
<b>SSD</b>	State Significant Development
<b>SSJ</b>	Sydenham Station Junction
<b>SWM</b>	Southwest Metro (Sydenham to Bankstown)
<b>SWMC</b>	Southwest Metro Corridor
<b>SWMP</b>	Site Waste Management Plan
<b>SYAB</b>	Sydney Yard Access Bridge
<b>TBM</b>	Tunnel Boring Machine
<b>TSE</b>	Tunnels and Station Excavation
<b>TSOM</b>	Trains, Systems, Operations and Maintenance
<b>(T)WTP</b>	(Temporary) Water Treatment Plant
<b>VAMP</b>	Visual Amenity Management Plan
<b>VC</b>	Victoria Cross
<b>W</b>	Waterloo

## 2 Introduction

### 2.1 Purpose of this Report

The purpose of this Construction Compliance Report (CCR) is to document Sydney Metro's compliance with the requirements of the City & Southwest (C&SW) Critical State Significant Infrastructure (CSSI) planning approvals (refer to Section 2.3.1 for details on the project's planning approvals). Sydney Metro CCRs are available on the Sydney Metro website (<https://www.sydneymetro.info/>).

This report will be submitted to the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary) for information every six (6) months. The scope of the reports will cover all activities that were subject to the C&SW CSSI planning approvals during each reporting period.

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2022 to 31 March 2023. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

**Table 1 CCR Planning Approval Conditions Cross-References**

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 0
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP [Construction Environmental Management Plan] as a result of construction carried out during the reporting period;	Section 3.2
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5.6
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 5.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 5.7 and Appendix 1



## 2.2 Project Overview

Sydney Metro currently comprises of four rail projects:

- Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- City & Southwest** – From the north west, metro rail is being extended under Sydney Harbour, through new underground city stations and beyond to the south west. New stations will be delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street and Waterloo, along with new underground platforms at Central Station. The T3 Bankstown Line between Sydenham and Bankstown will be upgraded to metro standards.
- West** –This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pymont, and Hunter Street in the Sydney CBD.
- Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

Figure 1 provides a map of the four Sydney Metro project alignments.

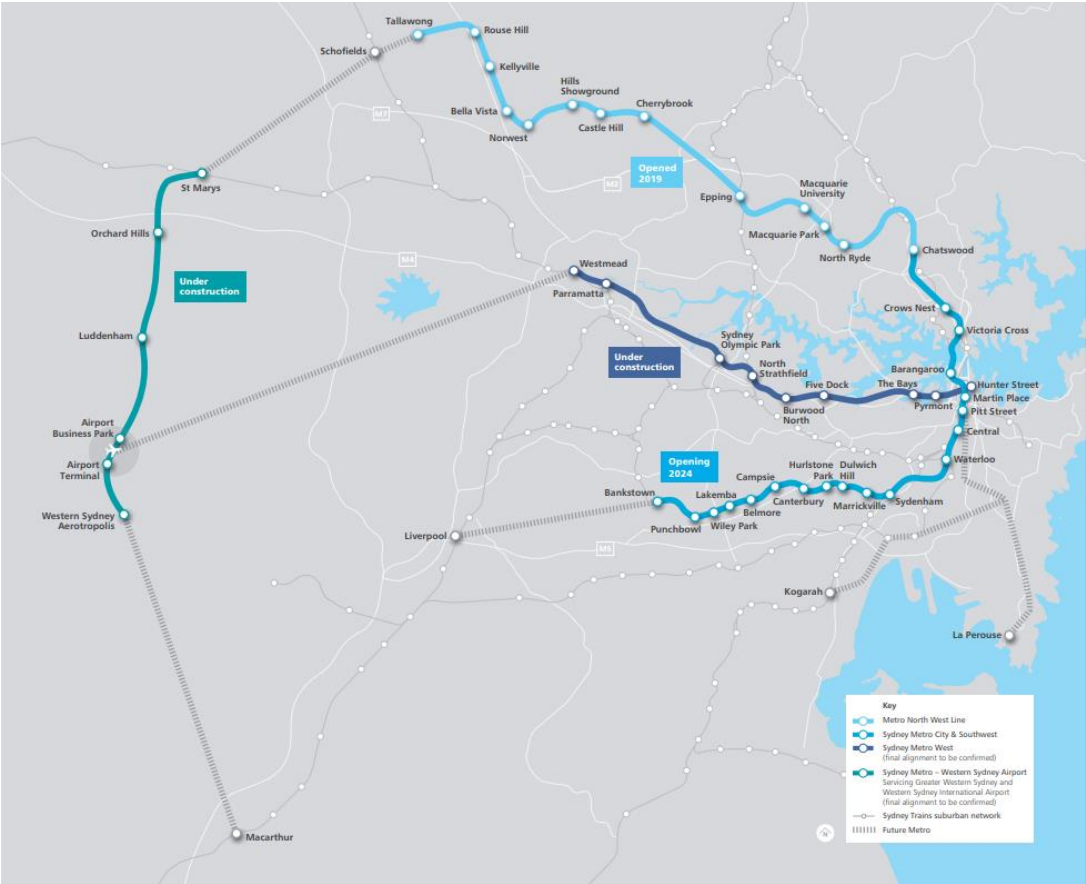


Figure 1 Sydney Metro Project Alignments

## 2.3 Project Planning Approvals

The C&SW project has generally been declared as a Critical State Significant Infrastructure (CSSI) project by the NSW Minister for Planning. Works within this declaration require planning approval as a CSSI project under the NSW Environmental Planning and Assessment Act 1979 (EP&A Act). Works outside the declaration require separate planning approval under the EP&A Act.

### 2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

- SSI 7400, Chatswood to Sydenham (refer to Section 2.3.1.1),
- SSI 8256, Sydenham to Bankstown (refer to Section 2.3.1.2), and
- SSI 5931, Sydney Metro Trains Facility (refer to Section 2.3.1.3).

This CCR covers the full scope of the C&SW works that are subject to CSSI planning approvals and does not cover any C&SW works that are subject to:

- State Significant Development planning approvals, and
- Self-determinations and exempt development.

#### Chatswood to Sydenham

The Chatswood to Sydenham (C2S) component covers the construction and operation of the Sydney Metro railway between Chatswood and Marrickville. This includes the delivery of seven new metro stations and 15.5 kilometres of twin railway tunnels from Chatswood, beneath Sydney Harbour and the Sydney CBD, to Marrickville.

The C2S planning approval, including the *Chatswood to Sydenham Environmental Impact Statement* (EIS) and *Chatswood to Sydenham Preferred Infrastructure Report* (PIR), was granted planning approval by the NSW Minister for Planning on 9 January 2017. Since then, nine modifications (MODs) have been submitted by Sydney Metro and approved:

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.

- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018. MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.
- The **Construction Hours** Modification (MOD9) covers change to construction hours to permit construction until 6 pm on Saturdays.

### Sydenham to Bankstown

The Sydenham to Bankstown (S2B) component covers the construction and operation of the Sydney Metro railway between Marrickville and Bankstown stations. This includes the upgrading of 13.5 kilometres of the Sydney Trains T3 Bankstown Line between the Marrickville and Bankstown stations.

The S2B planning approval, including the *Sydenham to Bankstown Upgrade EIS*, the *Sydenham to Bankstown Submissions and PIR* and the *Sydenham to Bankstown Submission Report*, was granted planning approval by the NSW Minister for Planning on 12 December 2018.

One modification (MOD) has been submitted by Sydney Metro and approved:

- The **Bankstown Station** Modification (MOD1) allows for a revised station design for Bankstown Station including provision of a new north-south connection across the rail corridor between Appian Way and Restwell Street. Administrative corrections and changes including updates to definitions and agency names to reflect name and title changes. MOD1 was approved on 22 October 2020.

### Sydney Metro Trains Facility

The Sydney Metro Trains Facility, formerly known as the Rapid Transit Rail Facility (RTRF), in Rouse Hill was constructed and commenced operations as part of the Northwest project in May 2019.

As part of the C&SW project, the Sydney Metro Trains Facility (SMTF) is being expanded to allow for Sydney Metro rolling stock to operate from Chatswood to Bankstown. The scope of this expansion is subject to the SMTF planning approval. This approval, including the *RTRF EIS* and *RTRF Response to Submissions Report*, was granted planning approval by the Minister for Planning and Infrastructure on 15 January 2014.

One modification (MOD) has been submitted by Sydney Metro and approved:

- The **Administrative Changes** Modification (MOD1) allows for high noise impacts to be generated in certain circumstances. MOD1 was approved on 20 September 2019.

### 2.3.2 Planning Approval Register

Table 2 provides a register of CSSI planning approvals that the C&SW project is subject to (in order of approval date).

**Table 2 Planning Approval Register**

<b>Planning Approval</b>	<b>Approval Date</b>
<b>SMTF (SSI_5931)</b>	15 Jan 2014
<b>MOD1</b> – Administrative Changes	20 Sep 2019
<b>C2S (SSI_7400)</b>	9 Jan 2017
<b>MOD1</b> – Victoria Cross Station & Artarmon Substation	18 Oct 2017
<b>MOD4</b> – Sydenham Station & Metro Facility South	13 Dec 2017
<b>MOD2</b> – Central Walk	21 Dec 2017
<b>MOD3</b> – Martin Place Metro Station	22 Mar 2018
<b>MOD5</b> – Blues Point Acoustic Shed	2 Nov 2018
<b>MOD6</b> – Administrative Changes	21 Feb 2019
<b>MOD7</b> – Administrative Changes	29 June 2020
<b>MOD8</b> – Blues Point Access	25 Nov 2020
<b>MOD9</b> – Construction Hours	30 June 2022
<b>S2B (SSI_8256)</b>	12 Dec 2018
<b>MOD1</b> – Bankstown Station	22 Oct 2020

### 2.3.3 Consistency Assessments

A total of 143 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. Eight (8) of these were endorsed by Sydney Metro during the reporting period.

A register of Consistency Assessments endorsed during the reporting period is provided in Table 3.

**Table 3 Consistency Assessments Register for the Reporting Period**

<b>Consistency Assessment</b>	<b>Planning Approval</b>	<b>Approval Date</b>
Wiley Park Station - Use of additional land at Urunga Parade to Shadforth Street nature strip and Wiley Park car parks and nature strip	S2B EIS	28-Oct-2022
Waterloo Station - temporary use of additional land	C2S EIS	05-Oct- 2022
S2B CA Amendment - Incorporating 8256 works within the 7400 corridor for the final stages of Sydney Metro works.	S2B EIS	17-Oct-2022
Waterloo Station - Cope Street Closure	C2S EIS	05-Oct- 2022
Barangaroo Station - Additional Temporary Land	C2S EIS	21-Dec-2022
Martin Place Station - MLC Link	C2S EIS	2-Mar-2023
Marrickville Station - St road closure	S2B EIS	24-Mar-2023
Victoria Cross Station -Denison Street stormwater upgrade	C2S EIS	28-Mar-2023

### 3 Project Stages

Information on each project stage is provided in the C&SW Staging Reports.

#### 3.1 Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of March 2023.

**Table 4 Status of Project Stages**

Stage	Construction* Commencement Date	Status
<b>SYAB</b>	17 Jun 2017	Physical works completed June 2018
<b>NCW</b>	7 May 2018	Physical works completed May 2020
<b>Demolition A</b>	24 Jun 2017	Physical works completed September 2018
<b>Demolition B</b>	14 Jul 2017	Physical works completed July 2018
<b>TSE</b>	22 Dec 2017	Physical Works completed September 2021
<b>CN ISD</b>	26 February 2021	Construction phase
<b>VC ISD</b>	11 January 2021	Construction phase
<b>BS</b>	17 September 2021	Construction phase
<b>MP ISD Demo</b>	19 Dec 2018	Physical works completed April 2019
<b>MP ISD</b>	10 May 2019	Construction phase
<b>PS ISD</b>	6 January 2021	Construction phase
<b>CSM</b>	4 August 2018	Construction phase
<b>W ISD</b>	1 October 2020	Construction phase
<b>SSJ</b>	28 August 2018	Construction phase
<b>LW (SMTF)</b>	16 August 2019	Construction phase
<b>LW (C2S)</b>	4 March 2020	Construction phase
<b>LW (S2B)</b>	4 March 2020	Construction phase
<b>TSOM</b>	N/A	Not Principal Contractor
<b>SMEW (formerly SSC)</b>	1 August 2019	Physical works completed April/May 2022
<b>SWM Stations Package 4 MCL</b>	15 March 2021	Construction phase
<b>SWM Stations Packages 5&amp;6 DCP HBW</b>	19 April 2021	Construction phase
<b>Southwest Metro Corridor</b>	19 March 2021	Construction phase

*\* Refer to the definition of 'Construction' in accordance with the relevant planning approval.*

## 3.2 Construction Environmental Management Plan Reviews / Amendments

Table 5 provides the approval date of Construction Environment Management Plans (CEMPs) for each Stage of C&SW and details of any reviews and amendments as a result of construction carried out during the reporting period.

