



SSI 19238057 - Sydney Metro response to Independent Audit 01

SM-22-00240474

Metro Body of Knowledge (MBoK)

Applicable to:	Sydney Metro West
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Item	Ref	Type	Details of item	Independent Audit Recommendation	By whom and by when	Status ¹	Proponents Proposed Action
Findings from the first Independent Audit							
19238057_IA1_1	A48	Observation	<p>Observation: It was observed during the site inspection that signage at each of the construction compounds did not have all of the details listed in this condition (namely the CSSI name and number, postal address, and email address).</p> <p>The Auditor acknowledges that there is some ambiguity with respect to the definition of an ancillary facility and its application to sites that will exist in perpetuity. The terms for construction sites vary across the EIS, RtS and Project Approval.</p> <p>The Auditor also acknowledges that signage being used has been applied across various Sydney Metro projects and sites for some time, and that a QR code is present on signage which links to the Sydney Metro website.</p> <p>Nevertheless the Auditor is of the view that:</p> <ul style="list-style-type: none"> whilst the sites being used for construction on the Project will be made permanent, the construction is temporary and therefore the sites could qualify as an ancillary facility (although this is debatable) exclusion of construction sites that will exist in perpetuity (once construction is completed) would result in A48 not being applicable to any of the Project sites under construction at the time of the audit (i.e.: the Bays, Pyrmont East and West, Hunter Street East and West), and this outcome would appear to be contrary to the apparent intent of the condition (i.e.: to allow a person to identify the Project) the use of a QR code to direct someone to the Sydney Metro website is helpful, but it does not meet the requirements of this condition. 	Signage, compliant with the requirements of A48, was erected prior to finalising this Audit Report as evidenced through photos provided on 01/08/23.	Sydney Metro 31/07/23	CLOSED	Sydney Metro established signage with the required details by the end of the week following the audit inspection.

¹ Status of finding and action according to the Auditor at the time of finalising the Report.

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19238057_IA1_2	B3	Observation	<p>Observation: The information on the Project website and Project updates issued to community does not explicitly identify the existence of a mediation system for complaints that are unable to be resolved. The system is identified within the OCCS and ETP CCS, although this may not be readily located by the community.</p>	<p>Sydney Metro updated the website prior to the finalisation of this Report to provide reference to “How to make a complaint” and reference to the SM Complaints Management System.</p> <p>https://www.sydneymetro.info/how-to-make-a-complaint</p>	<p>Sydney Metro</p> <p>30/09/23</p>	CLOSED	<p>Sydney Metro updated the website prior to the finalisation of the Audit Report.</p>
19238057_IA1_3	B11	Observation	<p>Observation: The Auditor observes that Sydney Metro are not utilizing a [singular] website as stated in B11. Rather they are relying on the contractor website for publication of documents that are relevant to it. The auditees provided correspondence from the Department dated 12/09/17 whereby the Department agreed to the use of third party websites for documents to be uploaded, provided a link was included on the Sydney Metro website. The Department has been aware of Metro’s approach since that time and to the Auditor’s knowledge have not directed Metro to alter its position. Notwithstanding this, the Auditor is of the view that the link to the contractors’ website is not easy to locate unless the user knows their location (i.e.: the link are placed under a Sustainability and Planning / planning and compliance drop down). This means that a community member may not be able to locate documentation without contacting Metro directly.</p> <p>The Auditor is satisfied that the Project website (including the JCG website) contains the information required by this condition. The Auditor requested evidence be provided to demonstrate that documents were uploaded within the timeframe specified by B11(e). A register of upload was provided in response to the request. It is observed that JCG clearly identified the document revision/approval dates and the upload dates, but this was not directly provided by Sydney Metro. For Sydney Metro documents, the Auditor was required to identify revision dates for each document on the website and compare them to the stated upload dates. It was not readily apparent that this had been done by Sydney Metro.</p>	<p>Sydney Metro updated the website prior to the finalisation of this Report to provide link to the contractors’ website more accessible.</p> <p>https://www.sydneymetro.info/station/hunter-street-station</p> <p>https://www.sydneymetro.info/station/pyrmont-station</p> <p>https://www.sydneymetro.info/station/bays-station</p> <p>This action is considered closed by the Auditor.</p> <p>As works proceed and the number of documents requiring to be published increases, it is recommended that (to ensure compliance with B11(e) continues) the register be amended and maintained by both Metro and JCG so as to include the following:</p> <ul style="list-style-type: none"> • date of approval of the document or commencement of relevant works • date of upload of documents on the contractor’s websites (or the date of document approval or commencement of relevant works). 	<p>Sydney Metro</p> <p>30/09/23</p>	PARTIALLY CLOSED	<p>Sydney Metro updated the website prior to the finalisation of the Audit Report and provided links to the contractors’ website that are more accessible. Sydney Metro has undertaken a review of its website functionality and has the ability to generate a report of documents and ‘metadata’ including corresponding publishing dates. This report will be provided to the auditor for subsequent audits if required to show compliance with B11 (e).</p>

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19238057_IA1_4	D6	Observation	<p>The Auditor understands that this condition is referring to activities at Hunter Street West. Excavation at Hunter Street East is not yet proximal to the Tank Stream and Bennelong Stormwater Channel.</p> <p>Observation: The preliminary advice from the heritage specialist on the Tank Stream questions previous the findings from earlier investigations and research, and indicates that further assessment may contradict earlier findings about significance and condition of the Tank Stream.</p> <p>Also, Sydney Water indicates in its 16/01/23 correspondence that they require further information (around survey validity and additional investigations) before they can readily accept the dilapidation reports. The Auditor acknowledges that Sydney Water does not have an approval role under this condition.</p> <p>As noted above, excavation is not yet proximal to the Tank Stream and Bennelong Stormwater Channel.</p>	Complete further investigations on the Tank Stream and Bennelong Stormwater as recommended by Sydney Water.	JCG Prior to potential impacts on the Tank Stream and Bennelong Stormwater Channel	OPEN	Sydney Metro will prepare this information prior to completion of the relevant works and document the investigation outcomes in the Heritage Report required under the planning approval.
19238057_IA1_5	D89	Observation	<p>Observation: At Hunter Street East the hoarding and signage was that consistent with other Sydney Metro projects.</p> <p>The Auditor observes that some (but not all) the mitigation measures from this condition have been implemented. Temporary landscaping and vegetative screening, architectural treatment and finishes within key elements of temporary structures that reflect the context within which the construction sites are located have not been implemented.</p> <p>The hoarding is installed to minimise visual impact. The hoarding is painted blue and in places Sydney Metro branding is fixed to the hoarding per the NSW Government branding requirements. The single colour is designed (to according to Sydney Metro as discussed during the third Independent Audit on SSI10051) to ‘integrate with the sky.’</p> <p>Landscaping and vegetative screening is not practicable at any of the SSI19238057 sites due to the works extending to the site boundary.</p>	The auditees have installed hoarding that minimises visual impact and not all the recommendations are practicable.	Sydney Metro JCG	CLOSED	Sydney Metro has installed hoarding, signage and met other requirements of this condition.