

Construction Compliance Report #13

(1 April to 30 September 2023)



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1 Executive Summary

This City & Southwest Construction Compliance Report #13 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 April 2023 to 30 September 2023.

Construction continued across the SSI_7400 and SSI_8256 planning approvals, while physical works were completed under the SSI_5931 planning approval at the end of the previous reporting period. There was a decrease from 3901 to 3316 ongoing requirements being tracked by Sydney Metro and its contractors. Twenty-five (25) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of 11 environmental audits were undertaken.

A total of 218 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 168 complaints were determined to be attributable to project works following investigation, down from 239 complaints in the preceding period. The Crows Nest Integrated Station Development (ISD) Stage was attributable for the majority of complaints (32%), followed by Waterloo ISD and SWM P5 DCP Stages (32%, 11% and 11%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration (93 complaints) representing 55%, of all complaints attributable to project works. This was followed by 32 relating to Traffic, Transport and Access, and 12 relating to Worker Behaviour (representing 19% and 7% respectively of all complaints attributable to the project).

Works at Crows Nest Station, Waterloo Station, Dulwich Hill substation and the Southwest Corridor sites generated the greatest number of complaints during the reporting period (53, 19, 16 and 13 respectively, representing 60% 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 (7)	0	2 (2)	53 (41)
VC ISD	211 (2)	0	1 (0)	9 (8)
BS	202 (2)	0	0 (0)	10 (10)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (0)	0
PS ISD	189 (0)	0	0 (0)	10 (9)
CSM	140 (2)	0	0 (0)	4 (4)
W ISD	207 (1)	0	4 (3)	19 (11)
SSJ	106 (0)	0	0 (0)	0
SWMC	225 (4)	0	0 (0)	13 (13)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0	0	0
LW (C2S)	209 (0)	0	2 (0)	3 (3)
LW (S2B)	194 (1)	0	0	12 (12)
TSOM	515 (0)	0	0	0
SW P4 MCL	182 (2)	0	1 (0)	9 (8)
SW P5 DCP	178 (4)	0	0 (0)	19 (16)
SW P6 HBW	178 (0)	0	0 (0)	7 (6)
Sydney Metro (including non- staged works)	173 (0)	0	0	0
Total	3316 (25)	0	11 (5)	168 (140) <218>
Total from Previous Report	3901 (23)	0	13 (15)	239 (225) <280>

Definitions and Abbreviations

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

Acronym	Definition
OSD	Over Station Development
PCMWA	Pre-construction minor works approval
PNL	Predicted Noise Level
PIR	Preferred Infrastructure Report
PS	Pitt Street
RTRF	Rapid Train Rail Facility
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Industry and Environment
SHEQ	Safety, Health, Environment and Quality
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SWM	Southwest Metro (Sydenham to Bankstown)
SWMC	Southwest Metro Corridor
SWMP	Site Waste Management Plan
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
(T)WTP	(Temporary) Water Treatment Plant
VAMP	Visual Amenity Management Plan
VC	Victoria Cross
W	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 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 April 2023 to 30 September 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 5.5
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, Pyrmont, 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.

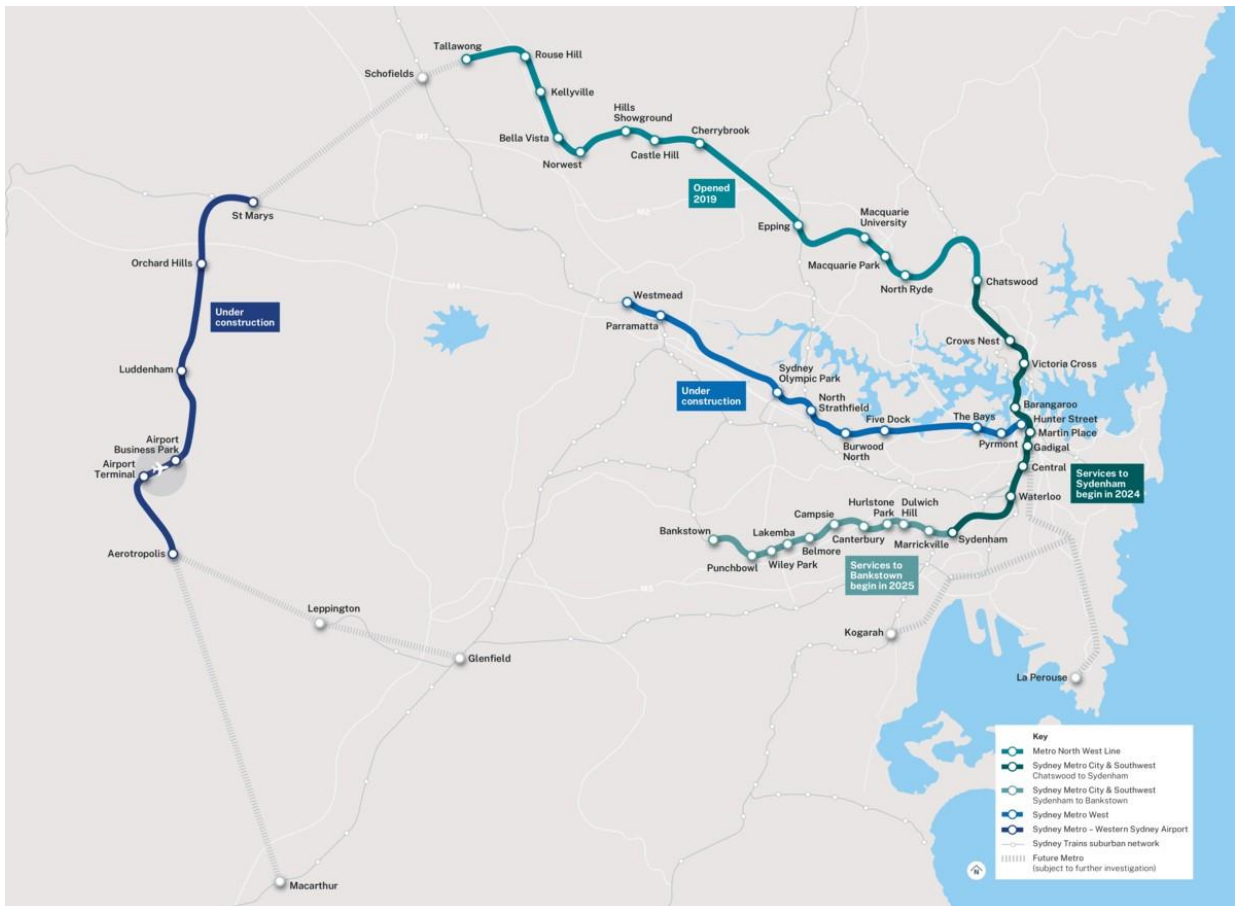


Figure 1 Sydney Metro Project Alignments

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.

Construction on the SMTF was completed in March 2023.

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

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

2.3.3 Consistency Assessments

A total of 152 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. Seven (7) 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

Consistency Assessment	Planning Approval	Approval Date
Southwest - April 2023 Temporary Transport Plan	S2B	14-Apr-2023
Barangaroo - Heritage Wall Temporary Gas line Relocation	C2S	05-Apr-2023
Barangaroo - Additional Temporary Land	C2S	18-Apr-2023
Southwest - Temporary Transport Plan 2023 School Holidays	S2B	30-Jun-2023
Sydenham to Bankstown Final Possession	S2B	31-Aug-2023
Waterloo - Cope Street Closure	C2S	05-Sep-2023
Southwest - Realignment of EIS Boundary along the Boulevard (West of Wiley Park Station) to install the security fence	S2B	05-Sep-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 September 2023.

Table 4 Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed June 2018
NCW	7 May 2018	Physical works completed May 2020
Demolition A	24 Jun 2017	Physical works completed September 2018
Demolition B	14 Jul 2017	Physical works completed July 2018
TSE	22 Dec 2017	Physical Works completed September 2021
CN ISD	26 February 2021	Construction phase
VC ISD	11 January 2021	Construction phase
BS	17 September 2021	Construction phase
MP ISD Demo	19 Dec 2018	Physical works completed April 2019
MP ISD	10 May 2019	Construction phase
PS ISD	6 January 2021	Construction phase
CSM	4 August 2018	Construction phase
W ISD	1 October 2020	Construction phase
SSJ	28 August 2018	Construction phase
LW (SMTF-N)	16 August 2019	Physical works completed March 2023
LW (C2S)	4 March 2020	Construction phase
LW (S2B)	4 March 2020	Construction phase
TSOM	N/A	Not Principal Contractor
SMEW (formerly SSC)	1 August 2019	Physical works completed April/May 2022
SWM Stations Package 4 MCL	15 March 2021	Construction phase
SWM Stations Packages 5&6 DCP HBW	19 April 2021	Construction phase
Southwest Metro Corridor	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
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	There were no updates made to the CEMP during the reporting period. The latest version (Rev 6, endorsed 27 March 2023) remains current.
VC ISD	11 August 2020	The VC-ISD Environment, Health & Safety (EHS) Plan was updated with minor amendments and Rev 13 was endorsed by the ER on 10 May 2023. It was later updated to Rev 14 for the separate SSD approval, and was endorsed by the ER on 26 September 2023. The VC-ISD CNVMP was updated and Rev F was endorsed by the AA on 22 September 2023.
BS	17 September 2021	The CEMP was updated in the period and endorsed by the ER on 18 May 2023.
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 April 2019	The EHS Plan was updated and Rev 7.10 was endorsed by the ER on 25 September 2023. The CNVMP was updated and Rev 19 was endorsed by the AA on 19 April 2023. The CGMP was updated and Rev 11.1 was endorsed by the ER on 11 August 2023. The CTMP was updated to Rev 12. Approval was ongoing throughout the reporting period.
PS ISD	24 December 2020	The CEMP was updated with minor amendments and Rev 4 was endorsed by the ER on 15 June 2023. The CHMP was updated with minor amendments and Rev 2 was endorsed by the ER on 5 May 2023. The CNVIS was updated and Rev 18.03 was endorsed by the AA on 16 August 2023.

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
CSM	4 August 2018	The CEMP was updated in the period and endorsed by the ER on 11 August 2023.
W ISD	31 July 2020	The CEMP was updated with minor amendments and Rev 4 was endorsed by the ER on 18 July 2023. The CEMP subplans (VAMP, SMP, CHMP) were also updated to Rev 4 following annual review and endorsed by the ER on 21 August 2023. The CNVMP was updated and Rev 4 was endorsed by the AA on 6 September 2023.
SSJ	28 August 2018	The CEMP was updated in the period with minor amendments and was endorsed by the ER 22 June 2023.
LW (SMTF)	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
LW (C2S)	4 March 2020	The CEMP was updated in the period with amendments and was endorsed by the ER 3 October 2023.
LW (S2B)	4 March 2020	The CEMP was updated in the period with amendments and was endorsed by the ER 3 October 2023.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
SMC	26 February 2021	The CEMP was updated in the period with amendments and was endorsed by the ER on 3 July 2023.
SWM Package 4 MCL	15 January 2021	Rev 08.1 CEMP – Revised on 6 December 2022 remains current. No further updates to the CEMP or Sub-plans are required.
SWM Package 5 DCP HBW	4 March 2021	CEMP Rev 7.2 - was updated on the 20 March 2023 as part of a periodic review with no amendments made.
SWM Package 6 HBW	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
SMTF (SSI_5931)										✓	✓				
SMTF MOD1 – Administrative Changes										✓	✓				
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				
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						✓	✓	✓	✓	✓	✓				
S2B (SSI_8256)										✓	✓	✓	✓	✓	✓
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
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	EPL not required (all works completed prior to the reporting period).			
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	EPL not required (all works completed prior to the reporting period).			
CN ISD	EPL not required.			
VC ISD	EPL not required.			
BS	EPL not required.			
MP ISD Demo	EPL not required (all works completed prior to the reporting period).			
MP ISD	EPL not required.			
PS ISD	EPL not required.			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and currently active.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
LW (SMTF)	EPL not required. Physical works completed March 2023.			
LW (C2S)	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 Latest variation 29 August 2023.
LW (S2B)	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
TSOM	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
SMEW (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL	EPL not required.			
SWM Packages 5&6 DCP HBW	EPL not required.			
Southwest Metro Corridor	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

4 Environmental and Compliance Management

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.

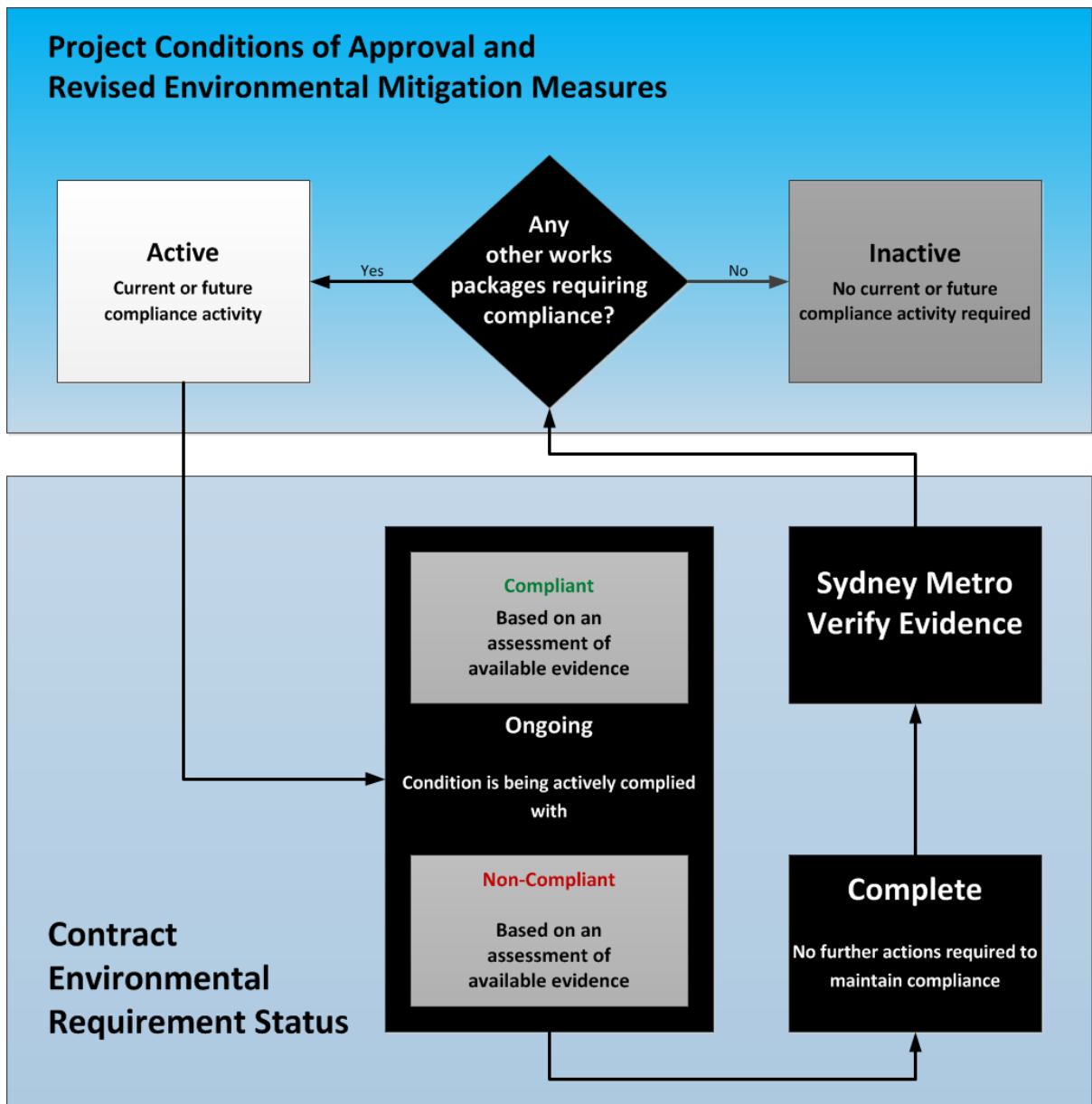


Figure 2 Tracking of Environmental Requirements

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 3316. There was a total of 25 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 (7)	0	2 (2)	53 (41)
VC ISD	211 (2)	0	1 (0)	9 (8)
BS	202 (2)	0	0 (0)	10 (10)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (0)	0
PS ISD	189 (0)	0	0 (0)	10 (9)
CSM	140 (2)	0	0 (0)	4 (4)
W ISD	207 (1)	0	4 (3)	19 (11)
SSJ	106 (0)	0	0 (0)	0
SWMC	225 (4)	0		13 (13)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0		0
LW (C2S)	209 (0)	0	2 (0)	3 (3)
LW (S2B)	194 (1)	0		12 (12)
TSOM	515 (0)	0	0	0
SW P4 MCL	182 (2)	0	1 (0)	9 (8)
SW P5 DCP	178 (4)	0	0 (0)	19 (16)
SW P6 HBW	178 (0)			7 (6)
Sydney Metro (including non-staged works)	173 (0)	0	0	0
Total	3316 (25)	0	11 (5)	168 (140) <218>
Total from Previous Report	3901 (23)	0	13 (15)	239 (225) <280>