**Table 5 CEMP Reviews and Amendments as a result of Construction during the Reporting Period**

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
<b>SYAB</b>	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>NCW</b>	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>Demolition A</b>	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>Demolition B</b>	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>TSE</b>	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>CN ISD</b>	24 February 2021	The CEMP was approved by the ER (subject to minor amendments) on 27 March 2023.
<b>VC ISD</b>	11 August 2020	The VC-ISD Construction Groundwater Management Plan was updated and Rev H endorsed by the ER on 22 February 23.
<b>BS</b>	8 September 2021	The CEMP was updated in the period and endorsed by the ER on 3 April 2023.
<b>MP ISD Demo</b>	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>MP ISD</b>	18 April 2019	The update of the EHS Plan was ongoing during the reporting period. The latest endorsed EHS Plan during the period was Rev 7.5 endorsed by the ER on 12 August 2022.
<b>PS ISD</b>	24 December 2020	The CEMP was updated twice during the reporting period. CEMP Rev 02.04 was updated with amendments and endorsed by the ER on 8 December 2022. CEMP Rev 03 was updated with amendments and endorsed by the ER on 23 February 2023.
<b>CSM</b>	4 August 2018	There were no updates made to the CEMP during the reporting period. The latest version (Rev 11, endorsed August 2022) remains current.
<b>W ISD</b>	31 July 2020	There were no updates made to the CEMP during the reporting period. The latest version (Rev 4, endorsed 2 September 2022) remains current.
<b>SSJ</b>	28 August 2018	There were no updates made to the CEMP during the reporting period. The latest version (Rev17, endorsed 13 April 2022) remains current.
<b>LW (SMTF)</b>	16 August 2019	There were no updates made to the CEMP during the reporting period. The latest version (endorsed 1 August 2022) remains current.
<b>LW (C2S)</b>	4 March 2020	There were no updates made to the CEMP during the reporting period. The latest version (endorsed 11 September 2022) remains current.
<b>LW (S2B)</b>	4 March 2020	There were no updates made to the CEMP during the reporting period. The latest version (endorsed 11 September 2022) remains current.

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
<b>TSOM</b>	N/A	Not Principal Contractor.
<b>SMEW</b>	30 July 2019	There were no updates made to the CEMP during the reporting period. The latest version (Rev 14, endorsed 21 September 2021) remains current.
<b>SMC &amp; BAC</b>	26 October 2021 26 July 2022	There were no updates made to the SMC & BAC CEMP during the reporting period. The latest version (Rev12, approved 26 July 2022) remains current, however BAC related construction has not yet commenced.
<b>SWM Package 4 MCL</b>	15 January 2021	Rev 08.1 CEMP – Revised on 6 December 2022 as part of 6 monthly review, minor amendments with no endorsement required. Rev 07.1 HMP - Revised on 6 December 2022 as part of 6 monthly review, minor amendments with no endorsement required. Rev 09.1 SWMP - Revised on 27 January 2023 as part of 6 monthly review, minor amendments with no endorsement required. Rev 05.1 VAMP - Revised on 30 January 2023 as part of 6 monthly review, minor amendments with no endorsement required. Rev 06.1 NVMP - Revised on 12 October 2022 as part of 6 monthly review, minor amendments with no endorsement required. Rev 1.1 GWMP – No further updates required.
<b>SWM Package 5 DCP HBW</b>	4 March 2021	CEMP Rev 7.2 - was updated on the 20 March 2023 as part of a periodic review with no amendments made.
<b>SWM Package 6 HBW</b>	4 March 2021	CEMP Rev 7.2 - was updated on the 20 March 2023 as part of a periodic review with no amendments made

### 3.3 Relationships between Planning Approvals and Stages

Table 6 outlines the relationships between the planning approvals and C&SW stages.

Table 6 Allocation of Planning Approvals to C&SW Stages

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (inc. MP ISD Demo)	BS	CSM	SSJ	LW	TSOM	SMEW	SWM Package 4 MCL	SWM Package 5&6 DCP	SWM Corridor
<b>SMTF (SSI_5931)</b>										✓	✓				
SMTF MOD1 – Administrative Changes										✓	✓				
<b>C2S (SSI_7400)</b>	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓				
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				
C2S MOD2 – Central Walk								✓		✓	✓				
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓				
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓				
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓				
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓				
C2S MOD6 – Administrative Changes		✓			✓	✓	✓		✓	✓	✓				
C2S MOD7 – Administrative Changes										✓	✓				
C2S MOD8 – Blues Point Access										✓					
C2S MOD9- Extended Hours						✓	✓	✓	✓	✓	✓				
<b>S2B (SSI_8256)</b>										✓	✓	✓	✓	✓	✓
C2S MOD1 – Bankstown Station										✓	✓	✓	✓	✓	✓



### 3.4 Environmental Protection Licences

In accordance with the *NSW Protection of the Environment Operations Act 1997*, Environment Protection Licences (EPL) are required in order to undertake work activities during certain stages of the project. Table 7 lists the status of EPLs for each C&SW stage.

This CCR does not document compliance against EPLs. This is being undertaken by the relevant licensees.

**Table 7 Status of C&SW Environment Protection Licences**

Stage	Licence	Activity Type	EPL #	Status
<b>SYAB</b>	EPL not required (all works completed prior to the reporting period).			
<b>NCW</b>	EPL not required (all works completed prior to the reporting period).			
<b>Demolition A</b>	EPL not required (all works completed prior to the reporting period).			
<b>Demolition B</b>	EPL not required (all works completed prior to the reporting period).			
<b>TSE</b>	EPL not required (all works completed prior to the reporting period).			
<b>CN ISD</b>	EPL not required.			
<b>VC ISD</b>	EPL not required.			
<b>BS</b>	Pre-construction phase (i.e., no EPL required during the reporting period).			
<b>MP ISD Demo</b>	EPL not required (all works completed prior to the reporting period).			
<b>MP ISD</b>	EPL not required.			
<b>PS ISD</b>	EPL not required.			
<b>CSM</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and currently active.
<b>W ISD</b>	EPL not required.			
<b>SSJ</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
<b>LW (SMTF)</b>	EPL not required.			
<b>LW (C2S)</b>	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 Latest variation 23 April 21
<b>LW (S2B)</b>	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
<b>TSOM</b>	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
<b>SMEW (prior to 24 Sep 2019)</b>	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
<b>SMEW (post 24 Sep 2019)</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
<b>SWM Package 4 MCL</b>	EPL not required.			
<b>SWM Packages 5&amp;6 DCP HBW</b>	EPL not required.			
<b>Southwest Metro Corridor</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

## 4 Environmental and Compliance Management

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### 4.1 Compliance Management

Sydney Metro is accountable for ensuring compliance with all the C&SW project's requirements relating to environmental and compliance management. Sydney Metro manages and tracks compliance under its CSSI planning approvals through the implementation of compliance tracking/monitoring program(s) in accordance with the relevant planning approval conditions.

#### 4.1.1 Tracking

Once a planning approval requirement has been generated, it is assigned an Active status.

The responsibility to comply with these Active requirements may be wholly or partially allocated by Sydney Metro to one or more of its contractors through contractual mechanisms. As a result of this and the staged nature of the project's delivery, these requirements will be complied with by different parties at different points along the project's construction and operational phases.

Once these requirements have been allocated to a contractor, the requirement is referred to as an Environmental Requirement. Within each contract, Environmental Requirements progress through two phases:

- **Ongoing** – whereby further action is required to maintain compliance, and
- **Complete** – whereby no further evidence or activity is required to maintain compliance. This is verified in an adequacy review conducted by the Environmental Representative and Sydney Metro prior to the Environmental Requirement being completed.

During the period an Environmental Requirement is Ongoing, it is subject to regular assessment through compliance monitoring and review activities. These assessments determine whether the Environmental Requirement is:

- **Compliant** (i.e., sufficient evidence is available to demonstrate that the Environmental Requirement is being complied with), or
- **Non-Compliant** (i.e., there is a lack of evidence to demonstrate that the Environmental Requirement is being complied with or there is a clear breach of the Environmental Requirement).

Once the same Environmental Requirement is Complete across each of its contract allocations, the planning approval requirement is assigned an **Inactive** status.

Figure 2 provides a schematic diagram of how requirements are tracked on the project.

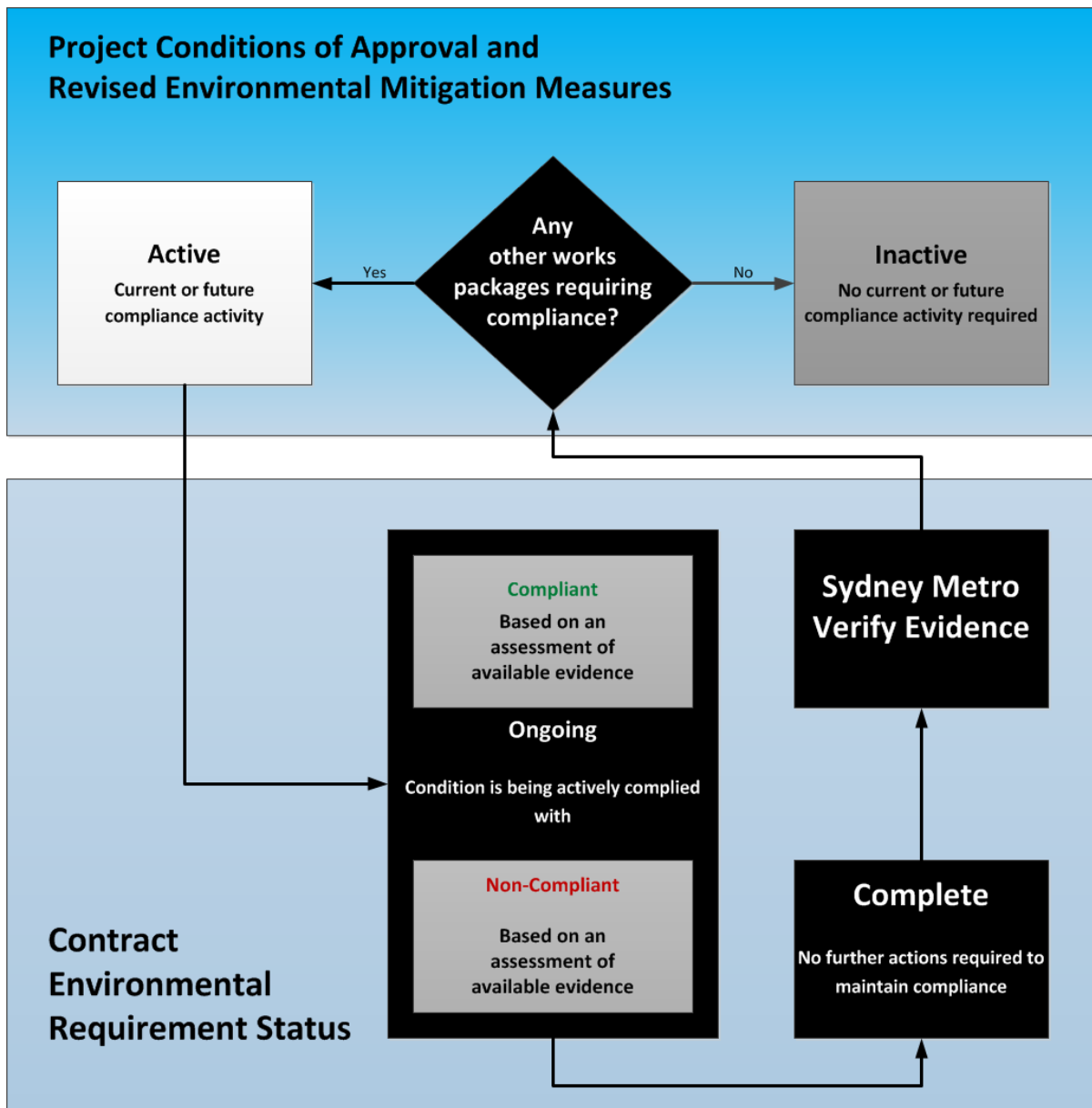


Figure 2 Tracking of Environmental Requirements

## 5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 3782. There was a total of 36 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

### 5.1 Overview

A summary of the results of the C&SW compliance monitoring activities during the reporting period are provided in Table 8.