5.2 Non-Compliances

There were 25 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	7	0	176
VC ISD	2	0	211
BS	2	0	202
MP ISD	0	0	226
PS ISD	0	0	189
CSM	2	0	140
W ISD	1	0	207
SSJ	0	0	106
SWMC	4	0	225
SMEW	0	0	0
LW (SMTF-N)	0	0	108
LW (C2S)	0	0	209
LW (S2B)	1	0	194
TSOM	0	0	515
SW P4 MCL	2	0	182
SW P5 DCP	4	0	178
SW P6 HBW	0	0	178
Sydney Metro (including non-staged works)	0	0	173
Total	25	0	3316

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
26-Apr-2023	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E44	Construction had taken place outside the approved work area	Corrective actions were implemented in response to the complaint and work being conducted outside the approved areas including toolboxing the workforce (working outside approvals, issues that generate complaints and mitigation measures) and the construction manager undertaking night-time observations. Work was also altered to limit certain activities of form working to 6PM to reduce impacts to nearby residents. - Closed
27-Apr-2023	Community, Stakeholder and Business	SSI15_7400 - Victoria Cross ISD - MCoA - E36	Noise monitoring showed minor construction activities (formwork delivery & movement) commencing prior to 7am within the site, not approved under an OOHWA.	Construction Manager to communicate with construction personnel and sub-contractors to ensure that construction works do not commence prior to 7am. Follow up via toolbox talk on 28 April to subcontractors, and follow up in subcontractor meeting on 2 May. - Closed
02-May-2023	Community, Stakeholder and Business	SSI15_7400 - Crows Nest ISD - MCoA - B5; MCoA - B6	Contractor has failed to comply with the CCS by not recording the complaint as well as not ensuring a customer focused approach by not following up with the complainant and did not show commitment to resolving complaints by taking reasonable action on site.	Complaints Management workshop held on 26 May with Sydney Metro and contractor regarding complaints management and processes. - Closed Contractor to advise SM of all interactions/contact they have with stakeholders that they regard as feedback/enquiry rather than a complaint, so discussion can take place between SM and Contractor to see if both parties are aligned to the classification. - Closed Contractor to provide written evidence if a stakeholder has requested that their interaction/correspondence be counted as feedback/enquiry (rather than a complaint) Daily complaints and feedback to be shared daily via email with SM, the ER and AA. - Closed
10-May-2023	Traffic, Transport and Access	SSI8256 - SWM Package 5 DCP - MCoA - E47; MCoA - E51	A section of a Lane was closed for the storage of construction materials which is not consistent with the approvals and the approved Planning Approval Consistency Assessment	Complete toolbox with site team including traffic controllers reiterating the requirements of working within approvals, PACA, and correct traffic management - Closed
10-May-2023	Noise and Vibration	SSI8256 - SWM Package 5 DCP - MCoA - C7	High Impact works conducted without noise mitigation measures.	Complete toolbox with site team reiterating use of high impact/ high risk tools and requirements of implementing noise mitigation measures and consideration of timing works to minimise noise and dust impacts on commuters - Closed

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
01-Jun-2023	Community, Stakeholder and Business	SSI15_7400 - Barangaroo SD - MCoA - A1; MCoA - B05	Greater than two-hour delay in responding to a complaint.	SM requested that contractor comms and engagement team also receive an SMS and/or phone call message even during standard hours, as well as the email, to ensure notification - Closed SM amended automated communication list to be up to date - Closed
07-Jun-2023	Soil and Water	SSI8256 - SWM Package 4 - MCoA - C7; MCoA - E38; REMM - SC1	During the ER inspection it was noted that sediment controls had been removed and controls were not adequate previously and additionally that the washdown of the area into the drains was regarded as an NCR.	Toolbox to be delivered regarding the proper implementation of ErSed controls and the proper clean-up methods - Closed Deploy vacuum truck to remove sediment from drains - Closed
20-Jun-2023	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E44	During OOHV work, contractor determined that discretionary alternative accommodation was not required, resulting in breach of CoA E44.	Contractor will liaise with the ER/AA and SM Comms in relation to future requests for discretionary Alternative Accommodation. - Closed
20-Jun-2023	Management Systems	SSI8256 - SWM Package 5 DCP - MCoA - A17	Six carparking spaces have been occupied and used to lay down material and equipment associated with the construction. This is inconsistent with the Conditions of Approval A17 and the approved PACA.	Toolbox to be provided demonstrating site team are informed of requirements - Closed Materials stored in this area are to be removed and the car parking spaces open for public use. - Closed
24-Jun-2023	Noise and Vibration	SSI15_7400 - Central Station Main Works - MCoA - C11	Noise logger unplugged/switched off possession period. No noise data was recorded for after 17:45. Switching off the real-time noise monitor is in contravention potentially of CoA C11, and commitments of CVNMP and EPL.	To provide a more secure method for ensuring that continuous power is supplied to RTM and ideally a battery backup provided that enables a minimum 24hr backup should power be disconnected. • Details of the non-compliance to be provided to the EPA in accordance with the EPL.- Closed • Details of non compliance to be provided to SM, ER, AA - Closed • Consideration of securing noise data will be considered on a case-by-case basis. - Closed
27-Jun-2023	Management Systems	SSI15_7400 - Crows Nest ISD - MCoA - C8	An Independent Audit was conducted on 16 May 2023 by WolfPeak. The Report concluded that the of environmental training and awareness provided by the contractor, especially with respect to sub-contractors and labour hire, as required to address all the requirements set out in the auditee's CEMP, was insufficient and raised a Non-Compliance against condition C8 of CSSI 7400 (Implementation of CEMP and Sub-plans) as a result.	The Planning & Environment Manager (or delegate) work with contractors to identify training needs associated with relevant works programs, and provide specific training around environmental hazards / risks; relevant legislative or approval conditions / requirements; management measures, controls and mitigations; incident reporting; communications protocols; and other measures required to manage project specific aspects of their work. - Closed The Planning & Environment Manager work with Sydney Metro to identify relevant and common risks/themes and lessons learnt/learnings from across the Sydney Metro project and develop and issue regular environmental alerts to the contractor team and contractors on a planned and regular basis. - Closed Site/project specific training developed for

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
				contractors/labour hire be tailored to the trainee needs in consideration of cultural backgrounds, language and other communication barriers and needs. - Closed To ensure effectiveness of environmental inductions, the Planning & Environment Manager (or delegate) should develop and implement both regular and ad hoc training awareness and competency assessments to ensure that trainees/contractors have understood the key environmental risks and issues associated with their work, their mitigations, and roles & responsibilities with regards controls and hazard, risk or incident notification and communications. - Closed
06-Jul-2023	Noise and Vibration	SSI8256 - Linewide - MCoA - E19	Supervisor had organised a street sweeper. Street sweeper truck broke down on their way to complete this activity. Stopped to repair truck and when this was completed carried out street sweeping at 11pm. This activity was undertaken outside of standard construction hours with no out-of-hours permit in place.	Road & Rail Reminder on the permitted hours of works and expectations around worker behaviour to subcontractors - Closed Toolbox on SCLWW compliance obligations - Closed Contractor toolbox on compliance obligations whilst working outside of standard construction hours and worker behaviour - Closed
14-Jul-2023	Soil and Water	SSI8256 - SWM Package 4 - MCoA - C7; MCoA - E38; REMM - SC1	During a DPE ER inspection it was noted that ERSED controls were not in place at one (1) drain and that the washdown of the area into the drain was regarded as an NCR.	Deploy vacuum truck to remove sediment from drains and reinstate ERSED controls. - Closed Toolbox to be delivered to all HSE sites, and street sweeper contractor, regarding the proper implementation of ERSED controls and the correct clean-up methods - Closed
15-Jul-2023	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E40	Jackhammering and saw cutting works were carried out during standard hours without noise mitigation and resulted in complaints.	Tool boxing the workforce and supervisors about respite periods - Closed Use of noise blankets and communication requirements as prescribed in the projects Community Communications Strategy and Business Management Plan - Closed
19-Jul-2023	Noise and Vibration	SSI8256 - SWM Package 5 DCP - MCoA - E25	Plant used to undertake works was placed outside the working area included in the OOHW application, which meant the risks associated with this activity were not identified.	Toolbox the team on OOHW Approval requirements and details required to be included in the OOHW application. - Closed Lessons learned – for works that include out of the ordinary methods and plant, ask the sub-contractors for additional noise information, where possible. - Closed
25-Jul-2023	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E44	Cutting was undertaken outside approved, modelled areas and without any additional mitigation measures.	Investigation commenced immediately between members of site team: • Initial investigation to determine work area and confirm this activity is not approved and relayed to the site team. • That afternoon and prior to the evening shift commencing, message issued to relevant subcontractors regarding high noise work, respite and requirements to work to approved OOHW application and subsequent issue to additional trade - Closed

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
01-Aug-2023	Community, Stakeholder and Business	SSI15_7400 - Victoria Cross ISD - MCoA - E36	Audio from noise monitoring at the site showed minor construction activities were being undertaken beyond the 3am limit within the relevant out of hours approval.	Construction Manager – communicate with construction personnel and sub-contractors to ensure that approved OOHW construction works do not proceed beyond 3am. Follow up via toolbox talk with evening shift by contractor staff. - Closed
07-Aug-2023	Traffic, Transport and Access	SSI15_7400 - Crows Nest ISD - MCoA - E86; REMM - LV1	Materials on lane hindering access. Material is not approved to be stored outside boundary unless approval from the traffic, community and environment teams is provided.	Team was notified of complaint and issue of material in lane. Traffic Manager confirmed this is only allowed if under active traffic control guidance. Material confirmed on the day to have been cleared and access restored. - Closed
25-Aug-2023	Management Systems	SSI8256 - Southwest Metro Corridor - MCoA - A1	Works undertaken outside of project boundary limits or the assessment footprint without approval.	Run collective insight or equivalent. - Closed Move Caravan and ATF back inside the approved project boundary - Closed
27-Aug-2023	Spills and Leaks	SSI8256 - Southwest Metro Corridor - MCoA - C1	Concrete wash area not adequately set up leading to failure in containment	Conduct Investigation (complete by 8 September) and update GM (by 31 August) - Closed Collect Insight or equivalent - Closed Remediate by recovering slurry. – Closed Develop Pre Mobilisation Checklist for concrete line pump that includes set up of Erosion and Sediment Controls as per the Plan prior to works commencing.- Closed Communicate Roles responsibility expectations in management plan in relation to Erosion Sediment Control Plan implementation and verification.- Closed Communicate Erosion Sediment Control expectations for line pump and washout activities to internal staff and supply chain contractor company undertaking the line pump and washout.- Closed Review staart card sign on for those supply chain not working in the rail corridor such as traffic controllers and concrete pump operators and ensure all workers are signed on to a staart card.- Closed Observation During Investigation: Review SWMS review process to ensure latest SWMS templates and SWMS Part Bs are being utilised. SWMS part b currently being utilised does not have a prompt to ensure SWMS have Severe Environmental Risk Controls identified.- Closed Review the design of Erosion Sediment Control Bunds. Review wording in Erosion Sediment Control Plan.- Closed Observation During Investigation: Communicate to supply chain partners Erosion Sediment Control Plans for work locations prior to works via the premobilisation checklist process. Refer action for development of premobilisation checklist.- Closed Contractor to schedule an Engineered Safety/Technical Function Review to explore

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
				opportunities to engineer out HSE risk.- Closed
30-Aug-2023	Noise and Vibration	SSI15_7400 - Barangaroo SD - REMM - NV1	It was determined that the 5 tonne Excavator operating during OOHW was not fitted with a non-tonal alarm.	Fit identified machine with non-tonal alarm - Closed
11-Sep-2023	Waste and Spoil	SSI15_7400 - Central Station Main Works - REMM - WM1	Potential hazardous waste from the bitumen benzo(a) pyrene associated with bitumen placed in a skip and taken to waste facility prior to definitive test results.	Details of the non compliance will be provided to the EPA in accordance with the EPL. - Closed Tool box talk on waste segregation - Closed
11-Sep-2023	Flora and Fauna	SSI15_7400 - Waterloo ISD - MCoA - E6	Tree trimming was conducted without Tree Report being provided to DPE in advance of works.	Provide Tree Report to DPE. – Closed Review tree report and identify any further trees potentially requiring trimming that would require an update to the report. - Closed
26-Sep-2023	Noise and Vibration	SSI8256 - Southwest Metro Corridor - MCoA - E22	Unapproved OOHW in a laydown area.	Review White Board presentation, SWMS and STAART card to identify any deficiencies. - Closed
27-Sep-2023	Management Systems	SSI8256 - Southwest Metro Corridor - MCoA - A17	Plant parking and construction material stored outside project boundary within the rail corridor	Plant and construction material was floated into the approved project boundary – Closed Obtain approval for laydown area from Sydney Metro / Sydney Trains and instruct the project team what areas are permitted for use prior to access of any areas outside of the project boundary. All material to be removed from area until formal approval has been obtained - 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 11 environmental audits were undertaken during the reporting period:

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

The 11 audits resulted in a total of 5 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
LW	Independent Audit	External – Independent	04-May-2023	0	0	0
W ISD	Soil and water management	Internal	16-May-2023			
CN ISD	QA and Environment	Internal	30-May-2023	0	0	0
W ISD	Noise and Vibration Management	Internal	16-Jun-2023	2	2	0
CN ISD	Independent Audit	External - Independent	27-Jun-2023	2	2	0
LW	Sydney Metro City & Southwest Line-wide Works	Internal	28-Jun-2023	0	0	0
W ISD	Waste and Recycling	Internal	11-Jul-2023	0	0	0
VC ISD	EHS Audit	Internal	31-Aug-2023	0	0	0
W ISD	Environment procedures – Contamination/Asbestos finds	Internal	18-Sep-2023	1	1	0
SWM Package 4 MCL	Environmental – Waste Register	Internal	19-Sep-2023	0	-	-
MP ISD	ISD EHS Audit	Internal	20-Sep-2023	0	0	0
Totals				5	5	0

The two audits carried out by the Independent Environmental Auditor resulted in a total of two 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	<p>It is recommended that the Planning & Environment Manager (or delegate) work with contractors to identify the training needs associated with the relevant works programs, and provide specific training around environmental hazards / risks; relevant legislative or approval conditions / requirements; management measures, controls and mitigations; incident reporting; communications protocols; and other measures required to manage project specific aspects of their work. This includes targeted training and environmental alerts as per the requirements of Section 6 Training & Awareness of the CEMP.</p>	<p>AWE provided a training and alert program showing the training to be delivered from July through to late September 2023. Evidence in the form of pre-starts and toolbox talks indicates that the program is being implemented.</p> <p>Sydney Metro will continue to work collaboratively with its Principal Contractors to develop and share lessons learnt training packages to help raise awareness of common themes and issues encountered on all of Sydney Metro's project sites.</p>	Closed
CN ISD / Independent Audit	<p>The auditor recommends that OOHW Application for extended Work hours be revised with a view to removing the activity of structural work, and that the work scheduling and program, and work methodologies and mitigations be revised to ensure low impact noise during OOH.</p> <p>Additionally, the auditor recommends that regular self-monitoring and reporting be implemented to ensure compliance with this condition should such structure work be continued under a revised OOHW Application.</p> <p>Finally, the auditor recommends that the ER and AA conduct more regular site inspections (both planned and unannounced) during OOHW to ensure any potential risks/impacts are detected early and the required mitigations implemented to reduce avoidable noise and vibration impacts on the surrounding community.</p>	<p>OOHW Application approved for July 1 to Sep 30 for work allowed to be undertaken 24 hours per day, including fit out and deliveries.</p> <p>Ongoing monitoring is conducted monthly.</p> <p>NCR 16 was raised in June capturing work under E44.</p>	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)
SYAB	All works completed prior to the reporting period.			
NCW	All works completed prior to the reporting period.			
TSE	All works completed prior to the reporting period.			
CN ISD	Applicable	N/A	N/A	Applicable
VC ISD	Applicable	N/A	N/A	Applicable
BS	Applicable	N/A	N/A	N/A
MP ISD Demo	All works completed prior to the reporting period.			
MP ISD	Applicable	N/A	N/A	Applicable
PS ISD	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
W ISD	Applicable	N/A	N/A	N/A
SSJ	Applicable – no longer required due to limited scope of work remaining.	N/A	Applicable - – no longer required due to limited scope of work remaining.	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	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
LW – Northern Connection*	0	Below predicted, LW works compliant
LW – Chatswood Dive*	2	Traffic noise dominant, LW works compliant Below predicted, LW works compliant.
CN ISD	0	Noise monitoring has occurred as required for OOHW, during the removal of tower crane at Site A, services installation, and on local roads which has all been compliant with modelling predictions. Real-time noise monitoring is underway adjacent to the station with data reported in the CMR.
VC ISD	0	<ul style="list-style-type: none"> • Continuous monitoring undertaken. • Attended monitoring undertaken periodically during the period in relation to specific OOHW activities. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
BS	0	<p>Attended noise monitoring was undertaken during out of hours works by Renzo Tonin and Associates 4/5/2023 (four locations), 9/5/2023 (four locations), 19/7/2023 (four locations), 24/7/2023 (four locations) and 27/7/2023 (four locations).</p> <p>3 exceedances of 3dBA above the predicted levels were reported by Renzo Tonin and Associates based on this monitoring (4/5/2023 – 1 location and 9/5/2023 – 2 locations). No other exceedances of the predicted noise levels could be attributed to construction works</p> <p>Attended noise monitoring was undertaken during out of hours work by Ward Civil 18/7/2023 (three locations), 1/8/2023 (one location), 2/8/2023 (one location), 9/8/2023 (one location). One 8.9dBA exceedance of the predicted levels was reported (18/7/2023 – one location). No other exceedances of the predicted levels were reported.</p> <p>It was noted background noise levels regularly exceeded NMLs due to background noise (traffic, local venues etc) at times when construction activities were not audible.</p>
LW – Barangaroo Shaft*	0	No noise monitoring was undertaken at Barangaroo Shaft in the reporting period.
MP ISD	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>

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
PS ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 05/07/2023, 09/07/2023, 16/07/2023 and 09/08/2023. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria 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>
CSM	0	<p>Unattended noise monitoring was undertaken using real time monitors at the 20-28 Chalmers St (Eastern Entrance) façade during the reporting period.</p> <p>No non-conformances were raised for exceedances of predicted levels or CSSI criteria recorded as a result of construction. LAeq15min for background noise regularly above NML during the monitoring</p>
W ISD	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 31 events were conducted. The construction noise level (LAeq 15min) was observed to be greater than the PNL for 2 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>
SSJ	0	<p>Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.</p>
LW – SMTF-S*	0	Below predicted, LW works compliant

* Note LW reporting is one month in front, so this report includes results from March 2023 that were not included in CCR#12.

Table 15 Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
LW – Chatswood Dive Site	0	<p>In the reporting period vibration monitoring was conducted at the Chatswood Dive Site to monitor the heritage listed structure Mowbray House during the tunnels office building demolition works. No vibration exceedances were reported due to operation of vibratory equipment.</p>
CN ISD	0	<p>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 and the monitoring data is reported in the CMR.</p>
VC ISD	0	<p>Continuous monitoring took place from 11/08/23 to 05/09/23 during demolition of capping beam.</p> <p>No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.</p>
BS	0	<p>Between 2 and 3 continuous vibration monitors are present on Site. One monitor is permanently located within the Dalgety Bond Store building and the other 1-2 monitors are moved along the Hickson Street wall as required/works progress.</p> <p>No unjustified exceedances have been reported during the monitoring period</p>
MP ISD	0	<p>Continuous monitoring undertaken. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.</p>

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
PSISD	0	No attended vibration monitoring was conducted during the reporting period. Unattended monitoring took place from 20/08/23 within the basement of the Edinburgh Castle Hotel due to its proximity to high impact works for utilities on Bathurst Street. No exceedances of predicted levels or CSSI criteria were recorded that were related to the works of the Project.
CSM	0	No vibration monitoring was required to be undertaken during the reporting period.
LW – Surry Hills BPS	0	In the reporting period vibration monitoring was conducted at the Sydney Dental Hospital on Randall Lane for the BPS Surry Hills hammering works. No vibration exceedances were reported due to operation of vibratory equipment.
WISD	0	Unattended vibration monitoring is continuously conducted at the Waterloo Congregational Church. A total of 1356 alerts were received, notifying that vibration levels were recorded above the operator warning level. Of these, 1349 alerts were due to construction and these were all during capping beam removal works adjacent to the Church. However, no recorded exceedances of the BS7385 Minimal Risk of Cosmetic Damage Level were reported.
SSJ	0	Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

* Note LW 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 and Linewide Stages.

Central Station Mainworks

Surface water was treated via the temporary Water Treatment Plant (WTP) until decommissioning of the WTP on 8 May 2023:

- Prior to its decommissioning, there were 38 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 WTP.

Please refer to <https://centralstationmetro.com/documents/> for daily water monitoring (discharge) summaries uploaded on a monthly basis until May 2023. Subsequently, surface water monitoring was not required.

Other waters were treated by in-drain sediment devices. For the rest of the reporting period, all surface water was directed to stormwater as per the operational design, with ERSED control as required.

Sydenham Station Junction

Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

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 – 16.2	None visible
Marrickville Dive WTP	7.1 – 8.14	0.3 - 10	None visible

Note, these results are for 01/03/2022 to 31/08/2023. Linewide 6-monthly monitoring reporting period is one month behind, and September 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.	Downstream	Scott's Creek / Middle Harbour	Muston Park, access via Eden Street, Chatswood	330586	6245923	Freshwater
SWSC-02	Monitoring location active while the Chatswood WTP is active and in SC control.			Access via North Arm Track, North Arm Road, Chatswood	332788	6246304	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	Marine

5.5.4 Groundwater Quality

During the reporting period, groundwater quality monitoring programs were applicable for the CN ISD, VC ISD, PS ISD and CSM Stages. The groundwater monitoring program has been discontinued for the MP ISD Stage.

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. The next download and manual calibration will be in November 2023.

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 31/05/2023.

Table 19 CN measured depth to groundwater in the monitoring wells

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

A review of groundwater levels to 31 May 2023 indicates the following:

- Groundwater levels in BH018 remained steady during the monitoring period 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.

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 were raised during the reporting period.

Central Station Mainworks

During the reporting period, the groundwater quality monitoring program was finalised 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 Linewide through permanent infrastructure.
- Monthly groundwater monitoring was undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website: <https://centralstationmetro.com/documents/>. The groundwater monitoring program has been completed, with last sampling round occurring in May 2023.
- A Construction Groundwater Monitoring Report was prepared for a 9 month period between October 2022 and May 2023 and is available on 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 ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	51 notifications were issued to businesses within our catchment area during the reporting period. An additional 70 email campaigns were sent to subscribers. Summary: 6 monthly updates 3 OOH notifications 32 work update slips 9 other work notifications

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			1 newsletter 70 campaign emails were also distributed 100%
	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.	78 business briefings and doorknocks were carried out during the reporting period. An additional 70 email campaigns were sent to subscribers. Summary: 39 Doorknocks 3 meetings 36 Site visits
	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 work	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Four complaints received from businesses regarding not being informed about work. Two complaints were in relation to works being undertaken on a Saturday outside approved times. The other two complainants were employees of large offices and had not been passed on messaging about work from office managers/ reception.
		Lessons learnt.	Regular doorknocks and check-ins are valued by the business community throughout public domain works. Business community eager for precinct works to be completed, and roadways re-opened.
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	190 businesses were consulted regarding standard mitigation measures to address access, parking, and amenity issues during the reporting period.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	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	<p>93 businesses offered alternate parking/ parking reimbursement or parking compensation during the reporting period. Offers were made on eight occasions totalling 177 offers and 46 acceptances.</p> <p>24 businesses were consulted on their preference for capping beam removal method. Preference was for works to take longer whilst maintaining access.</p> <p>To complete works bordering Clarke Street businesses (Willoughby Road to Hume Street) select footpath upgrade works were conducted out of business hours to minimise access impacts and maintain business continuity.</p> <p>Certain works on Clarke Lane and Clarke Street impacting driveway access to 22-26 and 20 Clarke Street businesses was scheduled to occur on weekends (outside their operating hours).</p>
		Business feedback on effectiveness of mitigation measures	<p>Businesses appreciated being involved in the planning of capping beam removal work given the noise and potential access impacts.</p> <p>Businesses were also appreciative of consideration in the planning of works (scheduled to occur outside of business hours) to minimise access impacts</p>
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	One repeat complaint from a business tenant during the reporting period in relation to vehicle access. On each occasion access to

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
		Lessons learnt.	complainant's driveway was blocked. Use of weekend shifts to minimise impacts to business access has been well received. Additional traffic controllers used to monitor vehicle movements and works to ensure access is maintained at all times.
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	Respite periods were adjusted (longer respite provided) during capping beam removal work to accommodate sensitive operating times of nearby IVF clinic. Custom earbuds were provided to two businesses and relocation offered to one business during the reporting period.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	One business referred during the reporting period. Business has requested double glazing at their premises.
	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.	One repeat complaint from business during the reporting period in relation to vibration from work.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	Use of longer respite periods has helped support business continuity for neighbouring businesses. Regular doorknocks and check-ins are valued by the business community ahead of noise and vibration intensive works (capping beam removal and public domain work).

Victoria Cross Integrated Station Development

Performance Parameters	Monitoring	Reporting Outputs	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 Percentage of notifications issued on time	Total – 6 OOH notifications 6 monthly notifications 1 bi-annual newsletter 100% of notifications issued on time
	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 completed doorknocks Percentage of businesses within 50m contacted prior to works	7 interface management meetings providing construction updates to Intera Group, Winten Group and Channel Nine.
	Feedback from meetings, presentations and briefings (documented in Consultation Manager)	Number of complaints received from businesses relating to lack of information about construction activities and impacts	100% of businesses within 50m have been contacted. Zero complaints received from neighbouring businesses.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Lessons learnt	Nil complaints referred to Community Complaints Mediator. 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.
Agreed measures to address access, parking, visibility or amenity issues.	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. Percentage of businesses where mitigation measures were implemented as agreed	Zero businesses with agreed access, parking, visibility or amenity issues 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)	Details of mitigation measures implemented	Businesses appreciate the team accommodating their needs. Zero complaints
	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, 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	Regular interface meetings are valued by the business community. Business community excited for the Victoria Cross precinct to be open
Agreed measures to	Consultation with businesses on noise and	Number of businesses with agreed mitigation measures to	One business with agreed mitigation measures

Performance Parameters	Monitoring	Reporting Outputs	VC ISD Status
minimise noise and vibration impacts on noise and vibration sensitive businesses.	vibration impacts and mitigation measures documented in Consultation Manager.	address noise and vibration impacts	100% were implemented
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Rock breaking works to take place around Channel Nines key recording times.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of referrals to Sydney Metro	Nil
	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	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt	Use respite periods and quieter works to support neighbouring businesses.

Barangaroo Station Development

Performance Parameters	Monitoring	Reporting Outputs	BS Status
<p><u>Awareness of construction activity and likely impacts</u></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 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>40 notifications in total</p> <p>Seven OOHW specific notifications</p> <p>Seven door knocks for OOHW</p> <p>26 weekly updates issued by EDM</p> <p>Six monthly notifications issued by letterbox drop and EDM</p> <p>One bi-annual newsletter issued by letterbox drop and EDM</p> <p>100% of notifications issued on time</p> <p>Two briefings to the Walsh Bay Precinct Association (WBPA). Two briefing to the Millers Point Community Residents Action Group (MPCRAG)</p> <p>One briefing to the Towns Place strata committee</p> <p>Seven interactions with the Langham Hotel and Palisade Hotel relating to advance notice and updates for OOHW</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 across the duration of the project has helped shape construction methodologies and mitigation measures.</p> <p>Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests. To date they have received no complaints from guests, resulting in no financial impact or reputational damage</p>

Performance Parameters	Monitoring	Reporting Outputs	BS Status
<p><u>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</u></p> <p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects.</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</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>Zero businesses required mitigation measures</p>
<p><u>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</u></p> <p>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>

Performance Parameters	Monitoring	Reporting Outputs	BS Status
<p><u>Awareness of construction activity and likely impacts</u></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 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>40 notifications in total</p> <p>Seven OOHW specific notifications</p> <p>Seven door knocks for OOHW</p> <p>26 weekly updates issued by EDM</p> <p>Six monthly notifications issued by letterbox drop and EDM</p> <p>One bi-annual newsletter issued by letterbox drop and EDM</p> <p>100% of notifications issued on time</p> <p>Two briefings to the Walsh Bay Precinct Association (WBPA). Two briefing to the Millers Point Community Residents Action Group (MPCRAG)</p> <p>One briefing to the Towns Place strata committee</p> <p>Seven interactions with the Langham Hotel and Palisade Hotel relating to advance notice and updates for OOHW</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 across the duration of the project has helped shape construction methodologies and mitigation measures.</p> <p>Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests. To date they have received no complaints from guests, resulting in no financial impact or reputational damage</p>

Performance Parameters	Monitoring	Reporting Outputs	BS Status
<p><u>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</u></p> <p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects.</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</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>Zero businesses required mitigation measures</p>
<p><u>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</u></p> <p>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 outputs	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.	15 notifications issued: 6 monthly OOH notifications 6 monthly work notifications 2 additional OOH notification 1 additional works notifications 1 bi-annual community newsletter 100% of notifications issued on time.
	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	2 doorknocks to community and businesses advising of upcoming works 13 stakeholder meetings including: 7 online briefings with adjoining owner stakeholder (60 Castlereagh Street) 6 face-to-face briefing with stakeholder regarding public domain works
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Percentage of businesses within 50m contacted during reporting period: 100%	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	<ul style="list-style-type: none"> • Zero received from neighbouring businesses. • Nil complaints referred to Community Complaints Mediator.
		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.
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 issue.	No business property driveway vehicle or pedestrian access are directly impacted as a result of the Martin Place ISD work.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	N/A
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including	Number of businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Zero business complaints received regarding property access, parking, visibility, or amenity.

Performance parameters	Monitoring	Reporting outputs	MP ISD Status
	details of any repeat complaints about the same issue.		
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	N/A
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports		Nil
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).		Nil
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of noise and vibration complaints from businesses.	Zero complaints relating to noise and vibration from businesses.

Pitt Street Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	12 notifications were issued to businesses within our catchment area during the reporting period. Summary: • 5 monthly OOH notifications • 5 monthly work notifications • 1 combined OOH and work notifications • 1 utilities consultation notification In addition, 22 weekly emails were sent in this period.
	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.	Five meetings with the Castlereagh Boutique Hotel, one face-to-face meeting with the Kimpton Margot, and ongoing meetings with Kimpton Margot and Porterhouse Hotel regarding upcoming work.
		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	No complaints were received from businesses in this time relating to lack of information about constructions activities and impacts
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during	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	Six businesses were consulted during this period regarding mitigation measures to ensure access, parking, viability and amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
		Details of mitigation measures implemented	Provided access to work zone for regular deliveries to the Edinburgh Castle Hotel.

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
construction activity	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.	Business feedback on effectiveness of mitigation measures	Businesses expressed appreciation of their needs being accommodated
		Number of repeat complains received from businesses relating to vehicle and pedestrian access, parking and amenity	Zero repeated complaints.
		Lessons learnt.	Two-way, open communication is valued by stakeholders.
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 Feedback on mitigation measures effectiveness (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.	Summary of non-standard mitigation measures implemented	Implementation of noise tents. Attempting to schedule work to suit upcoming events at stakeholder businesses where possible. Businesses indicated appreciation at the effort being made to mitigate noise, but continued to express frustration at ongoing
		Details of any referrals	Two businesses were referred to Sydney Metro in this period- Castlereagh Boutique Hotel and Trinity Jewellers
		Number of repeat complaints	Two businesses lodged repeated complaints in this period.
		Lessons learned	Regular contact and providing timely, detailed information about possible construction impacts with businesses is a key part of giving them the capacity to manage impacts.

Central Station Mainworks

Performance Parameters	Monitoring	Reporting Ouputs	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. 7 notifications issued, 2 were monthly notifications* and 5 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 2022. The Q1 2023 newsletter was on hold due to Caretaker period.</p> <p>100% of notifications issued on time.</p> <p>One doorknock ahead of cycle path works and pedestrian/cycle detour in May 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. 2 meetings with Sydney Dental Hospital during this period, as well as regular email updates.</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 Sydney Metro contractors,</p>

Performance Parameters	Monitoring	Reporting Outputs	CSM Status
<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, visibility and/or amenity issues.</p> <p>The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</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</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>Linewide 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 Outputs	W 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>Waterloo Congregational Church: 1 interface meeting - S&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. 6 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:</p> <p>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 Outputs	W ISD 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 Outputs	LW Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	<p>17 monthly notifications were issued, including: 1 x Surry Hills, 4 x Campsie 6 x SMTF South 6 x Northern Connection/ Chatswood Dive. 1 x Blues Point</p> <p>6 specific notifications were issued, including: 2 x Artarmon Power Supply Upgrade 3 x Northern Connection works 1 x SMTF South</p> <p>50 email updates issued included: 1 x Surry Hills BPS 16 x Campsie to Canterbury BPS 2 x Waterloo Station 2 x Dulwich Hill substation 5 x email updates for Artarmon BPS 13 x email updates for the Northern Connection/Chatswood Dive 11 x email updates SMTF South</p> <p>1x newsletters: 1 project newsletter: Chatswood Dive and Northern Connection</p> <p>The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect.</p>
	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 completed doorknocks	<p>During this reporting period, there have been a total of 16 door knocks, comprising: 2 x Artarmon BPS 2 x Chatswood Dive site 1 x SMTF S 1 x Surry Hills BPS 8 x Canterbury to Campsie BPS 1 x Dulwich Hills substation 1 x Canterbury substation</p>
	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	Nil for the current period.
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	<p>In advance of reopening of the Carlotta Street joint bay as part of the Artarmon Power Supply Upgrade, over 50 local businesses were consulted on traffic and parking changes and associated mitigation measures i.e. localised traffic management, detours and duration.</p> <p>Four businesses in Surry Hills were consulted on traffic management measures to facilitate joint bays reopening.</p> <p>Five businesses in Canterbury received on request targeted regular updates from the Place Manager on the progress Canterbury to Campsie Power supply upgrade,</p>

Performance Parameters	Monitoring	Reporting Outputs	LW Status
			enabling them to undertake early planning to minimise impacts on business operations, such as deliveries.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Percentage of businesses where mitigation measures were implemented as agreed	N/A – due to the stage of the works, the implementation of mitigation measures was not required
		Business feedback on effectiveness of mitigation measures	N/A – due to the stage of the works, the implementation of mitigation measures was not required
	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.	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	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
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil

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

Performance Parameters	Monitoring	Reporting Outputs	SSJ, SWMC, SMEW, SWM Packages Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	54 monthly notifications letterbox dropped 51 email updates, includes a monthly email update for 9 sites between Sydenham and Bankstown
	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	4
	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	Keeping businesses informed minimises the complaint rate
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 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	N/A
	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	<ul style="list-style-type: none"> • Traffic controllers briefed at pre-start meetings and reminded not to allow construction related vehicles to park in business parking. • Coordination with approved traffic plans

Performance Parameters	Monitoring	Reporting Outputs	SSJ, SWMC, SMEW, SWM Packages Status
			<ul style="list-style-type: none"> • Additional wayfinding signage where required • Individual contact made with businesses that may be impacted where possible • Appropriate signage provided where parking would be impacted • Respite periods from high noise impact activities were implemented
		Lessons learnt	Install appropriate signage 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.
<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.</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>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 Ministerial escalations</p> <p>Lessons learnt</p>	<p>NIL, noting:</p> <p>100% compliance with CNVIS & 100% compliance with agreed respite periods from high noise impact activities</p> <p>Respite measures At-source treatment Notification Consultation (where possible) Email updates</p> <p>0</p> <p>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.</p>

5.7 Complaints

A total of 218 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 168 complaints were determined to be attributable to project works following investigation. Crows Nest ISD was attributable for the majority of complaints, followed by Waterloo ISD and SWM P5 DCP (32%, 11% and 11%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 93, or 55%, of all complaints attributable to project works. This was followed by 32 relating to Traffic, Transport and Access and 12 relating to Worker behaviour (representing 19% and 7% respectively of all complaints attributable to the project).