**Table 8 Compliance Summary for the Reporting Period**

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	176 (6)	0	1 (0)	46 (34)
VC ISD	210 (2)	0	0	7 (7)
BS	148 (1)	0	1 (0)	12 (9)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (NA)	4 (4)
PS ISD	189 (1)	0	1 (0)	22 (17)
CSM	230 (0)	0	1 (0)	5 (3)
W ISD	203 (0)	0	2 (3)	12 (9)
SSJ	163 (0)	0	1 (4)	1 (1)
SWMC	155 (1)	0		0
SMEW	0 (0)	0	0	0
LW (SMTF)	108 (0)	0		0
LW (C2S)	209 (3)	0	1 (2)	28 (26)
LW (S2B)	194 (0)	0		10 (10)
TSOM	555 (0)	0	0	0
SW P4 MCL	207 (6)	0	2 (3)	27 (21)
SW P5 DCP	194 (1)	0	2 (3)	19 (19)
SW P6 HBW	192 (1)			39 (21)
Sydney Metro (including non-staged works)	190 (1)	0	0	0
<b>Total</b>	<b>3901 (23)</b>	<b>0</b>	<b>13 (15)</b>	<b>239 (225) &lt;280&gt;</b>
<b>Total from Previous Report</b>	<b>3782 (36)</b>	<b>0</b>	<b>13 (29)</b>	<b>271 (194) &lt;327&gt;</b>

## 5.2 Non-Compliances

There were 23 non-compliances raised during the reporting period, which all were closed at the date of this report.

Table 9 provides a breakdown of the following non-compliance information for each stage:

- *Non-Compliances raised during Reporting Period* – indicating the number of events that generated a non-compliance to be reported during the reporting period.
- *Currently Open Non-Compliances* – indicating the number of Non-Compliances that were raised during the reporting period and are in the process of implementing resultant corrective and/or preventative actions.
- *Compliance Load at the end of the Reporting Period* – indicating the number of environmental requirement allocations.

**Table 9 Non-Compliances and Compliance Loads during the Reporting Period**

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)	Compliance Load at end of Reporting Period
SYAB	0	0	0
NCW	0	0	0
TSE	0	0	0
CN ISD	6	0	176
VC ISD	2	0	210
BS	1	0	148
MP ISD	0	0	226
PS ISD	1	0	189
CSM	0	0	230
W ISD	0	0	203
SSJ	0	0	163
Southwest Metro Corridor	1	0	155
SMEW	0	0	0
LW (SMTF)	0	0	108
LW (C2S)	3	0	209
LW (S2B)	1	0	194
TSOM	0	0	555
SWMSU Package 4 MCL	6	0	207
SWMSU Package 5 DCP	1	0	194
SWMSU Package 6 HBW	1	0	192
Sydney Metro (including non-staged works)	1	0	190
<b>Totals</b>	<b>23</b>	<b>0</b>	<b>3901</b>

Table 10 provides details on the non-compliances that were raised during the reporting period.

**Table 10 Non-Compliances raised during the Reporting Period**

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
06-Oct-2022	Noise and Vibration	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - E36; MCoA - E44; MCoA - E47	The rescheduling of works was not communicated effectively such that it took place without an OOHW approval in place and without notification within the requirements of the Community Consultation Strategy (CCS). This resulted in a complaint being received from a local resident.	Once the works were identified, the workers had completed work, however, were instructed not to continue activities by the Environment and Sustainability Manager directly onsite – Closed Toolbox on the project’s standard working hours and approved OOHW explained to all attendees – Closed Toolbox on 7 days’ requirement on notification of work as per CCS requirements – Closed An NCR will be raised on Teambinder – Closed Internal noise monitoring will be carried out at complainant’s unit during the evening period - Closed
12-Oct-2022	Noise and Vibration	SSI15_7400 - <b>Linewide</b> - MCoA - C8	Works using an angle grinder were undertaken in the dive access area and were not specifically covered by the OOHW approval. This resulted in a complaint.	Specific requirements around works in tunnel portals and dive areas will be toolboxed with applicable personnel - Closed
19-Oct-2022	Management Systems	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - A18	During an ER inspection, material was identified to be stored outside of the site boundary at Hume Street without appropriate approval in place.	The site foreman was notified – Closed Material was moved within the boundary of the MAF - Closed Site team were toolboxed on requirement to store material within the site boundary - Closed
26-Oct-2022	Noise and Vibration	SSI8256 - <b>SWM Package 4</b> - MCoA - A36; MCoA - A37; MCoA - E33; REMM - NVC5	During a site inspection, it was observed that a 5T excavator was working on site while fitted with a tonal alarm.	Ensure onboarding of plant is compliant with the NVMP - Closed Replace tonal alarm on excavator with squawker - Closed
02-Nov-2022	Waste and Spoil	SSI8256 - <b>SWM Package 4</b> - MCoA - A17; MCoA - A36; MCoA - A37	Broughton Street laydown site was used to store spoil prior to offsite removal. The approval for this site allowed only for the storage of backfill material.	Remove spoil from site (excluding landowner stockpile) – Closed Update ancillary facility AF-HSE-003 to include word 'spoil' - Closed Updated CAN 'CA/AF register' and resend/discuss with CAN team - Closed
03-Nov-2022	Community, Stakeholder and Business	SSI15_7400 - <b>Victoria Cross ISD</b> - MCoA - E36	Complaints relating to OOHW were received on 3 and 21 November from separate complainants at Berry St. Audio from noise monitoring at the site showed minor construction activities commencing prior to 7am within the station jump form. The OOHW approval for the South site does not permit works prior to 7am.	Communicate with construction personnel to ensure that construction works do not commence prior to 7am - Closed Update to relevant OOHWA to include measures to manage OOHW noise impact at the South site - Closed

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
08-Nov-2022	Management Systems	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - A1	Pre-construction minor works approval (PCMWA) was prepared for low impact activities. The approval had expired and works occurred without a linking approval beyond the expiration date.	A non-conformance for the low impact activity is raised against the PCMWA as the framework from under which the works commenced - Closed Address JHLOR team to reduce repeat non-conformance - Closed
09-Nov-2022	Community, Stakeholder and Business	SSI8256 - <b>SWM Package 4</b> - MCoA - E5	Trees were trimmed without the Tree Report being updated, reviewed and submitted to the Secretary prior to the works.	Submit report in the proper format for submission to DPE - Closed
14-Nov-2022	Noise and Vibration	SSI15_7400 - <b>Linewide</b> - MCoA - C8	A light vehicle was idling inside the Belmore Street joint bay compound in the early hours. This led to a complaint. A second complaint was received that evening, caused by the same vehicle idling again.	The person repeatedly idling the vehicle in question has been removed from the project - Closed Subcontractor delivered a toolbox to their crew on the OOHW requirements and procedures on 15 November - Closed Systems Connect Stakeholder Engagement Manager personally attended Belmore Street on 14 November after the second complaint to speak to the security guard and remind him to not leave his engine running - Closed On 16 November, Systems Connect reiterated vehicle idling requirements during the pre-start toolbox meeting - Closed
16-Nov-2022	Management Systems	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - A18; MCoA - A19; REMM - LV1	During an inspection, material was identified being stored outside of the site boundary at Hume Street and outside of the Minor Ancillary Facility (MAF) boundary on Clarke Lane North.	Move all material within the site boundary and approved boundary of the MAF - Closed Ensure appropriate signage is in place at site boundary instructing that material is not to be stored outside of the site boundary - Closed Raise the issue internally and with sub-contractors working in the public domain – Closed
28-Nov-2022	Community, Stakeholder and Business	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - E86	On the 23 and 28 November, stakeholder access was impeded to Clarke Lane South. Access was blocked via Hume Lane due to earthing pit works and access was blocked from Hume Street due to an ongoing concrete pour. This blockage of access on these dates was not consistent with community notifications that had been issued for these works.	The responsible project manager was notified - Closed Access was reinstated to this area - Closed

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
30-Nov-2022	Noise and Vibration	SSI15_7400 - <b>Linewide</b> - MCoA - C8	A traffic control light vehicle belonging to subcontractor was idling and had its signboard lights flashing while parked adjacent to the site compound in Belmore Street Surry Hills, outside of standard construction hours. This led to a complaint by a nearby resident."	<p>All staff attending Surry Hills BPS work sites to sign-on to an 'Expected Behaviours' sign-on sheet site for the remainder of the project - Closed</p> <p>Systems Connect's Stakeholder Engagement Manager will brief one-on-one all staff from the subcontractor working at Surry Hills to educate and coach on how to deal with community members and reinforce the requirements from the sign-on sheet - Closed</p> <p>Systems Connect's Stakeholder Engagement Manager will brief the full onsite team on the ground at the next pre-start on expected behaviours when dealing with the community - Closed</p> <p>Subcontractor has discontinued the services of previously engaged security company and has assumed internal responsibility for onsite security and traffic management - Closed</p> <p>Shift changeover times for personnel performing security duties have been changed from 6am-6pm to 8am-8pm. This is to minimise the potential for audible conversations in the early hours in the morning - Closed</p> <p>A consistent set of subcontractor employees to be assigned to monitoring Surry Hills BPS sites during OOH. A roster of those employees to be provided to Systems Connect - Closed</p> <p>Security and traffic control vehicles are to park in surrounding streets, avoiding Belmore Street. This is to be confirmed and arrangements of where they are parking will be advised - Closed</p> <p>During OOH, security / traffic controller personnel must enter the Belmore Street site via the Belmore Lane end of the site - Closed</p> <p>WhatsApp group, specifically for OOH site monitoring, to be formed for direct communication between subcontractor management and site team - Closed</p> <p>Residents will be given the option to take up parking at the local Wilsons carpark courtesy of Line-wide. The project will also offer another round of one-off respite to residents. - Closed</p>
07-Dec-2022	Management Systems	SSI8256 - <b>SWM Package 4</b> - MCoA - E20; MCoA - E25; REMM - NVC16	Undertaking works (movement of light vehicles and use of a lighting tower) in an area not included/approved in the OOHWA. This resulted in a complaint from a neighbouring resident who experienced excess noise and light spill.	Toolbox talk with site team on implementation of approved OOHWA and procedures - Closed



Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
19-Dec-2022	Community, Stakeholder and Business	SSI15_7400 - <b>Pitt Street ISD</b> - MCoA - E33	<p>A resident complained about jackhammering being carried out outside approved hours of work. Following investigation, it was determined that jackhammer works were being completed within the station agreed respite hours of 7am to 8am.</p> <p>The unattended noise monitor was not triggered and did not register any noise above the LAeq15 limit during the times of the complaints.</p>	<p>The CPB supervisor immediately stopped works once informed by the community manager and ensured that jackhammering works were conducted within the approved high impact noise hours – Closed</p> <p>At the next site toolbox, the Environment Advisor will reiterate the standard construction hours, agreed respite hours and their obligations to limit noise during these respite hours. The agreed respite hours, controls and approval process will also be discussed - Closed</p> <p>Pitt Street South Project Manager, Environment and Community teams will meet with Pitt Street South Team to inform them of the complaint/non-conformance and remind them of their obligations to work within the agreed respite hours. - Closed</p> <p>Ensure Pitt Street South Team contacts are up to date for text and email alert notification from the unattended noise monitor. - Closed</p>
02-Feb-2023	Noise and Vibration	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - E44	<p>During attended noise monitoring, a forklift associated with the project was seen moving skip bins from Site C (Hume Street), down Clarke Street to the MAF in Clarke Lane. The forklift stopped operating around 9.30pm.</p>	<p>The construction team notified the second shift the forklift could not be used to move skip bins from Site C to the MAF after 6pm. - Closed</p> <p>Prepare a toolbox talk reiterating what activities and equipment can be undertaken in the evening and night, under the OOHW approval. - Closed</p> <p>Undertake surveillance in the evening and night period to observe and document activities undertaken in the evening and night. - Closed</p>
05-Feb-2023	Heritage	SSI8256 - <b>SWM Package 4</b> - MCoA - C1; MCoA - C3; REMM - NAH16	<p>During clean-up works on Platform 1, prior to handback, protection was removed from the heritage building wall in order to adequately clean the area. Spatter occurred on the wall during the cleaning works which was missed by the cleaners.</p>	<p>Clean concrete spray on heritage building - Closed</p> <p>Reminded the team to ensure heritage buildings are discussed in the induction and pre-starts when working adjacent - Closed</p>
22-Feb-2023	Noise and Vibration	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - E44	<p>Attended noise monitoring to verify internal noise levels was undertaken on 2 February, outside the January period specified in the OOHW approval. No environmental harm was caused.</p>	<p>AWE sent attended noise monitoring results to independent Acoustic Advisor and independent Environmental Representative. - Closed</p> <p>Confirm monthly noise monitoring schedule to ensure dates are not missed. - Closed</p>
22-Feb-2023	Noise and Vibration	SSI8256 - <b>SWM Package 6 HBW</b> - MCoA - E24	<p>A complaint was received from a resident noting that high impact activities (including concrete saw cutting) were being undertaken prior to 8am. Unattended noise monitoring identified that an instance of a saw cutting wood occurred at 7.55am. No concrete cutting had been undertaken.</p>	<p>Site team to be reminded of requirements on use of high impact tools during standard hours, and respite requirements - Closed</p>

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
01-Mar-2023	Traffic, Transport and Access	SSI8256 - <b>SWM Package 4</b> - REMM - TC19; REMM - TC20; REMM - TC21; REMM - TC7	Without prior approval, HSEJV maintained a road closure at Station St, Marrickville outside of the periods defined in the approved Consistency Assessment.	Review the consistency assessment with the MAR team including dates/closure periods/locations - Closed Meeting regarding communication with the MAR team to ensure no reoccurrence, including appropriate approval pathways for closures - Closed
18-Mar-2023	Soil and Water	SSI15_7400 - <b>Barangaroo SD</b> - MCoA - A8; MCoA - C8	Activity took place was not included in the ER approved CEMP. The connection of the temporary water treatment plant (TWTP) to the untreated water supply (cutover) took place before the finalised update of the CEMP and risk register (to include the revised testing regime) had been approved by the Environmental Representative.	Approval of CEMP and Water Quality Monitoring Program required by ER prior to reconnecting and commissioning the TWTP - Closed Publication of the updated approved CEMP on the BW Website - Closed
23-Mar-2023	Management Systems	SSI15_7400 - <b>Barangaroo SD</b> - MCoA - A1	The end date for use of a parcel of land in the Barangaroo Additional Temporary Land Consistency Assessment lapsed, and a revision was not completed for an extension of this end date for further works required. Landowners consent for the use of the area was in place.	A new Consistency Assessment covering this foreshore area for use in the applicable dates is to be produced and approved - Closed
23-Mar-2023	Noise and Vibration	SSI8256 - <b>SWM Package 5 DCP</b> - MCoA - E20	On two occasions, works were carried out outside of standard construction hours that included the use of equipment (rattle guns and angle grinder) that was not included in the approved OOHWA in place at the time.	No continuance of works under the current out of hours permit until investigation concluded - Closed Complete toolbox with site team reiterating use of high impact/ high risk tools and requirements during out of hour periods – Closed
24/03/2023	Community, Stakeholder and Business	SSI15_7400 - <b>Victoria Cross</b> <b>ISD</b> - MCoA - E36	A resident complained about hours of work. Audio from noise monitoring confirmed that minor construction activities commenced prior to 7am within the South site. The out of hours approval for the South site does not permit works prior to 7am.	Raise an NCR for this event - Closed

## 5.3 Incidents

There were no environmental incidents as defined by the CSSI planning approval definitions during the reporting period.

## 5.4 Environmental Audit Findings

### 5.4.1 Open from Previous Reporting Period

No environmental audit findings were reported as 'open' in the previous reporting period.

## 5.4.2 This Reporting Period

A total of 13 environmental audits were undertaken during the reporting period:

- Nine were undertaken internally by Sydney Metro contractors or their associates, and
- Four were undertaken by the Independent Environmental Auditor.

The 13 audits resulted in a total of 15 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

Table 11 summarises the environmental audits undertaken during the reporting period.

**Table 11 Environmental Audits undertaken during the Reporting Period**

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
BS ISD	ISO 9001:2015 Recertification	Internal	17/03/23	0	0	0
PS ISD	Internal Environment Audit	Internal – 6 monthly	31/10/22	0	0	0
SWM Package 4 MCL	CTMP Audit	External - Independent	26/10/22	3	3	0
SWM Package 4 MCL	MAR Contamination Audit	Contamination process review	06/02/23	0	-	-
CN ISD	Independent Audit	External - Independent	05/10/22	0	0	0
W ISD	CEMP / System	Internal	12/10/22	2	2	0
W ISD	Noise and Vibration HRA	Internal	04/11/22	1	1	0
MP ISD	Macquarie Internal Audit	Internal	Not yet available	N/A	N/A	N/A
SMC	HSE Governance Audit two of two 2022 (covers all contracts SMC/SSJ/BEW)	Internal EMS Governance Audit	08/11/22	4	3	1
SWM Package 5 and 6 DCP HBW	Environmental Management Systems	Downer External	19/12/22	0	0	0
SWM Package 5 and 6 DCP HBW	CTMP Audit (conducted as separate audits with joint audit report)	External - Independent	26/10/22	3	3	0
LW	SHEQ Audit	Internal	23/03/23	2	2	0
CSM	Laing O'Rourke HSEQ ISO Audit Reports	External / ISO 14001 Environment	10/10/22	0	0	0
<b>Totals</b>				<b>15</b>	<b>14</b>	<b>1</b>

The four audits carried out by the Independent Environmental Auditor resulted in a total of three actions. The recommendations of the Independent Environmental Auditor and the actions taken in response are detailed in Table 12. All actions have been closed during the reporting period.

**Table 12 Details of actions taken in response to the recommendations of the Independent Environmental Auditor**

Stage/Audit	Recommendation	Response	Status
CN ISD / Independent Audit	Project may also wish to consider voluntary offer of alternative accommodation for future OOHW for the most highly impacted receivers who have already made complaints (even though not technically qualifying for such an offer) as an act of goodwill	AWE recently provided a resident and their family from adjoining property with alternative accommodation from Sunday 16 October to Saturday 22 October during OOH tower crane removal and setup works. This alternative accommodation was not triggered in the noise assessment, but as a goodwill gesture. AWE will also be offering alternative accommodation to residents of 26 Clarke St for OOH girder installation works as a goodwill gesture.	Closed
CN ISD / Independent Audit	Sydney Metro has established a Small Business Owners Support Program (SBOSP) to provide support, if required, to small business owners located within 50 metres of Sydney Metro C&SW. For the purposes of this program, a 'small business' is defined as a business that employs fewer than 20 people. While it is understood that support under the SBOSP has not been triggered for Crows Nest it is recommended that consideration be given to making the existence of the program more readily known on the SM website	Noted. The document's availability on the SM website in the document library is consistent with all other communications docs related to the planning approval. Suggest it would be more appropriate for a link to this doc be added in the contractor Business Management Plan when it's reviewed next.	Closed
SWM Package 4 MCL / CTMP Audit	To improve the HSEJV Council Permit Register, HSEJV to consider including the Approval date and Expiration Date to ensure that all permits are current.	HSEJV has updated the register	Closed

## 5.5 Environmental Monitoring

In accordance with C2S C9, environmental construction monitoring programs must be prepared and implemented to monitor the following types of impacts caused by the project:

- Noise and vibration – CoA C9(a),
- Blasting – CoA C9(b),
- (Surface) Water quality – CoA C9(c), and

- Groundwater (quality) – CoA C9(d).

Table 13 indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs that have either been completed, are not applicable during the reporting period or are yet to commence 'construction' as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in the following sections.

**Table 13 Environmental Monitoring Program Applicability to each Project Stage**

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
<b>SYAB</b>	All works completed prior to the reporting period.			
<b>NCW</b>	All works completed prior to the reporting period.			
<b>TSE</b>	All works completed prior to the reporting period.			
<b>CN ISD</b>	Applicable	N/A	N/A	Applicable
<b>VC ISD</b>	Applicable	N/A	N/A	Applicable
<b>BS</b>	Applicable	N/A	N/A	N/A
<b>MP ISD Demo</b>	All works completed prior to the reporting period.			
<b>MP ISD</b>	Applicable	N/A	N/A	Applicable
<b>PS ISD</b>	Applicable	N/A	N/A	Applicable
<b>CSM</b>	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
<b>W ISD</b>	Applicable	N/A	N/A	N/A
<b>SSJ</b>	Applicable	N/A	Applicable	N/A
<b>LW</b>	Applicable	N/A	Applicable	N/A
<b>TSOM – never going to be Principal Contractor</b>	Applicable	N/A	N/A	N/A

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, it is not a requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a). Note also that TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions.

### 5.5.1 Noise and Vibration

During the reporting period, SSI 7400 noise and vibration monitoring programs were applicable on the CN ISD, VC ISD, BS, MP ISD, PS ISD, CSM, W ISD, SSJ, and Linewide Stages. A noise and vibration summary and analysis at each Chatswood to

Sydenham site for construction activities undertaken during the reporting period is provided in Table 14 and Table 15.

**Table 14 Noise Monitoring Results Summary and Analysis**

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
<b>CN ISD</b>	0	<p>The Crows Nest ISD CNVIS has assessed the construction works against the noise and vibration criteria applicable to this project.</p> <p>An updated CNVIS was submitted on 13/10/2022 for review; all comments were closed and approval issued on 23/12/2022.</p> <p>Attended noise monitoring has been undertaken for out of hour works, with no non-compliances or exceedances being recorded.</p> <p>Real-time noise monitoring has been compliant with E38 at all times.</p>
<b>VC ISD</b>	0	<ul style="list-style-type: none"> <li>• Continuous monitoring undertaken.</li> <li>• Attended monitoring undertaken periodically during the period in relation to specific OOHW activities.</li> <li>• No exceedances of predicted levels or CSSI criteria recorded.</li> <li>• No non-conformances raised.</li> </ul>
<b>BS</b>	0	<p>Attended noise monitoring was undertaken during out of hours works by Renzo Tonin and Associates at three locations 8/2/2023, 15/2/2023 and 2/3/2023.</p> <p>Attended noise monitoring was undertaken during out of hours work by Ward Civil 7/2/2023 (2 locations), 8/2/2023 (3 locations), 16/2/2023 (3 locations, 7 monitoring events total), 1/3/2023 (1 location), 28/3/2023 (2 locations) and 29/3/2023 (2 Locations, 4 monitoring events total)</p> <p>Eight Ward Civil monitoring events reported exceedances of the predicted levels, three of which were minor (&lt;5dBA). It was noted background noise levels regularly exceeded predicted levels and due to background noise (traffic, local venues etc) exceedances were reported at times were construction activities were not audible.</p>
<b>MP ISD</b>	0	<p>Continuous monitoring undertaken. Attended monitoring undertaken periodically throughout the period. No exceedances of predicted levels or CSSI criteria recorded.</p> <p>No non-conformances raised.</p>
<b>PS ISD</b>	0	<p>Attended noise monitoring was undertaken during the reporting period on 17/10/2022 – 18/10/2022 and 03/11/2022. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria were recorded due to PSISD works.</p> <p>Unattended noise monitoring was undertaken with real-time monitors located at the North and South sites. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.</p>
<b>CSM</b>	0	<p>Unattended noise &amp; vibration monitoring was undertaken using real time monitors at the 20-28 Chalmers St (Eastern Entrance) façade during the reporting period.</p> <p>Attended noise monitored was undertaken during specific construction activities on 15/10/22, 16/10/22, 25/10/22, 26/10/22 and 10/12/22.</p> <p>No exceedances of predicted levels or CSSI criteria recorded as a result of construction.</p>
<b>W ISD</b>	0	<p>Noise monitoring was conducted to verify construction noise levels with Predicted Noise Level (PNL) outlined in the CNVIS and applicable OOHWA. During the reporting period a total of 26 events were conducted. The construction noise level (LAeq 15min) was observed to be greater than the PNL for 5 events. Generally, where the PNL was less than the actual noise during the monitoring event it was determined to be due to external factors such as traffic noise rather than specific construction activities. No exceedances of PNL were a result of WISD construction activities. Works compliant.</p>

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
SSJ*	0	Due to the reduced scope and site activities are limited to low impact defect works within standard working hours, monitoring has not been triggered.
LW – Northern Connection *	1	4/10/2022 - Below predicted, LW works compliant 20/10/2022 - Below predicted, LW works compliant 17/11/2022 - Above predicted, LW works were adjusted to reduce the construction noise levels. As a result, the subsequent noise levels were below predicted. 14/01/2023 - Below predicted, LW works compliant 5/02/2023 - Below predicted, LW works compliant 20/02/2023 - Below predicted, LW works compliant
LW – Chatswood Dive*	12	17/10/2023 - Background noise dominant, LW works compliant 1/11/2022 - Below predicted, LW works compliant 24/11/2023 - Traffic noise dominant LW works compliant 12/01/2023 - Traffic noise dominant, LW works compliant 5/02/2023 - Traffic noise dominant, LW works compliant 6/02/2023 - Traffic noise dominant, LW works compliant
LW – BPS Artarmon*	0	23/09/2022 – Below predicted, LW works compliant
LW – BPS Surry Hills*	0	30/01/2023 - Traffic noise dominant, LW works compliant
LW – Barangaroo Shaft	4	15/01/2023 - Traffic noise dominant, LW works compliant
LW – Southern Dive*	4	28/11/2022 - Traffic noise dominant, LW works compliant

\* Note LW reporting is one month in front, so this report includes results from September 2022 that were not included in CCR#11.