Works at the Crows Nest ISD, Waterloo ISD and Dulwich Hill Station sites generated the greatest number of complaints during the reporting period (53, 19 and 15 respectively, representing 52% of all complaints attributable to the project).

140 stakeholders accounted for the 168 complaints; 114 were one-off complaints, 30 were from stakeholders who contacted Sydney Metro twice, and 24 were from stakeholders who contacted Sydney Metro three or more times. At Crows Nest Station site 41 stakeholders accounted for the 53 complaints, and at Waterloo 11 stakeholders accounted for the 19 complaints.

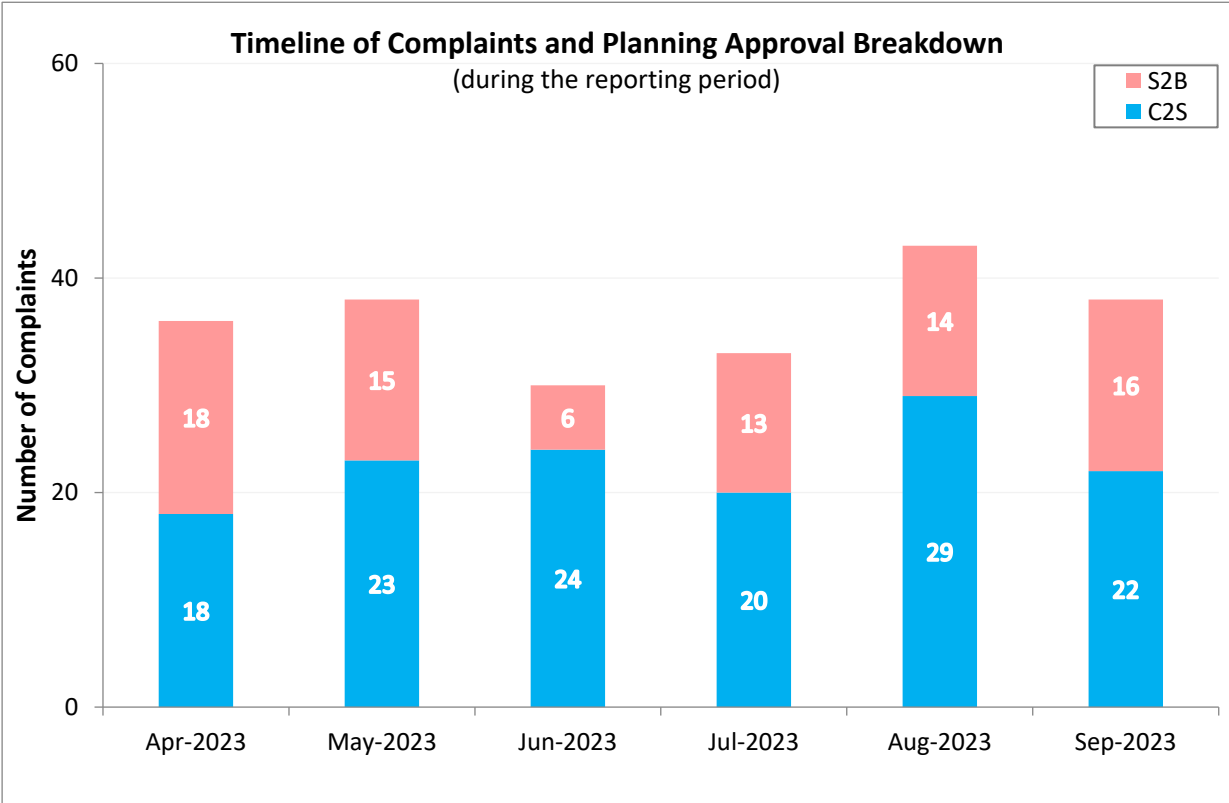


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

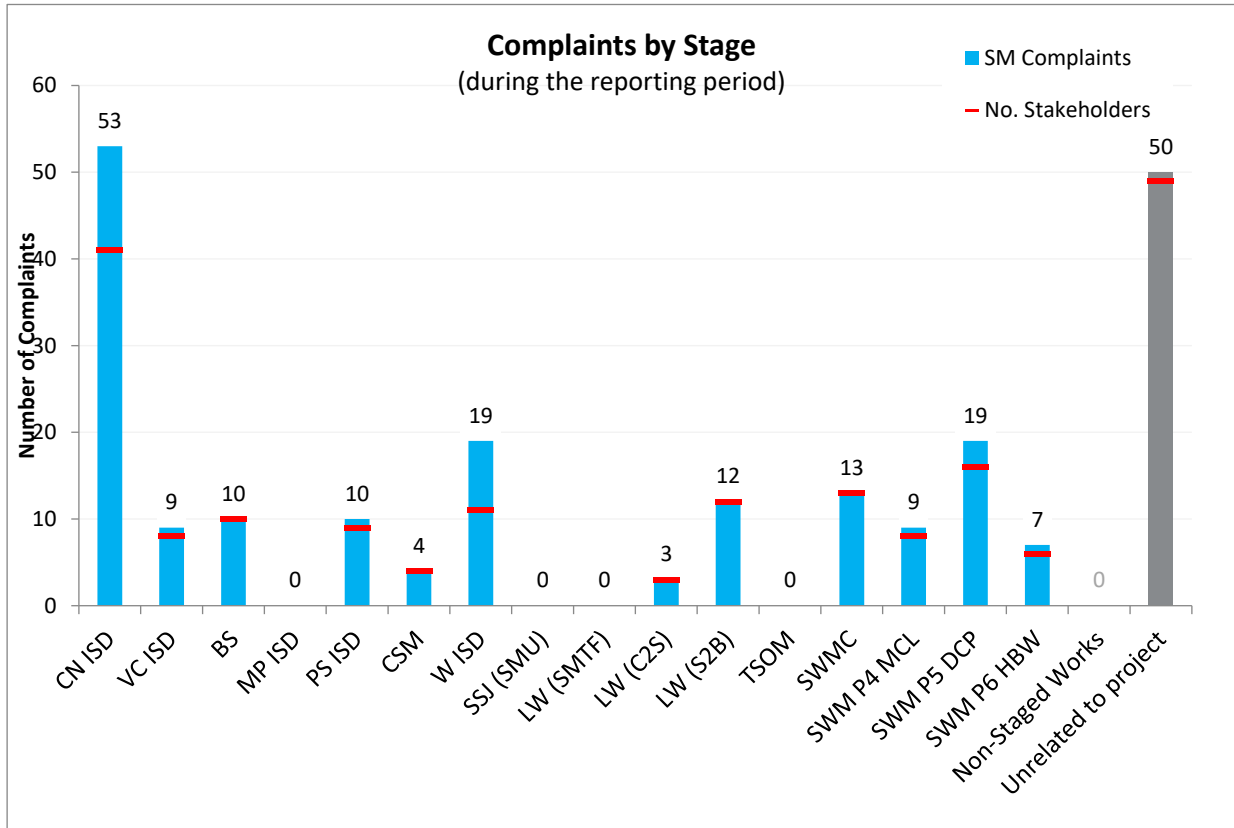


Figure 4 Complaints by Stage during the Reporting Period

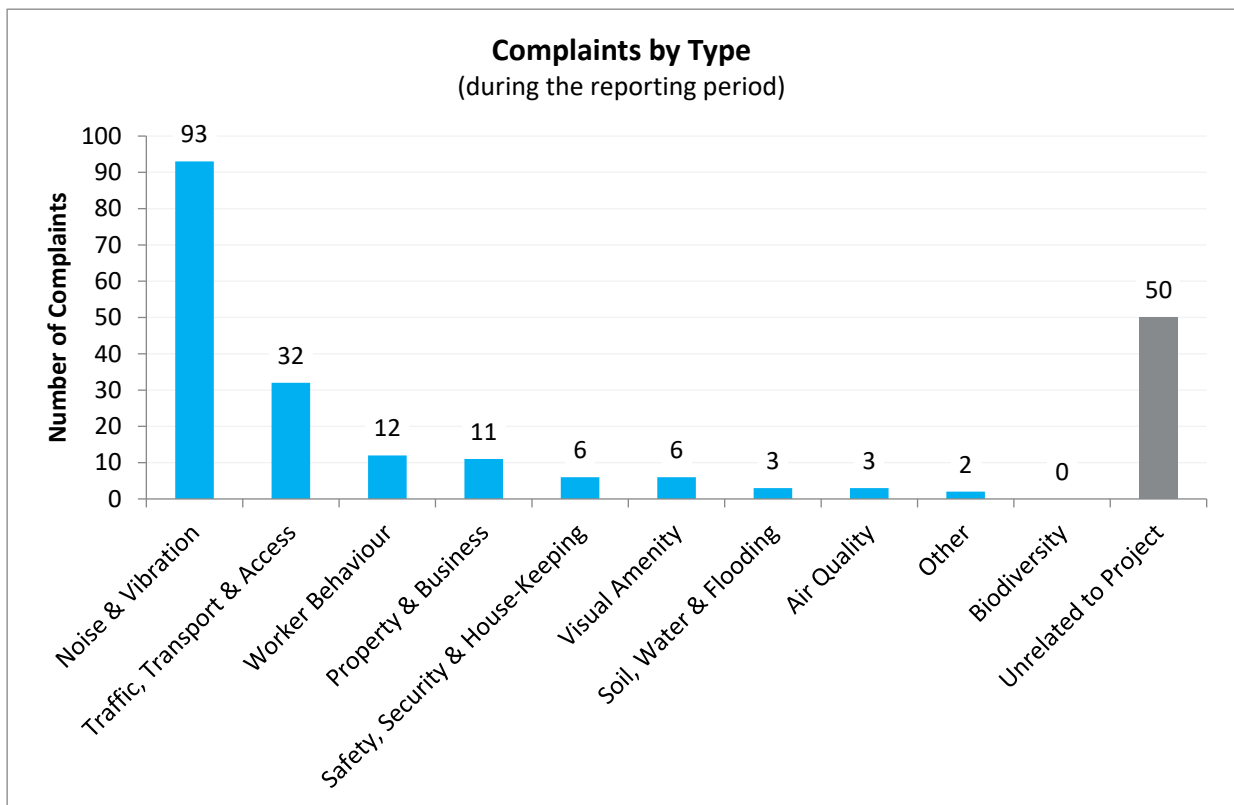


Figure 5 Complaints by Type during the Reporting Period

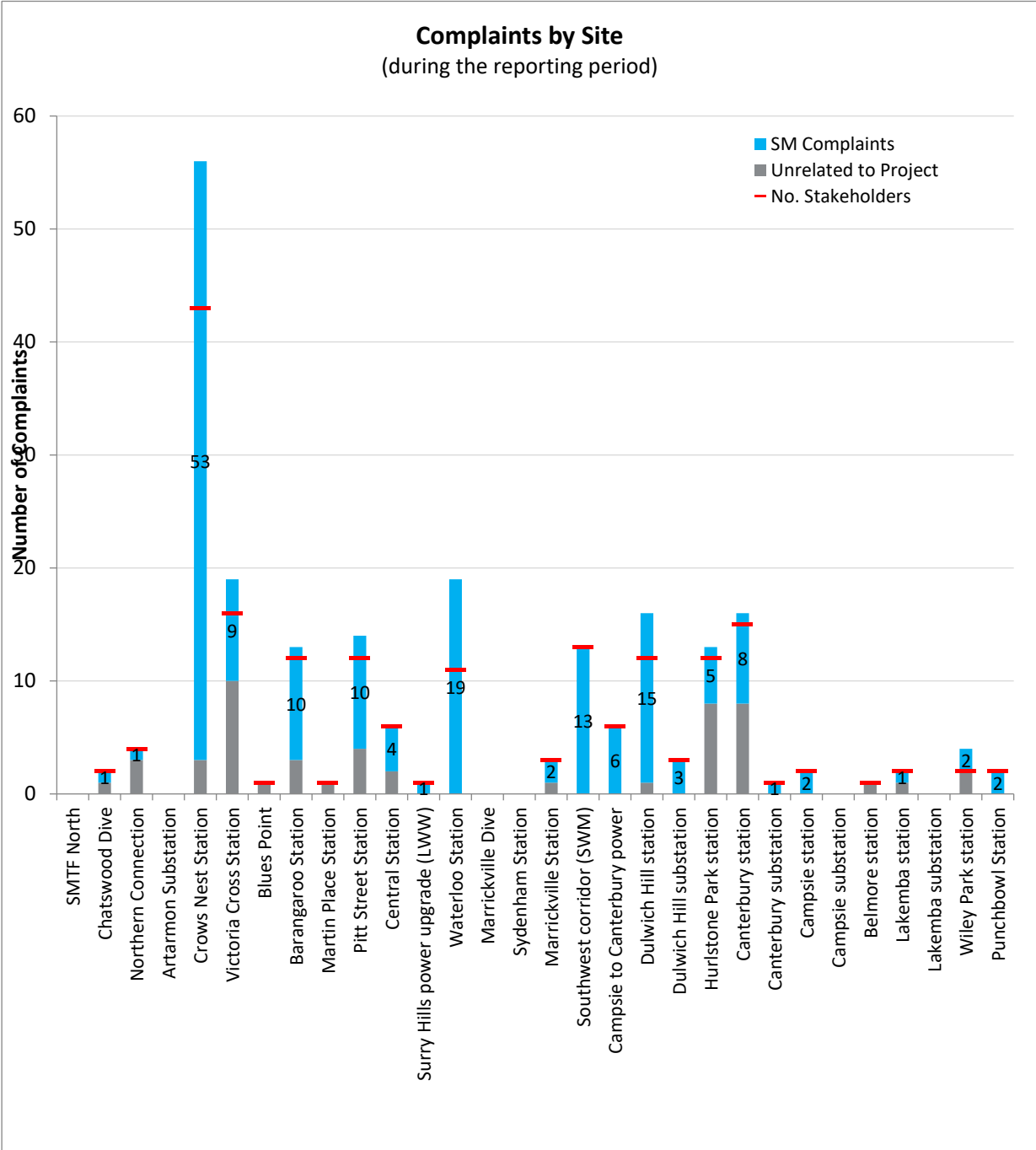


Figure 6 Complaints by Site during the Reporting Period

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.