**Table 15 Vibration Monitoring Results Summary and Analysis**

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
CN ISD	0	Attended vibration monitoring was undertaken before and during detailed excavation and during capping beam demolition. In addition, real-time vibration monitoring is underway adjacent to the station. Neither the attended nor the real-time vibration monitoring has exceeded the project vibration criteria.
VC ISD	0	Continuous monitoring undertaken until 15 October 2022, when AA agreed that it was no longer required. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
BS	0	3 continuous vibration monitors are present on Site. One monitor is located within the Dalgety Bond Store building and two are located on the Hickson Street wall. No unjustified exceedances have been reported during the monitoring period

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
MP ISD	0	Continuous monitoring undertaken. Attended monitoring undertaken periodically throughout the period. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
PSISD	0	No attended vibration monitoring was conducted during the reporting period as no vibration generating activities with potential to adjacent structures were identified.
CSM	0	Unattended vibration monitoring was undertaken using real time monitors at the 20-28 Chalmers St (Eastern Entrance) façade during the reporting period.
W ISD	0	During the reporting period a total of 1 attended vibration monitoring was conducted on 23rd March for capping beam removal works. Unattended vibration monitoring is continuously conducted at the Waterloo Congregational Church. A total of two alerts were received, notifying that vibration levels were recorded above the criteria. However, both events were due to actions unrelated to construction activities.
LW – Blues Point*	0	Attended vibration monitoring was undertaken between 2 November 2022 and 15 November 2022 at Footpath along Henry Lawson Avenue, McMahons Point NSW - extending through heritage listed bus shelter. Vibration Criteria 2.5mm/s - Unreinforced structures (heritage). No exceedances were caused by vibratory works.

\* Note LW and SSJ reporting is one month in front, so this report includes March – August 2022 results, September results will be provided in the next report.

### 5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

### 5.5.3 Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable on the CSM, SSJ Stages and Linewide, Pitt Street Integrated Station Development.

#### Central Station Mainworks

Surface and groundwater was treated via the temporary or permanent Water Treatment Plant (WTP) during the reporting period. Other waters were treated by in-drain sediment devices.

- During the reporting period, there have been 67 discharges to discharge point 2 (land) via the temporary WTP, of which all discharge events were within the EPL discharge criteria.
- There has been no discharge to stormwater (EPL1) via the main site WTP. Note that the bespoke WTP was decommissioned on 2/02/22 with no further discharges to stormwater planned.

Please refer to <https://centralstationmetro.com/documents/> for daily water monitoring (discharge) summaries uploaded on a monthly basis.

#### Sydenham Station Junction

In accordance with the SSJ Construction Soil and Water Management Plan, due to the stage of construction and low levels of ground cover disturbance remaining on



site, construction-phase surface water quality monitoring was not triggered during the reporting period.

## Linewide

On 1 August 2020, Systems Connect took possession of a portion of the Chatswood Dive site from the Tunnelling and Station Excavation Contractor. The portion contains the Chatswood Water Treatment Plant, which is now operated by Systems Connect. It collects surface water from the Chatswood Dive site, and tunnel water from between Barangaroo and the Chatswood Dive.

From November 2021, the Water Treatment Plant at Marrickville became operational. This WTP takes water from the tunnels between Barangaroo and the Marrickville Dive.

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists completed during the reporting period are described in Table 16.

**Table 16 LW Results Summary of Key Surface Water Monitoring Parameters**

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Chatswood Dive WTP	6.9 - 8.5	0.1 – 10.7	None visible
Marrickville Dive WTP	6.7 - 8.1	1 - 29.5	None visible

Note, these results are for 01/09/2022 to 28/02/2023. Linewide 6-monthly monitoring reporting period is one month behind, and March results will be provided in the next report.

The Soil, Water and Groundwater Management Sub-Plan C2B requires that monitoring of receiving waters will occur three-monthly, while WTPs are active and in SC control. Monitoring parameters are provided in Table 17 below.

**Table 17 LW Sampling Point Information**

Site ID	Site interaction	Relative location	Catchment	Sampling address	Easting	Northing	Type
SWSC-01	Receiving waters from Chatswood WTP discharges. Monitoring location active while the Chatswood WTP is active and in SC control.	Downstream	Scott's Creek / Middle Harbour	Muston Park, access via Eden Street, Chatswood	330586	6245923	Freshwater
SWSC-02	Access via North Arm Track, North Arm Road, Chatswood			332788	6246304	Estuarine / Marine	
SWAC-01	Receiving waters from Marrickville WTP discharges. Monitoring Location active while the Marrickville WTP is active and in SC control.	Downstream	Alexandra Canal	Access via bicycle track from the end of Coward Street, Mascot	331342	6244783	Estuarine

## 5.5.4 Groundwater Quality

During the reporting period, groundwater quality monitoring programs were applicable for the CN ISD, VC ISD, MP ISD, PS ISD and CSM Stages.

### Crows Nest Integrated Station Development

Dataloggers were previously installed in 2015 by Golder-Douglas in groundwater wells BH018 and BH019. BH018 is located near the intersection of Hume Street and Clarke Lane; BH019 is located on Oxley Street opposite Clarke Lane. The loggers were set to take a water level reading every two hours and have been recording since 2015.

The data logger installed in SRT-BH019 was downloaded on 31 May 2023 and a manual measurement of the water level taken to calibrate the logger data. The groundwater well SRT-BH018 was inaccessible due to a scaffolding installation above it at the time of inspection.

**Table 18 CN LResults Summary of Groundwater Monitoring Parameters**

Monitoring Well	Surface Level (M, AHD)	Well Depth (M)
BH018	90.75	25.3
BH019	84.43	7.2

Manual measurements of the water level were taken to calibrate the logger data on the 17/11/2022 and 31/05/2023.

**Table 19 CN measured depth to groundwater in the monitoring wells**

Monitoring Well	Measured Depth (m) to Groundwater in Monitoring Well	
	17 November 2022	31 May 2023
BH018	21.13	Inaccessible at time of inspection
BH019	4.95	4.28

A review of groundwater levels during the period 01/10/2022 to 31/03/23 indicates the following:

- Groundwater levels in BH018 remained steady during the monitoring period (up to 17/11/22) irrespective of rainfall events.
- Groundwater levels in BH019 have a strong relationship with rainfall events, with groundwater levels rising soon after rainfall and falling in the absence of rainfall.

### Victoria Cross Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant, which was operational throughout the period.

There were no exceedances of project risk-based criteria recorded.

### Martin Place Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant, which was operational throughout the reporting period. The plant was handed over to the Sydney Metro West Eastern Tunnelling Package Contractors on 17 March 2023.

Two minor exceedances of project-based criteria for WTP discharge occurred in November 2022 relating to Ammonia at 4.23 mg/L which exceeded the project threshold criteria of 1.9 mg/L and Total Nitrogen at 7.2 mg/L, which exceeded project trigger of 6.0 mg/L. The elevated level of Ammonia and Total Nitrogen is considered an anomaly due to high rainfall, and reflective of local groundwater conditions. Duplicate samples and following sampling indicated a return to normal levels.

Monitoring of Sydney Harbour water showed no impact to receiving waters.

### **Pitt Street Integrated Station Development**

Groundwater inflow into sites is captured and collected with onsite surface water and monitored prior to discharge. Water monitoring is undertaken prior to and during discharge events. No non-conformances raised.

### **Central Station Mainworks**

During the reporting period, the groundwater quality monitoring program was applicable for CSM. The CSM monitoring program is provided in the CSM Construction Groundwater Management Plan, which was approved by the Secretary on 13 March 2019. Section 7.5 of the plan (the 'Construction Groundwater Monitoring Program') outlines that groundwater wells surrounding the Metro Box will be used to monitor the impacts of the Metro Box excavation activities.

- Metro Box excavation was completed in May 2021 and permanent subsoil drainage completed in 2022. The Metro Box is a drained structure. As such, the groundwater inflow is collected via the subsoil drainage system and directed to the Metro Box sumps.
- From the Metro Box sumps the groundwater is then pumped to an operational WTP in Marrickville by Line Wide through permanent infrastructure.
- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website: <https://centralstationmetro.com/documents/>. The groundwater monitoring program is proposed for completion with last sampling round occurring in May 2023.
- A Construction Groundwater Monitoring Report is being prepared for a 9 month period between October 2022 and May 2023. Once completed, the report will be uploaded to the project website: <https://centralstationmetro.com/documents/>

## **5.6 Business Impact Monitoring**

C2S E64(f) and S2B E37(f) requires Business Management Plans to include provision of business monitoring results to the Secretary in accordance with the Sydney Metro *Compliance Monitoring / Tracking and Reporting Program* (CMTRP) report (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). The CMTRP requires a summary of the business monitoring program results to be included in each Construction Compliance Report (i.e., this report).

During the reporting period, business impact monitoring was undertaken as part of the CNISD, VCISD, BS, MP ISD, PS ISD, CSM, WL ISD, Linewide and SSJ, SMEW, SWM Packages 4, 5 and 6 Stages in accordance with the applicable C&SW Staging Reports. TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions. The following sections provides a summary of business impact monitoring results during the reporting period.

## Crows Nest Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	25 notifications were issued to businesses within our catchment area during the reporting period. Summary: 5 monthly updates 6 OOH notifications 25 work update slips 2 other work notifications 44 campaign emails were also distributed
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	A total of 41 outgoing contact events were undertaken during the reporting period relating to doorknocks and business stakeholder meetings and briefings.
		Percentage of businesses within 50m contacted prior to work	100%
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	1 complaint received regarding not being informed about a water outage. The utility provider was responsible for this. 5 complaints received during the reporting period regarding parking access being impacted on different days/ times to what was communicated to businesses on the notification.
		Lessons learnt.	Ensure communications team are kept updated with changes to works so that these changes can be communicated to businesses.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	206 businesses were consulted regarding standard mitigation measures to address access, parking, and amenity issues during the reporting period. Of this, 46 businesses were offered non-standard mitigation in the form of

Performance parameters	Monitoring	Reporting outputs	CN Status
			provision of alternate parking, parking compensation and reimbursement.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	46 businesses offered alternate parking/ parking reimbursement or parking compensation during the reporting period. Offers were made on 5 occasions totalling 120 offers and 89 acceptances.
		Business feedback on effectiveness of mitigation measures	All business stakeholders were accepting of the mitigation measures offered and feedback received for the most part was positive.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	2 repeat complaints during the reporting period. Both related to parking access being impacted on different days/ times to what was communicated.
		Lessons learnt.	Ensure communications team are kept updated with changes to works so that these changes can be communicated to businesses.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	Zero during the reporting period.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Two businesses referred during the reporting period.
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Zero during the reporting period.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	Zero during the reporting period.

## Victoria Cross Integrated Station Development

Performance Parameters	Monitoring	Reporting	VC ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total – 6 OOH notifications 6 monthly notifications 1 bi-annual newsletter
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings	Percentage of notifications issued on time  Number of briefings, information sessions and completed doorknocks	100% of notifications issued on time  14 interface management meetings providing construction updates to Intera Group, Investa, Winten Group and Channel Nine.
	Feedback from meetings, presentations and briefings (documented in Consultation Manager)	Percentage of businesses within 50m contacted prior to works	100% of businesses within 50m have been contacted.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Number of complaints received from businesses relating to lack of information about construction activities and impacts	One complaint received from neighbouring businesses about foot path closures around the south site.  Nil complaints referred to Community Complaints Mediator.
		Lessons learnt	Work with NSC to alert business community about changes to traffic and pedestrian access. Provide warning of impactful work so businesses can request workers work from home those during that period.  Worked with the impacted businesses to come up with solutions and relief to the construction impacts.
-	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues.	One business with agreed mitigation measures Supplying the business with proactive mitigation options are highly valued by local businesses.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed  Details of mitigation measures implemented	100% were implemented  Provide additional traffic controllers to improve traffic flow coming out of the One Denison carpark.
	Records in Consultation Manager database on complaints received from businesses relating to		

Performance Parameters	Monitoring	Reporting	VC ISD Status
	vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue, complaints about the same issue.	Business feedback on effectiveness of mitigation measures  Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity  Lessons learnt	Businesses appreciate the team accommodating their needs.  Zero repeat complaints  Regular interface meetings are valued by the business community. Business community excited for the Victoria Cross precinct to be open
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.  Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.  Feedback on effectiveness of mitigation measures (documented in Consultation Manager).  Records of businesses referred to Sydney Metro for additional assessment / treatment.  Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of businesses with agreed mitigation measures to address noise and vibration impacts  Summary of non-standard mitigation measures implemented  Number of referrals to Sydney Metro  Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts  Lessons learnt	One business with agreed mitigation measures 100% were implemented  To complete works bordering 65 Berry Street building to be conducted out of business hours to minimise impact on their tenants.  Nil  Nil.  Use respite periods and quieter works to support neighbouring businesses.

## Barangaroo Station Development

Performance Parameters	Monitoring	Reporting	BS Status
<p>Awareness of construction activity and likely impacts</p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building-based information sessions and face-to-face meetings prior to works.</p> <p>Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Number of notifications issues</p> <p>Percentage of notifications issues on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>41 notifications in total</p> <p>Six OOHW specific notifications (including 1 for emergency work)</p> <p>One work notification for high impact work during standard hours</p> <p>27 weekly update email updates</p> <p>Six monthly notifications</p> <p>One factsheet</p> <p>100% of notifications issued on time</p> <p>Two briefings to the Walsh Bay Precinct Association (WBPA). One briefing to the Millers Point Community Residents Action Group (MPCRAG)</p> <p>Two briefings with the Langham Hotel</p> <p>Two calls with KU Lance Childcare Centre.</p> <p>One site event and surface tour attended by The Langham, Captain Cook Hotel and Millers Point Community Residents Action Group</p> <p>100% of business within 50m have been contacted</p> <p>NIL complaints referred to Community Complaints Mediator</p> <p>Lessons learnt: Feedback received at meetings with local businesses has helped shape construction methodologies and mitigation measures. Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests. They received no complaints from guests, resulting in no financial impact or reputational damage</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p> <p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking,</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p>	<p>Zero business with required mitigation measures</p>



Performance Parameters	Monitoring	Reporting	BS Status
<p>visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</p>	<p>complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue</p>	<p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p> <p>Lessons learnt</p>	
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses. Agreed mitigations implemented, including agreed respite, work methods, proactive engagement, and ongoing communication.</p> <p>Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.</p> <p>Zero referrals to Sydney Metro over a six-month timeframe during standard construction.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts</p> <p>Summary of non-standard mitigation measures implemented</p> <p>Number of referrals to Sydney Metro</p> <p>Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts</p> <p>Lessons learnt</p>	<p>Project respite hours previously agreed for noisy works between 9:30am and 10:30am and 12:30pm and 1:30pm Monday to Friday. These were agreed in consultation with three sensitive receivers namely KU Lance Childcare Centre, the Palisade Hotel, and the Langham Hotel</p> <p>Nil non-standard mitigation measures implemented</p> <p>No referrals relating to businesses made to Sydney Metro</p> <p>Zero complaints from businesses</p>

## Martin Place Integrated Station Development

Performance Parameters	Monitoring	Reporting	MP ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications.	Number of notifications issued. Percentage of notifications issued on time.	All interactions with businesses are documented in Consultation Manager. 17 notifications issued: 5 monthly OOH notifications 8 monthly work notifications 2 additional OOH notification 0 additional works notifications
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Number of briefings, information sessions and doorknocks completed:  4 doorknocks to community and businesses advising of upcoming works 6 doorknocks to community and businesses regarding OSD Community Agreement update	100% of notifications issued on time. 1 bi-annual community newsletter 3 complaints 0 complaints referred to Community Complaints Mediator.
	Feedback from meetings, presentations and briefings are documented in Consultation Manager.	5 stakeholder meetings including: 4 online briefings with adjoining owner stakeholder (60 Castlereagh Street) 3 face-to-face briefing with stakeholder regarding hoarding to 60 Castlereagh Street	Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impacts to business operations and preventing complaints.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.	2 engagement events held on site including school site tours and presentations  Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly community notifications and any additional notifications if subscribed to email distribution list. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0	37 additional emails out to community and businesses including: 11 proactive emails out to stakeholder/s on upcoming OOH works, works taking place in normal hours close to their proximity, trial evacuation drill 10 email responses to stakeholders regarding works enquiry and/or adding to distribution list 1 email to stakeholder regarding hosting Community and Business Forum held in November 1 email response to RSVP for Community and Business Forum held in November 1 email response to Business Forum event in November 1 email response to Bi-Annual newsletter (positive feedback) 4 emails out to 60 Castlereagh stakeholder regarding monthly meetings 11 emails out to 60 Castlereagh stakeholder regarding access to balconies for hoarding installation 3 emails out to stakeholders regarding pedestrian footbridge relocation 24 emails out stakeholder regarding OSD Community

Performance Parameters	Monitoring	Reporting	MP ISD Status
			<p>Agreement - Sundays extension.</p> <p>13 phone calls to stakeholders/businesses advising of upcoming works and/or in response to enquiry; responding to complaint, OSD Community Agreement – Sundays extension, balcony access.</p>
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Martin Place ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity – 0</p>	<p>business requests received for coordination regarding property access, parking, visibility, or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North and South site – 5am to 10pm, Monday to Saturday).The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <p>MPISD site hoarding does not obscure business access or visibility.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway or pedestrian access as requested by business operators should it be required to facilitate work in the future.</p>
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise and vibration monitors located at 50 Martin Place to alert Lendlease team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts – 0</p>	<p>Lendlease developed initiatives for minimising impacts on nearby businesses during construction.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North and South site). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <p>No. of referrals to Sydney Metro: 0</p> <p>No. of avoidable noise and vibration complaints from business stakeholders: 0</p> <p>No. of unavoidable noise and vibration complaints from business stakeholders: 2</p> <p>Procedure is in place for businesses to make complaints if the impact of</p>

Performance Parameters	Monitoring	Reporting	MP ISD Status
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construction activities becomes disruptive to business operations.

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## Pitt Street Integrated Station Development

Performance Parameters	Monitoring	Reporting	PS ISD Status
<p>Awareness of construction activity and likely impacts</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Number of notifications issued. Percentage of notifications issued on time.</p> <p>Number of briefings, information sessions and doorknocks completed.</p> <p>North site adjoining business properties:</p> <ul style="list-style-type: none"> <li>• monthly online business briefings with Castlereagh Boutique Hotel.</li> </ul> <p>South site adjoining business properties:</p> <ul style="list-style-type: none"> <li>• Fire Rescue NSW – ad hoc meetings as needed</li> <li>• Edinburgh Castle Hotel – ad hoc meetings as needed</li> <li>• Kimpton Margot Sydney – ad hoc meetings as needed</li> </ul> <p>Percentage of businesses within 50m contacted during reporting period.</p> <p>All properties received monthly letterbox drop community notifications and weekly emails (if subscribed to email distribution list).</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<p>All interactions with business stakeholders are documented in Consultation Manager.</p> <p>100% of notifications issued on time.</p> <p>19 letterbox drop notifications issued:</p> <ul style="list-style-type: none"> <li>• 6 monthly OOH notifications</li> <li>• 6 monthly work notifications</li> <li>• 1 project bi-annual newsletter</li> <li>• 1 Pitt Street North tower crane removal letter distributed on 27 October 2022</li> <li>• 3 Pitt Street North OSD proposal to extend construction work hours distributed on 5 October, 12 October and 17 October</li> <li>• 1 Pitt Street South tower crane relocation letter distributed on 16 November 2022</li> <li>• 1 Pitt Street South OSD extended construction hours notification distributed on 13 March 2023</li> </ul> <p>Other notifications issued include:</p> <ul style="list-style-type: none"> <li>• 27 weekly project email updates</li> <li>• 6 updates relating to out of hours utility installation work</li> <li>• 3 updates relating to escalator deliveries</li> <li>• 7 updates relating to long running or out of hours concrete pours</li> <li>• 1 out-of-hours work update</li> <li>• 3 Out-of-hours weekend work updates</li> <li>• Update on tower crane removal work</li> </ul> <p>5 monthly business briefings held with key stakeholder Castlereagh Boutique Hotel.</p> <p>1 meeting with Fire and Rescue NSW to discuss utility investigation work in Bathurst Street.</p>

Performance Parameters	Monitoring	Reporting	PS ISD Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Pitt Street ISD work.	<p>3 meetings with Kimpton Margot Sydney to discuss night works.</p> <p>1 ad-hoc meeting with Kimpton Margot Sydney to discuss visual amenity.</p> <p>1 door knock to properties advising of North tower crane removal and associated impacts.</p> <p>1 door knock to properties advising of South tower crane relocation and associated impacts.</p> <p>2 door knocks to Edinburgh Castle to discuss utility work.</p> <p>5 door knocks to businesses on Castlereagh Street to discuss utility work and associated impacts.</p> <p>4 avoidable complaints from residents adjacent to South site. Issues raised included workers talking near residential property, concrete splatter on to property and an early morning noise.</p> <p>0 complaints referred to Community Complaints Mediator.</p> <p>Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with businesses is essential to reducing impact to business operations and preventing complaints.</p>
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	1 business complaints received regarding property access, parking, visibility, or amenity. However, this was determined to be unrelated to Sydney Metro Pitt Street Station work.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity.	<p>PSISD site hoarding does not obscure business access or visibility.</p> <p>Castlereagh Boutique Hotel drop off area (no stopping zone in front of Hotel) is kept</p>

Performance Parameters	Monitoring	Reporting	PS ISD Status
	complaints about the same issue.		<p>clear of construction vehicles for hotel patron use.</p> <p>The FRNSW / Eurotower Bathurst Street driveway is monitored by CPB traffic control to ensure that it is always clear from construction vehicles.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway access / visibility as requested by business operators should it be required to facilitate work in the future.</p>
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise monitors at both North and South sites will alert CPB team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts.</p>	<p>CPB developed initiatives for minimising impact on nearby businesses during construction, including:</p> <ul style="list-style-type: none"> <li>working with surrounding businesses to coordinate work schedule and deliveries</li> <li>installing access signs for directly impacted businesses</li> <li>providing regular updates including text messages, notifying of upcoming work near their property.</li> </ul> <p>CPB are also working with impacted businesses near the Pitt Street sites to assist with access for their building internal works.</p> <p>Number of referrals to Sydney Metro: 0</p> <p>Number of avoidable noise and vibration complaints from business stakeholders: 0</p> <p>Number of unavoidable noise and vibration complaints from business stakeholders: 9</p> <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

## Central Station Mainworks

Performance Parameters	Monitoring	Reporting	CSM Status
<p>Awareness of construction activity and likely impacts.</p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building- based information sessions and face- to-face meetings prior to works.</p> <p>The objective is to make contact via these measures with 100% of businesses within 50m prior to works that have the potential to impact the owners.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<p>Number of notifications issued</p> <p>Percentage of notifications issued on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>All interactions with businesses are documented in Consultation Manager. 9 notifications issued, (3) were monthly notifications* and (6) were specific work notifications *LOR, in agreement with Sydney Metro, have now been issuing monthly notifications every three months, providing a three months lookahead to the community.</p> <p>One quarterly newsletter issued during this period, Q4. The Q1 newsletter was on hold due to Caretaker period.</p> <p>100% of notifications issued on time.</p> <p>One doorknock ahead of the crane removal from the Chalmers Street site in January 2023.</p> <p>Regular face to face interaction while delivering the specific notification and specific emails have been sent to adjacent business owners, residential building managers and the Sydney Dental Hospital as required in advance of specific work in Randle Lane / Chalmers Street. (5) meetings with Sydney Dental Hospital during this period, as well as a briefing to SDH staff in Dec 2023.</p> <p>(0) complaints received from businesses</p> <p>100% of businesses within 50m have been contacted.</p> <p>Nil complaints referred to Community Complaints Commissioner.</p> <p>CSM continues to combine communication to streamline the engagement process (where possible) (e.g., notification with other</p>



Performance Parameters	Monitoring	Reporting	CSM Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.  The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p> <p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p> <p>Lessons learnt</p>	<p>Sydney Metro contractors, TfNSW Central Precinct invited to regular meeting with Sydney Dental Hospital).</p> <p>Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged early with businesses prior to any changes to traffic, access, or parking – particularly related to Randle Lane, Chalmers Street, and the Railway Institute Driveway. Traffic controllers and staff/workers are briefed regularly to manage changes and ensure businesses had access as needed.</p> <p>No complaints received.</p> <p>Ongoing correspondence with building manager to time the adequate reinstatement of parking bollards / gates at a suitable time for both parties.</p> <p>No repeat business complaints.</p> <p>Lessons learnt – Continue to educate each subcontractor (and workers) on the community's specificities via presentation at kick off meeting and toolbox talks.</p>

## Waterloo Integrated Station Development

Performance Parameters	Monitoring	Reporting	WL Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Waterloo Congregational Church: 1 interface meeting - S&amp;CLM actively communicating with Church on a monthly basis. Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list. Businesses on Raglan, Buckland and Wellington streets and Botany Road were visited to ensure they were aware of nearby external utility work. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0</p>	<p>All interactions with businesses are documented in Consultation Manager. 5 letterbox drop notifications issued; monthly work notifications which include OOH.</p> <p>1 Community / Business connect event</p> <p>1 Bi-annual newsletter 23 project email updates issued. 100% of notifications issued on time. Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued:  ongoing doorknocks to businesses close to external utility work. 0 complaints from businesses. 0 complaints referred to Community Complaints Mediator. Lessons learnt – Businesses to be consulted ahead of any disruption should it be required to facilitate work in the future.</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity - 0.</p>	<p>0 business requests received for coordination regarding property access, parking, visibility or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>WISD site hoarding does not obscure business access or visibility.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to parking along Botany Road, should it be required to facilitate work in the future</p>
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of</p>	<p>Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo Congregational Church and will alert John Holland to vibration exceedances.</p> <p>Number of repeat business complaints from noise</p>	<p>No. of referrals to Sydney Metro: 0 No. of avoidable noise and vibration complaints from business stakeholders: 0 No. of unavoidable noise and vibration complaints from business stakeholders: 0 Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Performance Parameters	Monitoring	Reporting	WL Status
	mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.	sensitive receivers relating to noise and vibration impacts - 0.	