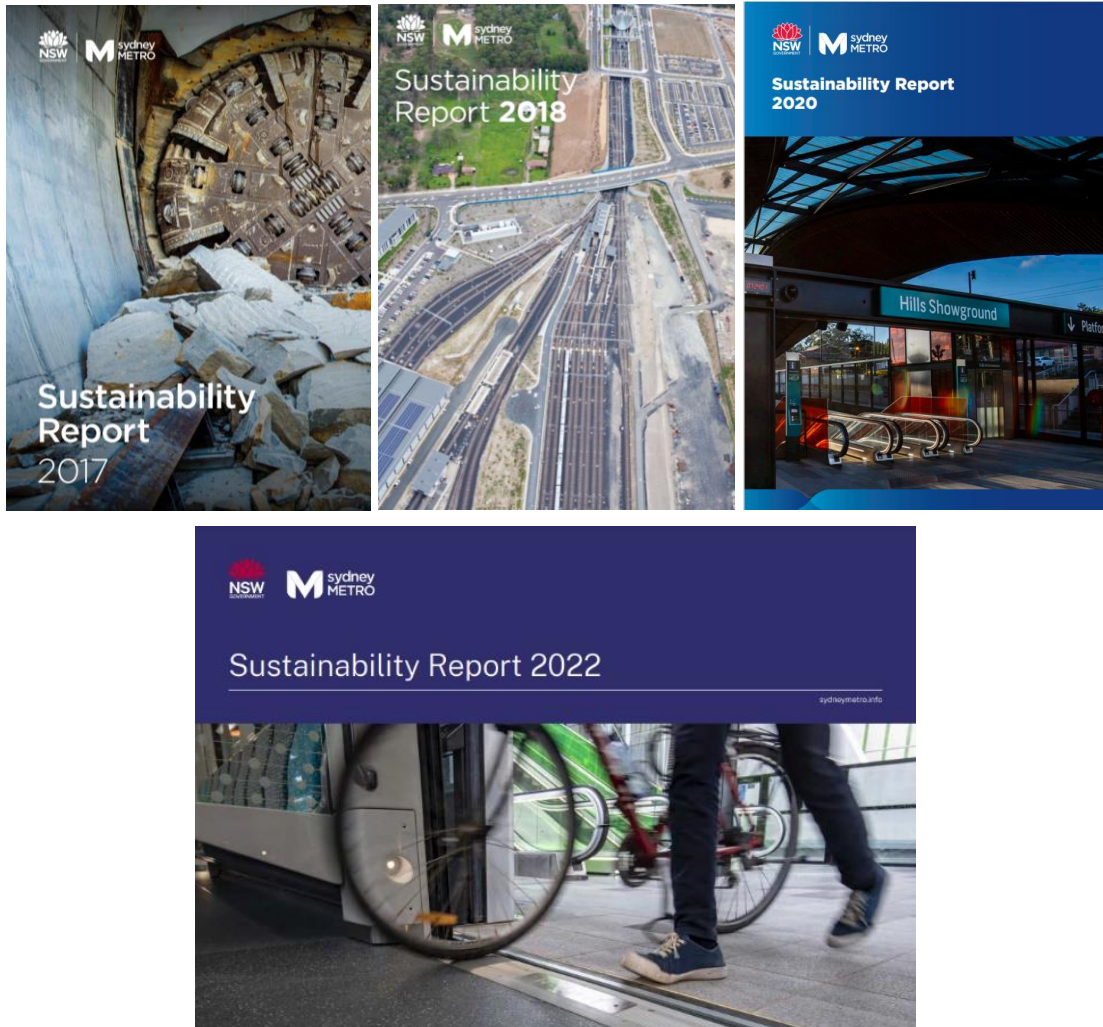


Figure 7 Sydney Metro Sustainability Reports

Appendix 1 – Complaints during the Reporting Period

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
03-Apr-23	Unrelated to project	Central Station	Unrelated to Project	<p>Complaint - Emails forwarded from TfNSW to CSM on Monday 3 April. CSM Community team investigated and confirm no CSM works or trucks in that area. Sydney Trains were undertaking possession works and using the area behind Regent Street properties in the rail corridor and near Mortuary Station. Advised TfNSW to refer the complaints to Sydney Trains.</p> <p>Complainant also complained last weekend about same Sydney Trains works.</p> <p>Investigation - Checked in with our possession coordinator who confirmed Sydney Trains were working in that area. Confirmed CSM works were not in that area. Found Sydney Trains trackwork notification online. CSM Environment Manager checked with MTMS Environment Manager who was undertaking noise monitoring over the weekend and confirmed Sydney Trains had a Vacuum truck parked right outside the back of 52/54 Regent Street.</p> <p>Resolution - Provided advice back to TfNSW to refer the complaint to Sydney Trains.</p>	No	4583	230573	C2S
03-Apr-23	Unrelated to project	Central Station	Unrelated to Project	<p>Complaint - Complaint from a resident about noise unrelated to CSM. Complainant also followed up after with details of a letter offering alternate accommodation that she had received – unrelated to CSM</p> <p>Investigation - Checked in with our possession coordinator who confirmed Sydney Trains were working in that area. Confirmed CSM works were not in that area. Found Sydney Trains trackwork notification online. CSM Environment Manager checked with MTMS Environment Manager who was undertaking noise monitoring over the weekend and confirmed Sydney Trains had a Vacuum truck parked right outside the back of 52/54 Regent Street.</p> <p>Resolution - Provided advice back to TfNSW to refer the complaint to Sydney Trains.</p>	No	4584	230737	C2S
03-Apr-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Noise complaint received during out of hours work on Hickson Road. Resident sent through a recording asking what the source of noise was after midnight.</p> <p>Investigation - Discussions with the project team about work activities taking place at that time and reviewing the noise monitoring from the night. CCTV cameras also reviewed and unfortunately the camera that was directed on the road had been moved by someone using the camera, so it was not recording the works on the road on Monday morning when the complaint was made. We were able to hear audio through the camera, which confirms that there was noise at our work area at that time, and the noise is consistent with the sound an excavator makes when tracking on the road. CCTV camera position was rectified, and the night site manager filmed the excavator on the road with his phone. CCTV footage and the video of the excavator was reviewed, and from this we confirmed that the noise in the video sent from the complainant is the excavator tracking on the road. Subcontractors have also advised the night crew were using the excavator on the road to replace the road plates, which is consistent with the timing the excavator was used on site.</p> <p>Moving forward we will review if excavators are planned to be used for future out-of-hours works and investigate whether using rubber tracked excavators is an option to minimise noise for future works.</p> <p>Resolution - Initial response sent to resident that we are investigating her issue raised. Following the complaint, we have minimised the time the excavator was on the road to by not taking the machine back onto site on Monday night, and the works were completed on Tuesday night.</p> <p>A formal response will be sent to the resident advising of the outcomes of our investigations, and to apologise for any disruptions experienced during our works.</p>	No	4585	180187	C2S
03-Apr-23	Unrelated to project	Barangaroo Station	Unrelated to Project	<p>Complaint - Query received about noticing truck movements along Kent Street, using Kent Street to access and leave site, and raised concerns that Kent Street is unable to handle heavy vehicle movements.</p> <p>Investigation - Resident provided photos of the truck driving on Kent Street. After investigations with the project team, it was determined that the truck in the photos provided is not connected to Barangaroo Station construction works. BESIX Watpac keeps logs on site of trucks entering and leaving site, including licence plate numbers, and our logs show no heavy vehicles have used Kent Street. The truck is an asphalt truck, which we do not have coming to site currently.</p> <p>Resolution - Formal response to resident was sent on 5 April, advising that this truck is not related to Barangaroo Station works.</p>	No	4587	97615	C2S
05-Apr-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident responded to alternative accommodation offer for upcoming possession with complaint regarding ongoing general construction impacts to home and family</p> <p>Investigation - Place Manager liaised with Communications Manager and Director on appropriate response to sensitive receiver.</p> <p>Resolution - Place Manager responded with recognition of project delays due to industrial action, apology and details of our work program. Offer of alternative accommodation was reiterated as well as respite voucher for upcoming possessions. Resident accepted the offer of respite vouchers.</p>	No	4589	96275	S2B
04-Apr-23	SWM P4 MCL	Canterbury Station	Safety, Security & House-Keeping	<p>Complaint - Complaint regarding an incident where a member of the public fell through a faulty pit lid on the platform at Canterbury Station. Injuries included bruised thumb and grazed leg.</p> <p>Investigation - The incident is being managed by Sydney Metro / HSE safety teams. As part of process, Contractor's Community Liaison Manager (CLM) rang Stakeholder, who confirmed details. The resident declined CLM offers of medical checks at no cost to resident.</p> <p>Subsequent investigations revealed that:</p> <ol style="list-style-type: none"> 1. the area in question had been used as a storage area in earlier months. The pit lid may have been tracked over by plant. The storage area had been reduced and this area returned to public use. 2. The broken pit lid was not identified by project personnel 3. HSEJV's subcontractors did not report the damaged pit lid. <p>All lids are now being surveyed weekly to ensure stability and safety.</p> <p>Resolution - Customer requested an update once safety investigation is completed. CLM provided contact details and reiterated to contact him if the customer changed his</p>	No	4590	230933	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
07-Apr-23	CN ISD	Crows Nest Station	Visual Amenity	<p>Complaint - Complaint from resident expressing dissatisfaction with the over station development design and location. Stakeholder raised issue with lack of open space and aesthetic appeal of the building design.</p> <p>Investigation - A W Edwards acknowledged complaint within two hours of receipt. Given issues raised are unrelated to construction of Crows Nest station, concerns have been referred to Sydney Metro for a response. Advised Sydney Metro that initial correspondence was sent directly to contractor staff member (not working on Crows Nest station) on March 13 at 8.39am. Staff member forwarded email to project team on Friday 8 April 7.18am on a public holiday (Easter Friday).</p> <p>Resolution - AW Edwards responded to the complainant advising that the email had been forwarded to Sydney Metro to respond. Sydney Metro responded via email on 14/04/2023.</p>	No	4592	66859	C2S
12-Apr-23	VC ISD	Victoria Cross Station	Noise & Vibration	<p>Complaint - Noise was observed by the complainant at approximately 10:30pm on Thursday, March 30th and continued throughout the night. No further description of the noise was provided other than it sounded like construction works.</p> <p>Investigation - Complaint received via North Sydney Council on 12/4/2023. Returned call and left message 12/4/2023 requesting more information. Reviewed audio recording and cameras footage to see activities happening 10:30pm onwards on Thursday, 30 March. No unusual activities taking place. Approximately 10 crew were working on site. No works happening on top deck after 10pm. North Sydney Council returned call. Due to confidentiality unable to share complainants details. NSC asked to remind the team that all OOH works need to be according to authorised approvals. Confirmed all OOH works were approved and notified.</p> <p>Resolution - From audio recording and cameras footage review all works taking place were within OOH approval. Sound monitoring was within noise requirements. North Sydney Council unable to provide complainant information.</p>	No	4593	18231	C2S
11-Apr-23	LW (S2B)	Campsie to Canterbury power	Noise & Vibration	<p>Complaint - Called to complain about noise from joint bay work on Anzac Street. Complained about the fact that the team had previously been there for six months and is concerned about the amount of noise as she is working from home and it is school holidays. Says the work is disruptive to her pets.</p> <p>Investigation - Stakeholder manager spoke to the construction team, who advised significant noise impacts would have been generated from the Vacuum Truck onsite, which was required to undertake the work. Stakeholder Manager also requested some changes to equipment for today's work to make the work less noisy, which has been actioned. Environment team has also carried out noise monitoring which indicates nwork Leq is around 70 decibels.</p> <p>Resolution - Noise levels from noise monitoring was within allowable limits for day work, and appropriate notification had been carried out. Stakeholder manager has advised community member of the results of the monitoring and has kept her informed of work progress. Use of plant in question that generated the noise impacts ceased at 12:00pm.</p>	No	4594	212945	S2B
13-Apr-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Complaint from guest regarding construction noise during the evening.</p> <p>Investigation - Castlereagh Boutique Hotel (CBH) General Manager provided complaint details. Guest spoke with CBH concierge at 9:45pm and complained about construction noise. CBH staff offered to move the guest or for her to use another room to sleep, however, the guest declined. CPB Community Place Manager (CPM) advised the CBH General Manager that hoarding rectification work was taking place last night (contingency shift was executed as work on Tuesday night did not go ahead). Community were notified of the work (including work hours, 8pm-5am), in the weekly email. CPB CPM also texted the CBH General Manager on Wednesday morning at 8:33am to inform that they will be executing the contingency shift for hoarding work as it did not take place the night prior. CBH General Manager acknowledged text message.</p> <p>Resolution - CPB CPM received details from Night Shift Supervisor via the site diary. Confirmed that on the Wednesday night (12 April) traffic control set up from 8pm and hoarding rectification work started at 9pm. The subcontractor completing the hoarding rectification finished work at 11:30pm, and were off-site by midnight. Traffic control were also off-site by midnight. These details were provided to the CBH General</p>	No	4599	67767	C2S
12-Apr-23	LW (C2S)	Northern Connection	Traffic, Transport & Access	<p>Complaint - Resident raised concerns with large vehicle parked on Elizabeth Street Artarmon taking up space outside parking area into no stopping zone. Photographic evidence of truck was provided. The resident also stated there are large trucks loading and unloading at night, with idling engines and clinking chains.</p> <p>Investigation - Systems Connect Communications Advisor investigated with site team and confirmed the truck in question was parked on the side of the road before it was let on site to facilitate overhead wire installation work commencing on Monday night, 10 April. With regards to the alleged out of hours noise from vehicles on street, the project team is re-briefing all workers on site, subcontractors and plant suppliers.</p> <p>Resolution - Systems Connect Communications Advisor spoke with the resident acknowledging the receipt of his email and apologised about the issue. The resident appreciated the call and stated he does not expect a specific response, but wanted to raise the problem due to safety of the local community. The area large vehicles stop is close to the curve and there is not much visibility. He also advised he has been disturbed by vehicles unloading equipment on street past standard hours. He acknowledges the ongoing construction work in the rail corridor but requested the noise to be kept to minimum and within reasonable hours.</p> <p>Update form 14 April: Systems Connect workforce and subcontractors briefed; toolbox</p>	No	4600	151614	C2S
13-Apr-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Raising concerns about upcoming works to backfill the northern shaft for Barangaroo Station on Hickson Road.</p> <p>Investigation - Referred to project team to confirm details of the work and the methodology used. Confirmed noise modelling that shows low impact. No respite has been triggered for the work. BESIX Watpac will arrange for a briefing with the stakeholder to provide an update and additional details on the works.</p> <p>Resolution - Confirmed details of the work with the project team. Confirmed that noise monitoring will take place during the first shifts to confirm noise levels are as expected. Separate one-on-one briefing to be organised with the stakeholder, and formal response sent 14/4.</p>	No	4603	104361	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
12-Apr-23	SWM P6 HBW	Wiley Park Station	Traffic, Transport & Access	<p>Complaint - Resident complaint about workers parking around Wiley Park Station for a long period of time. Resident had stated that she had confronted a worker, who asked her to email her complaint to the business. Resident had emailed contractors directly and CC'd Downer.</p> <p>Investigation - Resident had emailed subcontractors directly, and CC'd Downer. Place Manager has followed up regarding their response to the resident.</p> <p>Resolution - Subcontractor team member had emailed the resident back directly, and CC'd Downer Place Manager and Project Manager. Has apologised to the resident, and explained that they had parked there to drop off tools, and ended up getting pulled into a discussion with other contractors about work. Resident replied back and was happy for the outcome.</p>	No	4606	206935	S2B
12-Apr-23	SWM P4 MCL	Canterbury Station	Traffic, Transport & Access	<p>Complaint - Street sweeper was completing a U-turn in Charles Street, Canterbury (involving a 3-point turn), and went too close to Complainant's vehicle.</p> <p>Investigation - CLM contacted Canterbury PM and Safety Officer. PM undertook investigation and completed an incident report. Traffic Controllers were at some distance and could not add detail. The Traffic Management Plan was reviewed and it was determined that a U-turn including a 3-point turn was legal. Street Sweeper driver was interviewed and stated that the U-turn was completed at low speed and that adequate clearance was maintained. The outcome of the investigation was that the street sweeper was indeed operating safely and within the guidelines. The Street Sweeper driver was reminded by PM and Safety Manager to obey all road rules at all times and to ensure that adequate clearances are always maintained.</p> <p>Resolution - Contacted Complainant and reported that the Incident Report had been completed and that all staff had been reminded to ensure the safety of the community</p>	No	4607	187823	S2B
15-Apr-23	Unrelated to project	Lakemba Station	Unrelated to Project	<p>Complaint - OOHW Noise complaint during WE42 rail possession</p> <p>Investigation - Lakemba Station Community Liaison Manager (CLM) contacted Stakeholder who complained of a very loud screeching noise coming from a large vehicle on the tracks. He said his son had been awoken and that there had not been notification of this work. CLM identified the source of the noise from the Stakeholder's description as the Sydney Trains grinder which is undertaking scheduled maintenance along the line.</p> <p>Resolution - CLM explained to Stakeholder the difference between Sydney Trains and Sydney Metro. CLM said that he would arrange for the complaint to be passed to Sydney Trains. CLM gave Stakeholder Sydney Trains information number 131500</p>	No	4610	209567	S2B
16-Apr-23	LW (S2B)	Canterbury Substation	Traffic, Transport & Access	<p>Complaint - Referred from the Canterbury Station; a resident from 11-15 Charles Street provided a photo of a vehicle parked illegally on the driveway exit of the residential building. The image showed the model and registration number of the vehicle.</p> <p>Investigation - Systems Connect advisor investigated with site team and found out the vehicle belongs to a subcontracting employee who was dropping off work related items on site. At the time of call, the vehicle was already removed. The project team is instructed to re-brief all workers on site, subcontractors and plant suppliers.</p> <p>Resolution - Systems Connect advisor reported back to HSE representative on call, who referred the complaint. She called the complainant to follow up, but he did not pick up the phone. The advisor left a voice message confirming the vehicle has been</p>	No	4612	222235	S2B
16-Apr-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - A resident from Minter Street Canterbury sent an email to the JHLOR community team about noise at 10:30am on Saturday morning, citing metal cutting and drilling. She advised she did not receive respite.</p> <p>Investigation - The email was forwarded by JHLOR team to SCLWW on Sunday 16 April, stating they did not perform any such activities. Systems Connect work close to the resident's property was confined to HV cabling work, which did not involve cutting or drilling. Systems Connect communications advisor spoke with interface contractors working during the weekend possession and none of them had any activity that had the potential to generate noise, as described. However, it has been reported by JHLOR that there was a freight train passing on a Saturday morning, which may explain the "metal skreaching" sound.</p> <p>Resolution - Systems Connect Place Manager South spoke with the resident on Monday morning 17/04, who has confirmed the noise stopped within two hours. The activities were completed during standard construction hours. She was grateful for the</p>	No	4614	209115	S2B
14-Apr-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder expressed dissatisfaction with worker behaviour including dancing, singing, and use of a music device during OOH work. Place Manager received complaint during courtesy call on upcoming work unrelated to complaint topic. Stakeholder confirmed the event occurred at Site A (northern end of the station box), directly adjacent to their residential unit.</p> <p>Investigation - Place Manager asked night foreman about the event to which he had no knowledge of music being played at night, singing or dancing. Night foreman advised that there was music coming from outdoor council event across the street. Council music event was held on Hume Street on Thursday 13 April only, however the music, singing and dancing from site had occurred more than one occasion and was witnessed by stakeholder.</p> <p>Resolution - Place Manager spoke with night Foreman and all night shift workers were tool boxed to reinforce acceptable worker behaviour, and that music boxes are banned from site. Place Manager spoke with Construction Manager and night Foreman who confirmed any workers using a music box and making unnecessary noise would be stood down and re-inducted with their supervisor. Signage is installed throughout site to communicate music devices are banned, and a site wide toolbox has been undertaken previously. Place Manager left voicemail and sent a follow up email to stakeholder communicating actions undertaken to address their complaint.</p>	No	4617	208313	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
15-Apr-23	SWM P4 MCL	Canterbury Station	Noise & Vibration	<p>Complaint - OOHV Noise complaint during WE42 rail possession</p> <p>Investigation - PM reported that 2 sucker trucks and 2 excavators were operating on and around Canterbury Station site at the time of complaint. There had also been the Sydney Trains grinder pass through Canterbury Station (not HSEJV scope). Environmental Manager reported that noise level monitoring through the evening showed that noise levels were below modelled/approved levels. Community Manager identified that the apartment qualified for RO. RO was offered and accepted.</p> <p>Resolution - Community Liason Manager (CLM) responded to stakeholder apologising for the noise levels during this essential work. CLM noted that some of the noise is related to maintenance work by Sydney Trains which is outside of Sydney Metro's control. CLM informed stakeholder that Sydney Metro work will also occur across next weekend. CLM informed the stakeholder of the respite offer letterboxed to them on 4/4/23, if they wish to take up the offer. Stakeholder responded accepting the respite offer.</p>	No	4619	222224	S2B