## Linewide

Performance Parameters	Monitoring	Reporting	LW Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Based on Consultation Manager records for the period covering 1 October 2022 – 30 March 2023 28 monthly notifications were issued, including: 2 x Surry Hills, 3 x Campsie; 5 x Artarmon 6 x Sydney Metro Trains Facility South (SMTF South) 6 x Northern Connection/ Chatswood Dive. 6 x Blues Point
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.		13 specific notifications were issued, including: 1 x Randle Lane parking 1 x Artarmon Power Supply Upgrade 8 x Northern Connection works 1 x Dulwich Hill site compound 1 x Barangaroo 1 x Blues Point
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager).		68 email updates issued included: 23 x email updates for Blues Point 4 x Surry Hills BPS 5 x Campsie BPS 6 x email updates for Artarmon Power Supply Upgrade 16 x email updates for the Northern Connection/Chatswood Dive 14 x email updates SMTF South
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts		1X newsletters: 1 project newsletter: Marrickville Dive and SMTF South Bi-annual Newsletter
			The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect.
		Percentage of notifications issued on time	100%
		Number of briefings, information sessions and completed doorknocks	During this reporting period, there have been a total of 8 door knocks, comprising: 3 door knock for BPS Campsie 2 doorknocks for Chatswood Dive/Northern Connection 3 doorknocks across the SW Corridor relating to substation work
		Percentage of businesses within 50m contacted prior to works	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil for the current period.
		Lessons learnt	Alignment businesses appreciated Systems Connect teams' efforts in using their services.

Performance Parameters	Monitoring	Reporting	LW Status
			<p>Businesses continue to highly value having a nominated contact that is available and accessible to them on a 24/7 basis.</p> <p>Email, telephone, and SMS updates outlining specific impacts a given business can expect along with a direct mobile number for any questions / issues so that they can be resolved quickly were welcomed.</p> <p>Cumulative impacts of construction work on Randle Lane meant that users of the carpark at 1-5 Randle Lane, Surry Hills were unable to access their parking spaces at the end of March 2023. Many of these spaces were leased by local businesses. Systems Connect worked with local businesses to arrange alternative parking for staff and minimise inconvenience.</p>
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	In order to carry out work at the Randle Lane joint bay as part of BPS Surry Hills, Systems Connect worked with local businesses to arrange alternative parking for staff and minimise inconvenience.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	Per previous reporting periods, Systems Connect proactive contacted individual businesses who were impacted by works. Alternative parking and travel arrangements were made for businesses parking on Randle Lane as a result of BPS Surry Hills work. Traffic management teams were briefing impacted business accordingly. As above, use of local business services, where possible.
		Lessons learnt	Continue to provide a contact available for 24-hour work and maintain relationships between site supervisors and business managers to allow for positive relationships with local businesses. Continue with a proactive approach, foreshadowing potential impacts early on, enabling the businesses to plan. This also allows for quick communication and timely adjustment of approach where possible, avoiding escalation of issues.
		Business feedback on effectiveness of mitigation measures	Positive feedback was received, generally based on businesses welcoming regular work updates and the willingness of the site supervisors and traffic teams to immediately address any issues arising onsite

Performance Parameters	Monitoring	Reporting	LW Status
		Number of repeat complaints received from businesses relating to vehicle access, parking, visibility, and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS
		Summary of nonstandard mitigation measures implemented	100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Number of referrals to Sydney Metro	Nil
		Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment.	Lessons learnt	Ongoing consultation and advance notification of activities continues to be key, allowing businesses to adjust operations based on important information such as the nature, timing, and duration of work. Differentiating the project from nearby / adjoining works continues to be important along the Southwest Corridor, with multiple interfacing contractors working alongside each other.
		Records in Consultation Manager database on noise and vibration complaints from businesses.	With the majority of Systems Connect work delivered, engagement with local businesses has become less frequent. This is set to continue during the next reporting cycle as the work nears completion.

## SSJ, SWMC, SMEW, SWM Packages 4, 5 and 6

Performance Parameters	Monitoring	Reporting	SSJ, SWMC, SMEW, SWM Packages Status
<b>Awareness of construction activity and likely impacts.</b>	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	79 email updates: includes a monthly email update for 9 sites between Sydenham and Bankstown 54 monthly notifications letterbox dropped
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks	40
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Percentage of businesses within 50m contacted prior to works	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil
		Lessons learnt	Parking impacts relating to imported and exported material should be managed proactively Signage stating work vehicles are not to park in customer car parks does not always deter contractors from parking there – stronger measures should be considered
<b>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</b>	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues	No additional mitigation measures were required
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian	Details of mitigation measures implemented	Traffic controllers briefed

Performance Parameters	Monitoring	Reporting	SSJ, SWMC, SMEW, SWM Packages Status
	access, parking, visibility and amenity, including details of any repeat complaints about the same issue.		Coordination with approved traffic plans Additional wayfinding signage where required Individual contact made with businesses which might be impacted where possible Appropriate signage provided proactively where parking would be impacted
		Lessons learnt	Appropriate signage provided proactively where parking would be impacted
		Business feedback on effectiveness of mitigation measures	Work is consistent with expectations
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity	No repeat complaints received.
<b>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</b>	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	N/a, noting: 100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Respite measures At-source treatment Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	Businesses are prepared for, and have become accustomed to, Metro work in the local area. Council work and local property developments are also present in many areas, and should be recognised in discussions with businesses.



## 5.7 Complaints

A total of 280 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 250 complaints were determined to be attributable to project works following investigation. Crows Nest ISD was attributable for the majority of complaints, followed by Hurlstone Park Station, Canterbury Station, and Pitt Street ISD (19%, 13%, 10% and 9%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 123, or 49%, of all complaints attributable to project works. This was followed by 46 relating to Traffic, Transport and Access and 25 relating to Worker behaviour (representing 18% and 10% respectively of all complaints attributable to the project).

Works at the Crows Nest ISD, Hurlstone Park Station, Canterbury Station, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (48, 33, 24 and 23 respectively, representing 51% of all complaints attributable to the project).

195 stakeholders accounted for the 280 complaints; 168 were one-off complaints, 16 were from stakeholders who contacted Sydney Metro twice, and 11 were from stakeholders who contacted Sydney Metro more than three times. At Crows Nest 38 stakeholders accounted for the 48 complaints, and at Hurlstone Park 20 stakeholders accounted for the 33 complaints.