16-Apr-23	SWM P4 MCL	Canterbury Station	Noise & Vibration	<p>Complaint - OOHV Noise and lights complaint during WE42 rail possession</p> <p>Investigation - Community Liaison Manager (CLM) responded via phone as requested by Stakeholder next morning. Stakeholder had suffered disturbed sleep due to noise and the impact of additional site lights at the laydown yard at 6 Broughton Street next door to her apartment. She described the noise and diesel engines. CLM confirmed with PM scope of work through Saturday night. Two vacuum trucks and two excavators had been in use through the night. There was no high impact noise work such as hammering, grinding or sawing. However the Sydney Trains grinder had passed through the station overnight. Environmental Manager reported that noise levels monitored had been lower than those modelled and approved.</p> <p>Resolution - Community Liason Manager (CLM) apologised for the level of noise and lighting and explained the noise mitigation measures that are in place. CLM identified that the apartment qualified for RO and was accepted. CLM offered Stakeholder alternative accommodation for the following weekend which will also be a possession</p>	No	4620	209208	S2B
14-Apr-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident stated that amount offered for respite vouchers was unsatisfactory.</p> <p>Investigation - Place Manager called resident to discuss, and resident was quite abusive over the phone, requesting that an additional \$200 voucher was expected, to equal to amount of alternative accommodation, that he did not take up. It was noted that a review showed that the resident had used the respite voucher prior to the possession starting, despite the intent of RO (to provide an opportunity to gain respite during ongoing work) being referenced in the offer letter. The resident had stated that he was entitled to the additional funds as a matter of Australian contract law.</p> <p>Resolution - The resident's request for additional funds has been declined, with the following information provided to the complainant: The amount assigned to a respite offer has been based on what can provide a reasonable opportunity for eligible residents to be able to leave their property and receive a period of respite from adjacent construction activities. The figure is independent and separate from any alternative accommodation offer detailed by</p>	No	4623	222403	S2B
17-Apr-23	W ISD	Waterloo Station	Visual Amenity	<p>Complaint - Stakeholder was concerned that the large grey station boxes would be left in their current state and raised safety concerns about access to the Station due to people congregating nearby.</p> <p>Investigation - No investigation required. S&CLM called stakeholder to provide requested information on the station entrances, façade finishes and the completed Waterloo Metro Quarter scope. S&CLM acknowledged concerns raised regarding safe access to and from the Station and reassured the stakeholder that access on the corner of Cope and Ragland would be improved by changes to traffic conditions, widened footpaths, lighting and wayfinding. S&CLM also informed resident that the project worked closely with the local community, police, council and government agencies on the redevelopment of Waterloo.</p> <p>Resolution - Stakeholder was relieved to hear that the project was still in construction and that the Waterloo Metro Quarter scope included a completed façade, improved access to and from the station and that the project was aware of safety issues in the</p>	No	4626	123883	C2S
17-Apr-23	SWM P5 DCP	Campsie Station	Noise & Vibration	<p>Complaint - Resident disputed noise modelling information and requested that respite vouchers be provided due to noise (and dust) from activities over weekend possession</p> <p>Investigation - Resident lives on opposite site of rail corridor from Campsie MSB. Resident have previously been given RO retrospectively when model showed work impacts were close to triggering RO. Resident now proactively asks for RO during possessions when notified (and does not qualify) Investigated with advice and feedback from contractor and ER that only low impact work took place and was during daytime hours.</p> <p>Resolution - Metro Place Manager and Snr Comms Manager have responded to the resident that they do not qualify for RO for the April possessions due to noise projections and small amount of low impact work taking place near his property.</p>	No	4629	138610	S2B
14-Apr-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident claimed alternative accommodation offers were not provided with enough lead time and that booking confirmation was also provided with insufficient notice. Also complained that parking was not provided.</p> <p>Investigation - Resident had opted for Alternative accommodation on our google forms on the 6th of April, well in advance of the final cut-off date. Booking confirmation was sent to resident 1 am Friday, prior to check in time in was from 2pm Friday. The resident did not call to follow up about his booking or request parking.</p> <p>Resolution - Place Manager contacted to resident to find out his requirements for WE43 AA and also apologised for not sending booking confirmation sooner for WE42. Place Manager had also suggested accommodation for resident as he preferred to be relocated to the Blue Mountain area, resident was happy with the outcome.</p>	No	4631	231436	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
20-Apr-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder emailed after experiencing OOH noise including grinding, using large saw, and hammering occurring near to property and enquired on complaint process. Note - the time of the complaint was 9:17pm, and there was a delay with contractor community mailbox not receiving the complaint until 12:15am.</p> <p>27/04/2023 - complaint has been re-opened and under investigation, pending review of work activities being undertaken on the night, and a review of the noise monitoring results.</p> <p>Investigation - Place Manager called stakeholder the following morning to address complaint and source more details on work activities outlined in complaint. Place Manager spoke with Construction Manager, evening foreman, and Environment Manager immediately following receipt of complaint. Environment Manager confirmed independent noise monitoring undertaken one week prior on site for the same work activities including saw cutting, grinding, and hammering confirmed work activities were within noise approved limits and undertaken in accordance with our approvals. Place Manager has left three voicemails and sent two follow up emails.</p> <p>Complaint has been re-opened to investigate and review of work activities being undertaken on the night, and a review of the noise monitoring results.</p> <p>Resolution - Place Manager attempted three follow up phone calls and left three voicemails to address complaint. Two emails made to stakeholder to address complaint as a follow up on voicemails. No response to date. Complaint closed and will be reopened if contact is made from stakeholder.</p> <p>Complaint close out is pending investigations.</p> <p>01/06/2023 - close out email sent to stakeholder as we were unable to reach the</p>	No	4637	230395	C2S
20-Apr-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Complaint regarding noise from out-of-hours work and lack of notification.</p> <p>Investigation - CPB Community Place Manager (CPM) confirmed the only work taking place near Eurotower last night was hoarding rectification work. The CPM confirmed with the Night Shift Supervisor that hoarding work was taking place last night at Bathurst Street. This work started at around 8pm (including traffic control set up) and finished by 4:30am, with the crew off-site by 5am. CPM checked the noise monitor on-site which was not triggered by the out-of-hours work. CPM confirmed the community were notified of this work in the weekly project email update sent on Friday 14 April 2023.</p> <p>Resolution - CPM sent an email back to the resident providing details on the work that took place last night, and the reason why it has to be scheduled during the night. Confirmed that the works were included in the monthly community notifications and listed in the weekly email sent on 14 April. CPM advised the resident that this work has been completed and the contingency shift would not be executed tonight. CPM also confirmed the resident does not receive the project emails and asked whether he</p>	No	4640	216279	C2S
16-Apr-23	SWM P4 MCL	Canterbury Station	Noise & Vibration	<p>Complaint - Canterbury resident said they didn't receive notification that OOH work was taking place. Complained about noise from work and impacts.</p> <p>Investigation - Address was provided by resident. Notification was distributed late March. Resident lives at 11-15 Charles St, which was very close to triggering RO. HSEJV Community Liaison Manager alerted HSEJV Enviro Manager to the complaint. Enviro Manager reported that all noise monitoring in Canterbury during WE42 showed no exceedances of modelled noise levels.</p> <p>Resolution - Resident was offered respite vouchers retrospectively and accepted</p>	No	4641	227477	S2B
16-Apr-23	SWM P4 MCL	Canterbury Station	Noise & Vibration	<p>Complaint - Request for respite via a noise complaint from Canterbury resident at 11-15 Charles St.</p> <p>Investigation - HSEJV Community Liaison Manager noted that the Stakeholder would have received a letterboxed notification on or about 24 March as well as via email. Stakeholder is on the Canterbury email distribution list and received the email on 24 March.</p> <p>Enviro Manager reported that all noise monitoring in Canterbury during WE42 showed no exceedances of modelled noise levels. Modelled levels were close to triggering RO, and as such the provision of RO is to be considered in response to noise complaints at this property.</p> <p>Resolution - Email was forwarded offering RO which was accepted by Stakeholder via return email</p>	No	4642	194820	S2B
24-Apr-23	LW (S2B)	Dulwich Hill station	Safety, Security & House-Keeping	<p>Complaint - Stakeholder concerned about proximity of work to her home.</p> <p>Investigation - Stakeholder manager spoke to supervisor who confirmed it was SC vehicle, explained cable drums were being lifted into the rail corridor in accordance with approvals. Assured stakeholder manager work carried out safely.</p> <p>Resolution - Stakeholder manager responded to the residents email, explaining that the activity was undertaken in accordance with approvals and that the work was carried out safely and in line with strict safety requirements. Resident was also encouraged to call the community information line in real time so any future safety matters could be investigated immediately.</p>	No	4647	96275	S2B
27-Apr-23	VC ISD	Victoria Cross Station	Noise & Vibration	<p>Complaint - Complaint received via 1800 line from resident regarding a noise complaint. Resident said she heard and saw workers on site starting work at 6am this morning, using tools. She stated this is an ongoing issue. Caller has called many times and is assured it will be dealt with, but this behaviour continues.</p> <p>She described the sound as banging and tool use. She requested a call back to understand how the team is communicating no works before 7am differently.</p> <p>Investigation - Discussed with Construction Manager and Site Manager who investigated what activities had started before 7am. Works determined to be an early delivery and craned lift.</p> <p>Site Manager reiterated to all teams and workers that no works are to start before 7am through management meetings, builders brief, toolbox talks.</p> <p>Resolution - Returned call apologising for the inconvenience. Let her know today was caused by an early delivery that should not have been scheduled at that time. Confirmed that the Construction Manager has today discussed the start time with all teams and subcontractor management. All communication that the works are not to start before 7am were shared through management meetings, builders brief, toolbox</p>	No	4649	202920	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
26-Apr-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder expressed dissatisfaction with noise near to property. Advised she could hear loud banging from site from 8.45pm for an hour.</p> <p>Investigation - Place Manager contacted night foreman and project team to investigate what construction activities were being undertaken at time of complaint. Project team confirmed works being undertaken at time of complaint was formwork stripping at the northern end of site, and banging noise was due to dropping of materials.</p> <p>Resolution - Place Manager to contact stakeholder 1 May to discuss measures implemented to prevent recurrence including construction manager briefing to form workers during evening shift Friday 28 April where appropriate handling of materials and OOHW requirements in respect to standard mitigation measures for handling of metal objects was reinforced. A tool box talk is also scheduled to take place Tuesday 2 May to reiterate to all night shift workers as to appropriate handling of materials, recent complaints and commitment made in OOHW application. This will be delivered by Construction manager. In addition, the team will install noise blankets where possible</p>	No	4653	221792	C2S
27-Apr-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder expressed dissatisfaction with the respite offer made for upcoming tower crane removal work believing that the offer should be of a higher value.</p> <p>Investigation - Place Manager confirmed out-of-hours work near to stakeholder's property is not expected to be too different to the large beam deliveries she has experienced over the last year. Like the beam deliveries, this work is not considered to be of a high-noise impact and as such, respite has been provided accordingly.</p> <p>Resolution - Place Manager reminded stakeholder of previous offers to meet in person to discuss her concerns about project works and our previous offer to complete noise monitoring for her property. Stakeholder has not responded to the offer of meeting in person to date.</p>	No	4654	231441	C2S
27-Apr-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Resident complaint regarding loud noise at 1am-2am continuing throughout the night/early morning.</p> <p>Investigation - HSEJV Community Liaison Manager (CLM) rang Stakeholder who reiterated that he was sick and his sleep was being disturbed by continuous mid-week OOHW. He was not concerned with weekend work. He had already rung Canterbury Bankstown Council who had advised to call Sydney Metro. CLM rang Canterbury Station PM who advised that no mid-week OOHW were being undertaken by HSEJV. CLM rang Sydney Metro Comms Manager (SMCM) who advised that no other Sydney Metro contractor was undertaking mid-week OOHW. SMCM also advised that Sydney Trains had a planned rail possession last night and in the coming night for works at Canterbury Station between 10pm and 1am. SMCM also advised that it is possible that ARTC could be undertaking OOHW.</p> <p>Resolution - CLM rang Stakeholder and explained that there are multiple groups who could be undertaking OOHW at Canterbury and surrounds. CLM stated that no Sydney Metro group was currently undertaking OOHW at or near Canterbury Station and that it was likely that Sydney Trains had been undertaking OOHW.</p>	No	4655	231448	S2B
27-Apr-23	W ISD	Waterloo Station	Worker Behaviour	<p>Complaint - Caller to 1800 information line reported that a female traffic controller cursed at him and requested a callback to discuss the incident.</p> <p>Investigation - S&CLM returned the call and asked for a detailed account of the incident. The caller advised that he has parked in a no stopping zone at the corner of Cope Street and Wellington at the site entrance. A traffic controller asked him to move his car, then he asked to see an ROL to which the traffic controller responded by cursing and telling him to move on.</p> <p>Resolution - S&CLM apologized for the incident on the unacceptable language used by the traffic controller. The caller acknowledged that they should not have parked in a no stopping zone. S&CLM raised the incident with the General Superintendent who will conduct a toolbox talk with the traffic controllers and caution them that any instances of unacceptable behaviour language will not be tolerated.</p>	No	4656	231457	C2S
28-Apr-23	LW (S2B)	Campsie to Canterbury power	Visual Amenity	<p>Complaint - Resident frustrated with the open joint bay outside his property on Gould St. Advised he was told joint bay would be closed by end of March 2023. Very frustrated the joint bay is still open and would like a timeline for closure.</p> <p>Investigation - Stakeholder Manager spoke to resident and apologised for the ongoing inconvenience of the open joint bay. Undertook to speak to the project team on Monday 1 May and call resident back with an update. Project team have advised critical test of the joint bays will be undertaken in the next day, which will better determine which joint bay needs rectification and provide clarity around timelines on closing the other joint bays. As testing is ongoing Senior Stakeholder Manager will also discuss possibility of temporarily closing the open joint bay with Construction Manager & Project Director, pending timeline of testing and work to be completed.</p> <p>Resolution - Discussion re possibility of closing open joint bay is ongoing. Resident informed that Stakeholder Manager will provide a more comprehensive update later this week regarding the expected closure dates, based on the outcome of the critical</p>	No	4662	229989	S2B
29-Apr-23	W ISD	Waterloo Station	Visual Amenity	<p>Complaint - Caller advised that there was a crane over the Cope Street footpath and that two of the floodlights were not working.</p> <p>Investigation - S&CLM advised Superintendent of the complaint and the Site Manager completed an audit of the temporary lighting on Cope Street the following night. It was confirmed that one of the solar-powered lights, positioned between two trees which cast significant shade, was not working.</p> <p>Resolution - The light will undergo further inspection today, 02/05, and then will be fixed accordingly. The caller requested not to be contacted in response to their complaint so no update will be provided.</p>	No	4663	123759	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
01-May-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder emailed the project team to report hearing loud hammering noise at night. He noted this to be a negative experience and queried why this type of work could not be carried out during the day.</p> <p>Investigation - Place Manager confirmed work being undertaken at time of complaint was Site A tower crane removal at Pacific Highway. Work activities reviewed with Enviro Manager who was present on site at time of complaint. Enviro Manager confirmed hammering ceased at 11pm and was within approved noise limits.</p> <p>Resolution - Advised complainant what the work was for and that he had been notified on 21 April. Explained why this activity was being carried out at night - due to the size of the crane's components, this requires them to be dismantled and lifted directly onto over-size-over-mass transportation vehicles and driven off-site at night when we are permitted to have these vehicles on the road. Explained the remainder of the work and what to expect, and advised that no hammering will occur past midnight. Complainant had mentioned hearing hammering previously, however when further information was asked, he advised that he had not kept track but believed last night to be particularly loud, hence his email. Community team offered to subscribe complainant to weekly e-news to provide him with weekly forecasts of our works which</p>	No	4664	223252	C2S
02-May-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Building Manager responded to correspondence regarding an incident on site which involved hitting a gas pipe on Clarke Lane. The Building Manager advised they had received a complaint from a tenant regarding the smell from the gas in the lobby whilst people were waiting for the lift.</p> <p>Investigation - Community relations manager had been in correspondence with building manager regarding the event. Confirmed with site team the underground service was identified during investigation works, however the location of the pipe was incorrect when trenching started on site. AWE informed the building manager as soon as possible to ensure they were aware of the incident and door knocked all building tenants. Utility provider arrived to site and commenced immediate repairs. An exclusion zone was set up around the incident area and was repaired within three hours. In respect to tenants' complaint, Community relations manager liaised with the Safety team who advised to open the residential entrance door to allow for fresh air to filter through. Advised that if it was still an issue in 30 minutes they would look into additional measures.</p> <p>Resolution - Stakeholder, community relations and public affairs manager called building manager to provide advice as to opening of entrance doors to allow fresh air to filter through. Advised to call back in 30 minutes if this was still an issue. Utility provider commenced immediate repairs, and the issue was fixed within three hours of the</p>	No	4665	229159	C2S
03-May-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder expressed dissatisfaction with OOH noise near to property during tower crane removal, respite offer and customised earbuds which she had been provided previously. Stakeholder requested to be relocated tonight and for any noisy OOH work in future.</p> <p>Investigation - Place Manager reviewed video footage with Environment Manager. Activities within the footage are consistent with approved activities as per OOH work permit. Site manager confirmed works were undertaken in accordance with approved permit. Noise validation monitoring undertaken Monday night confirm activities were consistent with predicted limits. Stakeholder had been individually briefed about this work and provided a respite voucher.</p> <p>Resolution - Community Relations Manager called stakeholder to discuss concerns. Reiterated that this work was part of the tower crane removal work she was briefed on last week where it was noted that works would be noisy, and particularly impactful Monday through to Thursday nights as we would working above the station structure. Reiterated this is why she was provided with a respite offer. Advised that Friday and Saturday night should be less impactful as we will have completed removal works above the station structure, and as such remaining works will occur within the structure and will be enclosed. Addressed her comments as to why this work was being undertaken at night - due to Road Occupancy Licences (ROLs) not being granted any earlier. Explained the effort we have made to reduce impacts as much as possible including requesting earlier ROL's so that the works could be completed in fewer shifts. Explained that given the work is not considered to be of a high-noise impact, and the duration of the nosier activities will not exceed four consecutive nights, relocation has not been offered in this instance. Advised that we will continue to work within our approvals and various legislative guidelines and criteria, and should our works warrant relocation, we would gladly provide this to her. Stakeholder requested to speak with someone from Sydney Metro, and contact details</p>	No	4667	129500	C2S
03-May-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder expressing dissatisfaction with OOH noise at 8.47pm. The resident reported hearing an alarm noise and advised that noise from the tower crane removal work is impacting quiet enjoyment.</p> <p>Investigation - Community Relations Manager confirmed that tower crane removal work was occurring at time of complaint. Checked in with the construction team who were on site, and asked if they were aware of an alarm noise during the shift. They advised that they were not aware of any alarm noise, and they advised that activities undertaken during the shift, were activities that are approved in the OOHW permit.</p> <p>Resolution - As stakeholder did not provide a contact number, Community Relations Manager emailed to communicate work undertaken last night was tower crane removal works and requested further information about the alarm noise he noted. Advised that the most impactful removal work would occur Monday to Thursday night as we would predominantly be working above the station structure. Friday and Saturday night should be less impactful as we will be within the structure and as such the work will be enclosed. Advised complainant that should he be available for a chat today, and was happy to share a contact number, we would be happy call as we would like to understand more about the alarm noise. Advised that alternatively, if complainant could provide some</p>	No	4668	225938	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
04-May-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder called to advise of noisy work at night. Stakeholder expressed dissatisfaction with OOH noise near to property during tower crane removal on Tuesday and Wednesday evening.</p> <p>Investigation - Place Manager contacted stakeholder to further investigate the type of noise. Complainant expressed dissatisfaction with noisy work undertaken at night. Advised the cause of the noise was due to the removal of the Site A tower crane on Pacific Highway. Complainant noted a siren noise and informed Place Manager they could provide a recording of the noise. Email is yet to be received.</p> <p>Resolution - Stakeholder advised of the notified activity and offer of respite. Explained the work is approved at night due to the size of the crane components and use of over-size-over-mass vehicles along the delivery lane adjacent to building. Explained work duration and what to expect for the remainder of the work. Email sent with the notification and respite offer form.</p> <p>Stakeholder sent video footage. Place Manager and Environment Manager reviewed footage and confirmed the noise in the video is related to approved tower crane removal works. Place Manager responded to stakeholder outlining the tower crane removal work as notified including what would be noisy work and what to expect, and reiterated this work has now finished. Place Manager also communicated they dropped the copy of the respite offer into stakeholder letterbox to honour this respite offer.</p>	No	4671	231780	C2S
07-May-23	LW (S2B)	Marrickville Station	Traffic, Transport & Access	<p>Complaint - Resident advised heavy vehicles were behind her house and unloading material at night on 6 May. Advised this was noisy and disruptive. Resident also advised parking was removed on Warburton St to allow for deliveries, which was inconvenient. Resident stated they had not been notified about the night work or parking removal.</p> <p>Investigation - Systems Connect Communications Adviser spoke with Project Team. Team advised all Systems Connect deliveries were within standard hours and not at night. Provided photographic evidence of this. Advised several contractors were working in the area and confirmed traffic control was in place to assist residents with access. Systems Connect Communications Adviser consulted with other interface contractors, who assured us it was not their work.</p> <p>Resolution - Systems Connect Adviser provided a copy of the published Sydney Metro May notification to resident, which contained information about the temporary parking removal on Warburton St. The resident was appreciative of this and requested to receive electronic notification about upcoming work instead of paper copies. Resident has been added to the email distribution list for Marrickville Station notifications.</p>	No	4673	209019	S2B
06-May-23	SWM P6 HBW	Hurlstone Park Station	Traffic, Transport & Access	<p>Complaint - Shop owner complaint that access to back lane driveway was blocked by contractor's vehicle near the Floss St carpark during WE45 possession.</p> <p>Investigation - Complaint received via email to Southwest Metro inbox. Email forwarded to contractor project email, which wasn't monitored over the weekend. When viewed, contractor place manager contacted complainant to see if follow up needed.</p> <p>Resolution - Place Manager messaged stakeholder to checked if a follow up is needed and resident has not yet replied. Process revised for future possessions where contractors will be notified of emailed complaints by phone as well as email</p>	Yes	4674	106880	S2B
07-May-23	SWM P4 MCL	Canterbury Station	Noise & Vibration	<p>Complaint - Noise complaint from Canterbury Station work across WE45</p> <p>Investigation - Contractor's Community Liaison Manager (CLM) queried Stakeholder on his location and the nature of the noise. Stakeholder responded via email that noise was both night and day (being Sunday) and provided his apartment number. CLM identified that Stakeholder had not been offered RO. CLM alerted Project Manager (PM) and Environmental Manager (EM) to the nature of the noise complaint. PM reported that works were as planned. EM reported that noise monitoring was being undertaken.</p> <p>Resolution - CLM emailed Stakeholder stating when the construction work was scheduled to finish and that there would be forthcoming work in WE47. CLM offered respite vouchers to allow respite period from out of hours work, which was accepted by the Stakeholder</p>	No	4677	222224	S2B
07-May-23	Unrelated to project	Marrickville Station	Unrelated to Project	<p>Complaint - Construction vehicle left hanging over live traffic lane on Myrtle St at Marrickville. Safety cones placed around the machinery but no workers on site/no traffic controllers.</p> <p>Investigation - Corridors Team was contacted by Call Centre and passed the complaint to Marrickville Station (HSEJV) Team stating that it was not Corridors-related plant. HSEJV Community Manager (CM) contacted Marrickville Project Manager (PM). PM reported that no plant was mobilised or demobilised for Marrickville Station work for WE45. PM reported that the site team were aware that the EWP was parked on Victoria Road but had no knowledge of the ownership.</p> <p>Resolution - CM reported back to the Stakeholder (Traffic Controller) who said that she would continue to monitor the position and contacted Sydney Trains.</p>	Yes	4679	231823	S2B
06-May-23	SWM P6 HBW	Hurlstone Park Station	Traffic, Transport & Access	<p>Complaint - Complaint regarding parking of a worker vehicle on footpath at Hurlstone Park.</p> <p>Investigation - Place Manager contacted site team to alert them to worker vehicle parked on footpath. Expressed concern about blocking pedestrians with prams or on scooters. Site Manager requested details of the vehicle so they could address it directly with the subcontractor in question.</p> <p>Resolution - Contractor will be investigating complaint with subcontractor to prevent this issue in the future. Place Manager responded to resident thanking them for flagging the issue and informing them the appropriate workers had been made aware not to park on the footpath.</p>	No	4682	231843	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
09-May-23	SWM P4 MCL	Canterbury Station	Worker Behaviour	<p>Complaint - Complaint alleging rude behaviour from a traffic controller on site directed at resident at 10B Charles Street Canterbury</p> <p>Investigation - HSE Community Liaison Manager (CLM) rang the complainant, reported that the behaviour of the traffic controller (TC) has been ongoing. The complainant said the TC spoke raised their voice and made a hand gesture. CLM informed the complainant that an investigation will be undertaken and that CLM would contact them after the investigation has been conducted.</p> <p>CLM contacted the site manager and informed him of the complaint passed on to the HSE safety manager. HSE Safety Manager undertook the necessary investigation including taking statements from the TC. The behaviour of the Complainant was reported by the TC as aggressive which led to an escalation. A toolbox is being arranged for all site staff regarding how to manage and de-escalate heated conversations.</p> <p>Resolution - CLM intended to close out with complainant as discussed once investigation was concluded. Prior to this, another complaint was received from the same resident that the aggressive behaviour was continuing. A toolbox talk regarding how to manage and de-escalate heated conversations has been delivered to all Canterbury traffic control staff. The TC has also been directed not to engage with this specific resident. Stakeholder was satisfied with action that was undertaken.</p>	No	4685	209160	S2B
11-May-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder had an incident with a worker at Crows Nest Station, in which a worker driving a telehandler shouted at the stakeholder with inappropriate language, was not following traffic signage by going down Hume Lane the wrong direction, and moving plant outside of approved work hours.</p> <p>Investigation - Stakeholder provided video footage from the dash-cam on her car of the worker behaviour and incident. The footage clearly shows the worker, and company name on the plant. AWE is currently reviewing the video footage to identify worker and subcontractor company involved, and outline disciplinary actions. Place Manager contacted the stakeholder to acknowledge the complaint and enquire on further details of the incident. Advised that we would get back in touch with her after we complete the investigation.</p> <p>Resolution - Once the investigation has been completed, appropriate corrective action will be determined, and the complainant will be responded to with the actions and</p>	TfNSW staff - Other	4686	231982	C2S
10-May-23	SWM P6 HBW	Hurlstone Park Station	Traffic, Transport & Access	<p>Complaint - Complaint regarding workers parking in Floss Street car park at Hurlstone Park</p> <p>Investigation - Resident sent complaint on Wednesday evening complaining about workers parking in Floss Street car park on Sunday during possession. This has already been investigated with subcontractors who were found to be parking in areas where signage is in place and toolbox talks clearly state that the area is for community members. Site manager also does regular inspections and follow-ups.</p> <p>Resolution - Place Manager emailed site manager to inform them of complaint and remind workers not to park in Floss Street car park. Place Manager responded to resident and thanked them for flagging the issue.</p>	No	4687	85966	S2B
15-May-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Stakeholder visited site to raise concerns that water is penetrating his property wall. Advised he experienced some water coming through and believes this to be related to removal of steel encasement erected by previous TSE contractor. Advised he is disappointed as he was promised by previous contractor that remediation works performed when they damaged his wall included waterproofing. He is of the believe structural support beams and steel encasement was to remain in place to ensure his property wall is protected. He is not happy that he was not informed of removal of segments of this which he believes has caused water penetration. Stakeholder has photographs of sections of steel encasement that has been removed where he believes the issue is stemming from.</p> <p>Investigation - Community Relations Manager requested Construction Manager inspect the area in question. Construction Manager advised that steel encasement was cut into, to install scaffold however does not believe water would be able to reach property wall.</p> <p>Photos received of the cut steel encasement and issued to the Construction Manager for review. Construction Manager has advised team will cover exposed areas to ensure water does not continue to enter his building.</p> <p>Resolution - Repairs were completed to the area on Thursday 18 and Friday 19 May. Stakeholder expressed gratitude with repairs on phone call on Friday 19 May. Email close out with photos sent to stakeholder.</p>	No	4696	89950	C2S
15-May-23	SWM P5 DCP	Campsie Station	Worker Behaviour	<p>Complaint - Complaint regarding traffic controller behaviour at Campsie.</p> <p>Investigation - Place Manager called stakeholder to discuss details of complaint. Stakeholder said she works at Medical Centre and accidentally left the car park through a driveway that entered a road closure and got stuck. Resident said traffic controller was very rude in directing her out of exclusion zone. PM called site team to speak to traffic controller who said no argument had ensued but he was concerned for her safety as they were unloading materials.</p> <p>Resolution - Place Manager apologised to stakeholder and requested Site Manager to remind workers to be polite when speaking to members of the public, which will continue in future toolbox talks.</p>	No	4697	232108	S2B
11-May-23	SWM P5 DCP	Dulwich Hill station	Property & Business	<p>Complaint - Complaint regarding glare reflecting off newly installed glass panels from Dulwich Hill footbridge into adjacent cafe</p> <p>Investigation - Place Manager contacted Metro design team to identify potential mitigation methods which are not available at present. PM contacted business to find specific timing of glare impacts so PM and Communications Manager can investigate and discuss in person.</p> <p>Resolution - Place Manager and Communications Manager visited business (17/5) to review issue and then report back to Sydney Metro design team. Glare was found to be quite impactful but only occurs between 1-2pm. Owner has purchased large umbrellas to prevent glare and heat in the meantime.</p> <p>Reported to ER in meeting - suggested further investigation as this will be an ongoing</p>	Yes	4698	232111	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
15-May-23	Unrelated to project	Pitt Street Station	Unrelated to Project	<p>Complaint - Complaint regarding noise from Road works occurring now that are affecting the Hotel guests, caller advised that no notification was given to them about these works. Request to please call back urgently.</p> <p>Investigation - CPB Environmental Manager (EM) advised the call centre that the location of the complainant was not within the area of the Pitt Street Project however agreed to call back the complainant to advise this. Note that there were no roadworks by Pitt Street North occurring that evening.</p> <p>Resolution - CPB Environmental Manager (EM) tried 4 times to return the call eventually contacting the complainant at 9.15pm to confirm the work taking place near their hotel was not related to Pitt Street project. The complainant agreed that he had spoken with the workers on the street and agreed it was not Pitt Street Station works.</p>	Yes	4700	232112	C2S
16-May-23	Unrelated to project	Pitt Street Station	Unrelated to Project	<p>Complaint - Complaint regarding excessive noise - currently saw cutting through concrete is occurring at 01:15am. Caller advised ongoing noise for last 7 hours. Caller advised lives 10m from site . Caller advised in email received by Melinda there would be no concrete cutting occurring past midnight. Caller did not want to be contacted back just want saw cutting to cease urgently.</p> <p>Investigation - CPB Environmental Manager (EM) confirmed with site team that there were no saw cutting works by the project last night.</p> <p>Resolution - CPB Environmental Manager (EM) tried to contact complainant at 9:08am but no response so left a message. Complainant called back at 9.30am. EM advised that there were no Pitt Street works involving saw cutting last night and he agreed it must have been another contractor. He does not overlook Pitt Street (he overlooks Hyde Park) but he believed the noise was coming from the Pitt/Park location.</p>	No	4701	112918	C2S
16-May-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder contacted the 1800 number to express frustration about access to her driveway in Clarke Lane being restricted in the morning, which resulted in her car being scratched from the garage door. Stakeholder requests repairs be covered for the damage.</p> <p>Investigation - Communications team called stakeholder to discuss the details of what occurred and what was restricting access to the driveway. Contacted the Site Manager to request that equipment is moved immediately to allow for driveway access tomorrow morning as stakeholder will be requiring access to park her car. Image of the damage has been received, and the project team will continue to investigate further. Place Manager attended property site visit with stakeholder at 9am Wednesday 17 May to discuss complaint in further detail as stakeholder is familiar with Place Manager.</p> <p>Resolution - AWE communications team is currently investigating with the relevant teams and will provide a response back to the stakeholder once investigations are complete. 01/06/2023 - Sent close out email to stakeholder</p>	No	4705	105900	C2S
22-May-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Caller advised can hear loud humming noise (possibly a generator) coming from Miller street work site. Caller advised running since 22:00 on the 21/05/23 until time of call 05:05am . Advised can still hear noise with windows closed.</p> <p>Investigation - Discussed noise with Construction Manager. Construction Manger confirmed the site was closed and no noise of that description would be coming from the North site. Environmental Manager reviewed noise monitoring and all monitors registered normal reading.</p> <p>Resolution - Returned call and thanked resident for letting us know the issue. Resident confirmed noise was not related to the Victoria Cross site and the source was found in his building.</p>	No	4709	222048	C2S