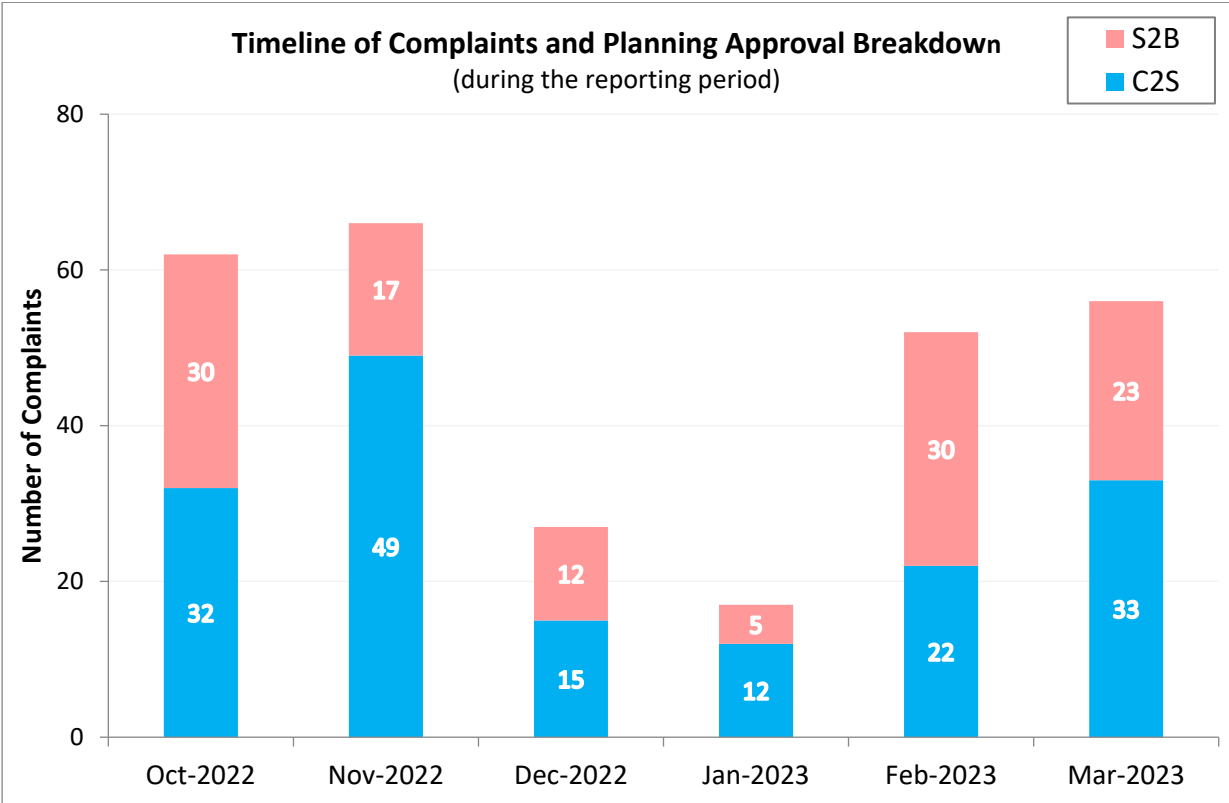


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

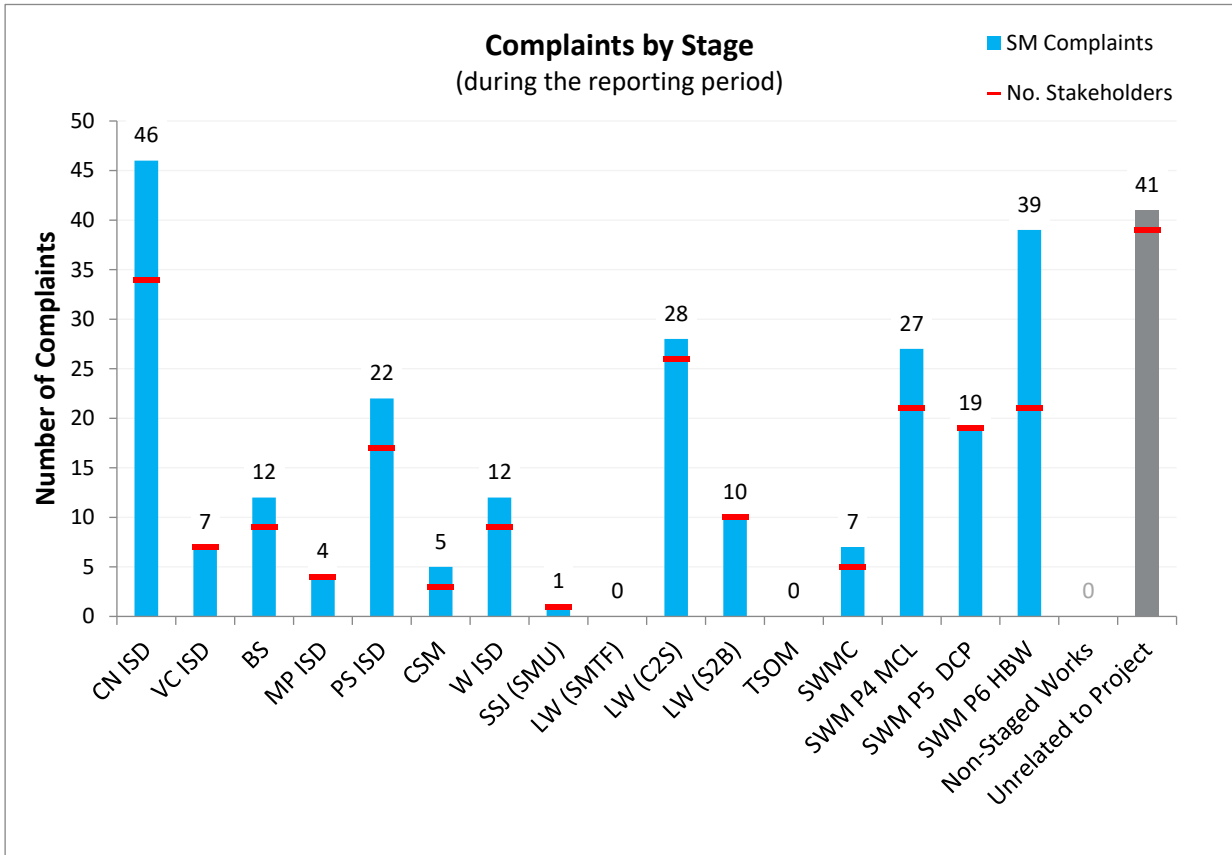


Figure 4 Complaints by Stage during the Reporting Period

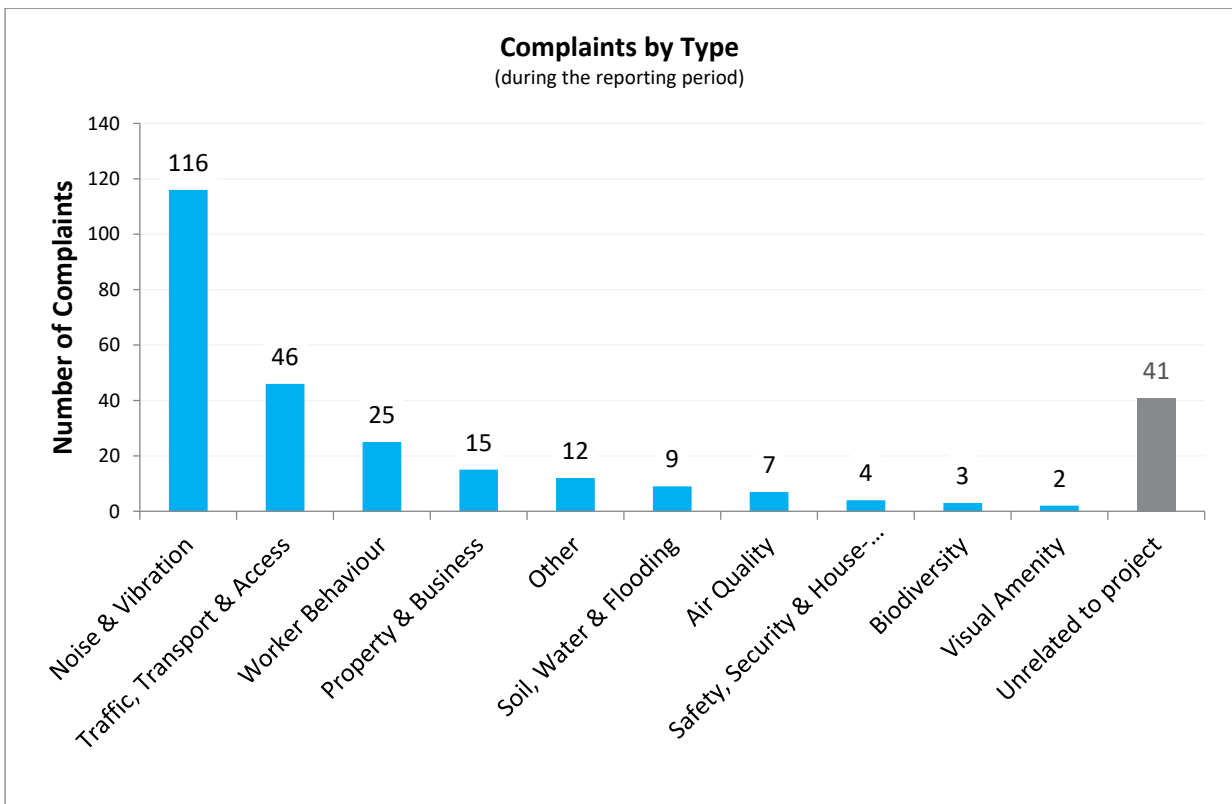


Figure 5 Complaints by Type during the Reporting Period

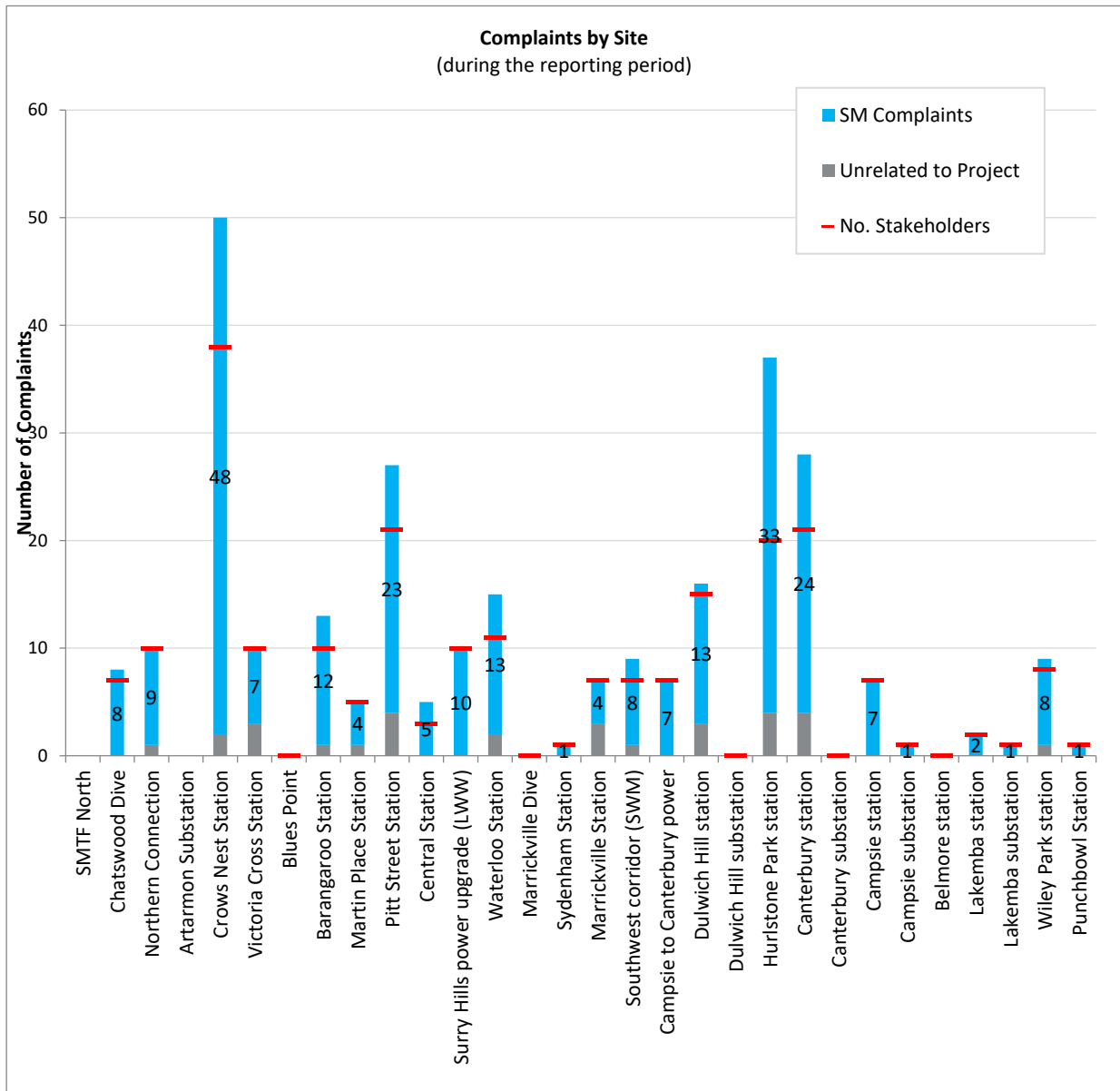


Figure 6 Complaints by Site during the Reporting Period

## 6 Sustainability and Environmental Initiatives

Sydney Metro's sustainability and environmental initiatives are outlined in its Sustainability Reports. Sydney Metro's inaugural Sustainability Report 2017 and all other subsequent Sustainability Reports are available on the Sydney Metro Sustainability webpage (<https://www.sydneymetro.info/our-approach-sustainability>).

A combined 2021/2022 report was released in January 2023.

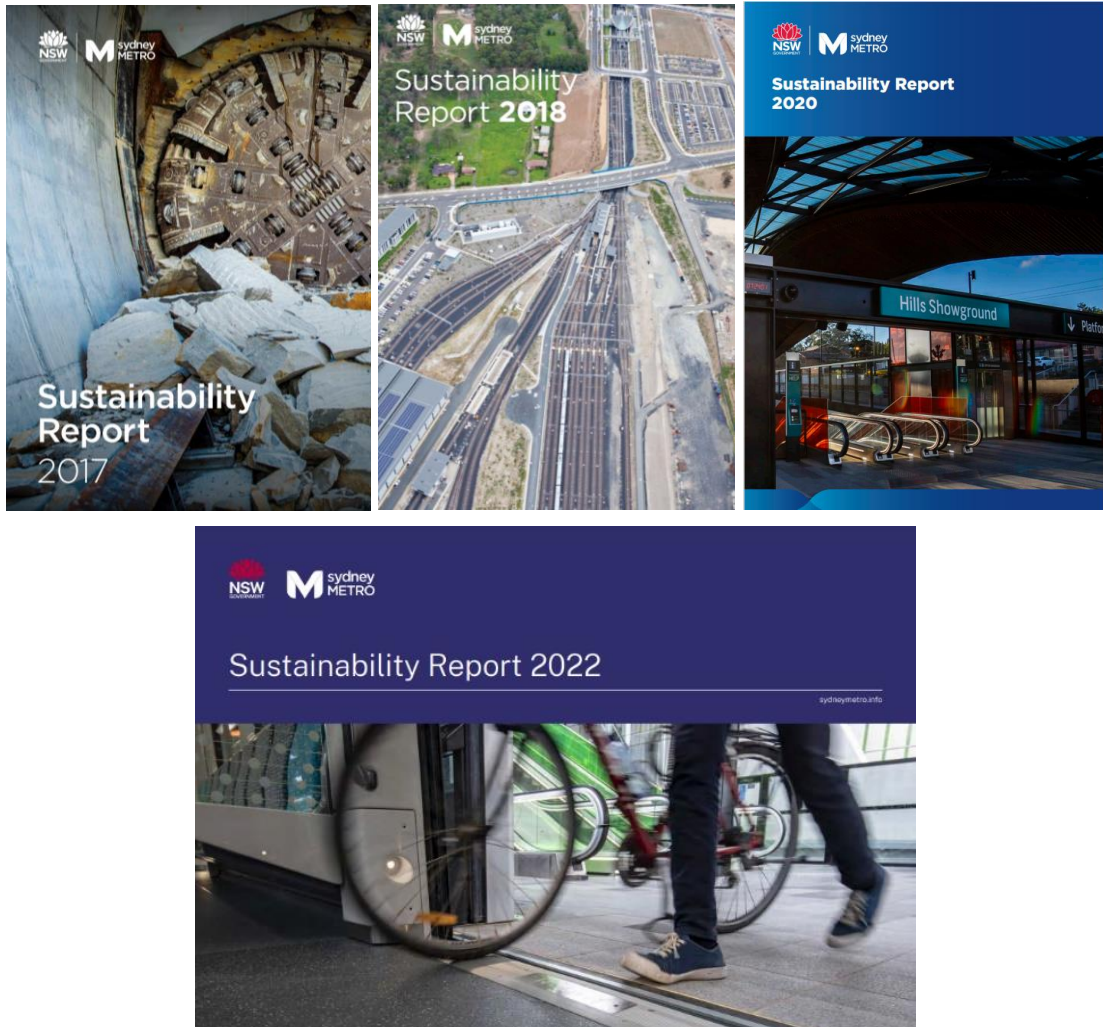


Figure 7 Sydney Metro Sustainability Reports

# Appendix 1 – Complaints during the Reporting Period