19-May-23	Unrelated to project	Blues Point	Unrelated to Project	<p>Complaint - Resident called complaining about experiencing vibration from 10:30 to 10:50pm on 18.05.2023, that caused her doors and windows to shake</p> <p>Investigation - Systems Connect Communications Adviser called the resident to and advised that Systems Connect's work in the area has concluded. The resident insisted vibration was not caused by construction work, but by train testing activities in the tunnels, and requested a follow up call on Monday. Systems Connect Advisor followed up with interfacing Sydney Metro contractors in the area - Crows Nest and Victoria Cross, and confirmed that there were no activities that could cause such vibration. During the course of investigation, the Advisor received confirmation from Sydney Metro and TSOM, that train testing was completed by 4pm and that there were no later train movements in the tunnels. It was established that the vibration is unrelated to Sydney Metro work. Further to text messages received from complainant, update from 23.05.2023 - enquiries were made again and advise sought by TSOM, tunnel team and interface contractors</p> <p>Resolution - Systems Connect Communications Adviser called the complainant again on Monday providing the outcome of investigation. The resident was not accepting of the response and maintained that vibration is caused by Sydney Metro project activities in her area. She suggested that there may have been mechanical and electrical activities in the tunnels, and did not accept confirmation provided by Systems Connect tunnel team that an exclusion zone was in place at the time, with no worker presence in the tunnels. The resident requested further thorough investigation and an explanation in writing. She noted that along with her neighbour, she is logging every vibration in a diary and will further pursue the complaint. Update as at 23.05.2023 - email was sent to the complainant confirming there were no Sydney Metro related activities on 18 May that would have caused vibration impacts as</p>	No	4711	107524	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
20-May-23	Unrelated to project	Chatswood Dive	Unrelated to Project	<p>Complaint - Resident called about loud noise at around 2:00am-3am at night and again at 6:40am in the morning</p> <p>Investigation - Systems Connect Communications Adviser called the resident who described the noise in question as similar to noise that can be heard from unloading equipment. Communications Adviser investigated with the teams on site and was advised there was no activity on the surface at that time. Potentially there might have been vehicles around 7am in the morning coming for a prestart before their shift., however no activities taking place that matched the description provided by the resident. All deliveries for weekend work were done on Friday.</p> <p>Resolution - Systems Connect Communications Adviser called the complainant again on Monday and explained that no SC activity that would have the potential to generate such noise occurred at the time of the complaint, noting all activity was confined to the tunnels. The complainant was appreciative of both calls and said it wasn't noisy the following two nights, and considers the complaint finalised from her end.</p>	No	4712	85981	C2S
20-May-23	PS ISD	Pitt Street Station	Property & Business	<p>Complaint - Complaint regarding scaffolding occupying air space 8 meters from Euro Tower's property boundary</p> <p>Investigation - CPB Environmental Manager (EM) acknowledged the complaint, advised the scaffolding is temporary in nature, and confirmed the matter will be forwarded to commercial team for review and follow up.</p> <p>Resolution - The scaffolding will be removed on 27 May 2023. A response from the commercial team is pending</p> <p>Update 29/05/2023: due to the weather the scaffolding was not removed on Saturday as planned, but on Monday 29 May</p> <p>Update 30/05/2023 - resident received confirmation the scaffolding is removed, and was appreciative.</p>	Yes	4713	106250	C2S
19-May-23	Unrelated to project	Pitt Street Station	Unrelated to Project	<p>Complaint - Strata management raising issue with ongoing water leaking in storage area</p> <p>Investigation - CPB Environmental Manager (EM) is following up with the site team. Senior Supervisor will attend Euro Tower next week for inspection.</p> <p>Resolution - Update 25/05/2023 - site inspection has been organised for 26 May, Friday</p> <p>Update 26/05/2023 - at 2pm on Monday 29 May, the resident will provide access to CPB PS Senior site supervisor for an inspection of unit 11 storage cage</p> <p>Update 29/05/2023 - at 4:56pm Friday resident changed the meeting to Tuesday 30 May</p> <p>Update 30/05/2023 - inspection has been carried out and water leak identified as not related to CPB site work.</p>	Yes	4714	216458	C2S
21-May-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident complained that he was charged for alternative accommodation upon check in</p> <p>Investigation - Communications Coordinator investigated issue with booking agent who said there have been ongoing booking and communications issues with this particular hotel chain. Advised not to book with this hotel chain in the future.</p> <p>Resolution - Place Manager emailed resident and apologised for the inconvenience caused. PM sent through details on how to submit details for reimbursement.</p>	No	4719	6855	S2B
23-May-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Resident heard someone banging on what sounded like a sheet of metal trying to get something loose. Noise went for less than five minutes. Resident stated the noise was coming from south of his property, which is situated in the middle of the site.</p> <p>Investigation - Called resident to seek additional information on the noise heard before 7am. Referred to project team to investigate if any workers were on site at the time the noise was heard. Site team confirmed there were no workers on site before 7am. Noise monitoring between midnight and 7:30am on 23 May shows no exceedance of approved noise levels.</p> <p>Resolution - Team has advised that no-one started early on site and that noise monitoring was not triggered prior to 7am. The complainant said he thought the sound was coming from south of his property, which may indicate it is coming from the Lend Lease towers. Team will remind workers during toolbox talks that work is not to start prior to 7am. Close out response will be sent to the stakeholder on our findings.</p> <p>Update 25/5/23 16:13 - KP called resident. Explained that investigations undertaken - noise monitoring review, camera review, worker schedule review - had not yielded any explanation for the noise and could not connect it to Barangaroo activity. Apologised for not being able to resolve definitively and reminded resident to not hesitate to be in touch should anything else happen. Advised that the work teams have been reminded via toolbox talks not to start work early or to make noise if arriving early.</p> <p>Resident advised he has previously videoed loud noise at 1am and sent through, to which I responded that this kind of detail is helpful to us to pinpoint source. Resident was grateful for the response and reminded me that we are "dealing with a prickly bunch who have had to put up with a lot over the past 7 or 8 years and not just noise". I invited the resident to be in touch whenever necessary so we can assist.</p>	No	4722	97612	C2S
23-May-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder raised an issue that a concrete truck was in the laneway and was restricting access to the properties garage.</p> <p>Investigation - A W Edwards Place Manager called stakeholder to confirm the time and location of the vehicle in the email. Place Manager spoke with the site team to identify the subcontractor and vehicle, and identified parking was not completely blocked, but was situated in the laneway directly next to the driveway. Construction Manager directed the subcontractor to move the vehicle in the laneway immediately, and confirmed that this work was not notified to the property tenants.</p> <p>Resolution - Place Manager called the stakeholder to address her complaint and inform her that the truck in the laneway will be moved. Place Manager apologised, and communicated to the stakeholder that work dates for future construction activities that may impact or change access to Gladys Lane will be communicated in the future.</p>	Yes	4723	112916	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
23-May-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder contacted the project team to express dissatisfaction with noise from out-of-hours work. Advised she moved out of the area this year, however, was currently staying with a tenant from her previous residence 22-26 Clarke Street and wanted to note that works are more noticeable now given they are above ground, and very close to the building so she wanted to express this on behalf of other building occupants. Stakeholder also noted that noise was no different to any other night but rather than being intermittent, was more constant last night. Stakeholder said this coupled with garbage collection times at 1am and 3am make it difficult to get a good night's sleep.</p> <p>Investigation - Stakeholder advised place manager that she had heard banging and loud noise throughout the night. Community relations manager called stakeholder to obtain specifics to support investigation into her complaint. Stakeholder advised last night to be a constant noise rather than intermittent. There were moments of banging and noise generally was louder than what she experienced when she used to live in the building. Reviewing real time noise logger confirms this noise levels were not significantly higher than previous nights as stated by the visitor.</p> <p>Resolution - Work was undertaken in accordance with the approved OOHW application. Close out email sent 29/05.</p>	No	4726	208498	C2S
24-May-23	CSM	Central Station	Noise & Vibration	<p>Complaint - Noise complaint overnight on Chalmers Street about OOHW works continuing past 4am</p> <p>Investigation - OOHW was being undertaken for the reinstatement of the bike path and footpath on Chalmers Street. This work was included in recent OOHW notification. Checked in with project engineer about working hours to move the waterfilled barriers while light rail not operating, as notified. Confirmed works were complete by 4am as notified. Advised Environmental Manager and asked to check noise loggers and download data. Spoke with the resident to gather more details. Checked with night shift manager and understood there may have been some other works from Light Rail (paving) and Sydney Trains on the same night, including sweeper cleaning on the platforms, creating a cumulative noise impact.</p> <p>Resolution - Called resident back 250523 to detail investigation and cumulative impact of CSM, Light rail and Sydney Trains work. Advised that SM work in the area is nearing completion. Once review of noise data is complete, complaint will be closed out.</p>	No	4727	165532	C2S
24-May-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Business owner complaint regarding contractors not working efficiently on the footpath upgrade, raised concerns regarding business access, impacts to business due to temporary fencing outside his business, and why contractors were not working at night or on Sundays instead.</p> <p>Investigation - Community Advisor and Manager visited the business, and noted that the business access is maintained as per staging plans of the footpath upgrade works (half of the stairs are blocked, until works are completed, and then works will be moved further along the path). Community team awaiting further information from Project team regarding timing of works with the contractors. Community team to produce additional signage for businesses on Clark St for fencing.</p> <p>Resolution - Place Manager informed stakeholder of larger business signage. Place Manager advised stakeholder they will check in week commencing 29/5 as work front moves. Close out email sent 29/05.</p>	Yes	4728	193076	C2S
24-May-23	SWM P4 MCL	Lakemba Station	Other	<p>Complaint - Customer complained about lack of seating at station during current construction</p> <p>Investigation - Review found that number of seats installed is consistent with design and planning documents for final layout</p> <p>Resolution - Communication Officer called stakeholder and provided information about <u>the final seating arrangements at the station</u>.</p>	No	4730	224412	S2B
26-May-23	CN ISD	Crows Nest Station	Visual Amenity	<p>Complaint - Resident complaint regarding lights being left on overnight from construction site.</p> <p>Investigation - Place Manager called resident back to acknowledge that we have received her complaint. Discussion with night shift foreman (starts at 2pm), and site manager for further information as to why lights were not switched off. Night foreman reminded of his responsibility to ensure site lights are switched off.</p> <p>Resolution - Voicemail left with stakeholder to close out. Follow up/ close out email issued. Flood lights on L2 removed.</p>	No	4731	129500	C2S
29-May-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder visited the site office and expressed dissatisfaction with rubbish being left outside 28- 34 Clarke Street, and workers smoking outside the front entrance. Concerned for businesses using the entrance and believes the rubbish is from construction workers standing out the front.</p> <p>Investigation - Stakeholder showed Senior Communications Advisor areas of concern and took some images of the rubbish. Discussed with stakeholder the measures already in place including the allocated worker area and smoking area.</p> <p>Resolution - Issues raised by the stakeholder will be formally addressed in pre-starts for a week and the site wide toolbox talk on Wednesday. Senior Management to also raise the concerns with relevant labour hire companies, to ensure the message is communicated across. Close out email sent to stakeholder.</p>	Yes	4735	232362	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
28-May-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident adjacent to Hurlstone Park MSB mentioned a very high loud pitch sound coming from inside the building</p> <p>Investigation - Community Manager called resident to find out about the noise and disturbance. Resident described it as a high pitch sound and included a video, he advised the noise isn't a concern as their bedroom is closer to the street side, and can be look into the day after.</p> <p>Resolution - Site supervisor investigated the MSB the day after and couldn't identified any device or equipment that was making the noise and the building was not connected to any power source. Resident had called site supervisor directly and is aware of the outcome of the investigation. Supervisor had told resident to contact us if he hears the sound again.</p>	No	4736	137706	S2B
30-May-23	Unrelated to project	Wiley Park Station	Unrelated to Project	<p>Complaint - Resident complained vehicles blocking driveway and workers are not working. No phone or other contact details were provided by complainant.</p> <p>Investigation - Project comms rep checked with site team, who investigated and found no car blocking the driveway or parking in the no stopping area. When raised internally, no confirmation was received that workers had parked there. information was later provided that Sydney Water had been working in Wiley Park during this time, and potentially their workers had parked incorrectly.</p> <p>Resolution - Project engineer gave toolbox to remind workers of correct parking procedures and also checked and confirmed that no vehicles were parked illegally or were blocking resident's driveway.</p>	No	4740	0	S2B
31-May-23	LW (S2B)	Campsie to Canterbury power	Traffic, Transport & Access	<p>Complaint - Resident called to complain that a truck had parked in their driveway.</p> <p>Investigation - Stakeholder Manager spoke to the Supervisor who confirmed that the vehicle in question is an SCLWW truck. The truck had been quickly moved on. Supervisor will toolbox the team tomorrow to remind them not to stop in driveways and has counselled the worker who recently commenced with the team.</p> <p>Resolution - Stakeholder Manager apologised to resident, acknowledged we should not have parked there, and provided resident with her mobile number so that she could get in contact quickly in future. Assured resident that workers would be toolboxed ahead of next shift.</p>	No	4744	186822	S2B
29-May-23	SWM P5 DCP	Marrickville Station	Safety, Security & House-Keeping	<p>Complaint - Resident complained of increase in vermin presence along the rail corridor</p> <p>Investigation - Place Manager investigated with contractors, who responded that they have measures in place to minimise vermin, including regular waste management inspections to ensure that food waste and materials are disposed of appropriately. It was also recognised that increases in vermin is a Sydney-wide issue of recent years.</p> <p>Resolution - Place Manager called the resident and informed them of our procedures and that the issue will continued to be managed by the project's enviro team. Resident was satisfied with this response.</p>	No	4745	232404	S2B
31-May-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint received from a resident who lives directly opposite the project site on Wellington Street. The resident stated that there was loud drilling, and she was unable to hear herself or the TV. The resident requested respite vouchers as a gesture of goodwill.</p> <p>Investigation - S&CLM immediately went to site to identify the source of the noise complaint. There was no drilling audible from Wellington Street, no noisy works other than standard construction noise and traffic from Botany Road was observed. S&CLM reviewed noise data from closest noise monitor which showed that noise levels were within the permitted range. Noting that the noise monitor is inside the project site and levels would dissipate by the time they reached the residents. The community always receive prior notification of all standard works and what tools will be used to complete works via an online notification and a letterbox drop of the notification.</p> <p>Resolution - S&CLM called the residents to provide a summary of their investigation. The resident who has a history of aggressive behaviour toward the project team, became angry when the S&CLM concluded that no respite vouchers would be offered as noise levels were compliant and works took place during standard construction hours.</p>	No	4746	185868	C2S
02-Jun-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder complaint regarding vibration caused by capping beam demolition work on Clarke Lane during standard construction hours.</p> <p>Investigation - Place Manager called Stakeholder to gather further information. Stakeholder mentioned that they were aware of the works being disruptive as per our notification, but states that the vibration is more noticeable than expected. Stakeholder is concerned that the vibration interrupts with their lab work. Environment manager has advised current vibration results from RTVM at 28 Clarke Street levels are within approved and predicted limits.</p> <p>Resolution - As a gesture of goodwill, A W Edwards has extended the respite period to three hours (12pm to 3pm instead of 12pm to 2pm) to accommodate their sensitive operational period for the remainder of this section of work. Stakeholder notified of the once-off adjustment.</p>	Yes	4751	216575	C2S
02-Jun-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Marrickville resident wanted to know duration of generator operating in local area and if there is anything that can be done to minimise the sound of the generator.</p> <p>Investigation - Spoke with engineer in charge and supervisor to determine work being undertaken and time frame. Noise barriers will be put in place at source.</p> <p>Resolution - Spoke with resident advising that works are scheduled to be completed by 23rd June and that additional measures are in place to minimise noise.</p>	No	4755	193376	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
02-Jun-23	PS ISD	Pitt Street Station	Property & Business	<p>Complaint - Adjacent building manager raised issue with discarded wire falling onto the level 7 courtyard.</p> <p>Investigation - Pitt Street site team confirmed they are in process of removing the scaffold and little pieces of tie wire and chain link mesh have fallen. Pitt Street team intended to clean the courtyard in the coming weeks.</p> <p>Resolution - Upon building manager's request, a cleaning is being organised both this week and the week after.</p>	No	4756	163035	C2S
05-Jun-23	CSM	Central Station	Worker Behaviour	<p>Complaint - Complaint from member of the public about workers smoking on Platform 14</p> <p>Investigation - Confirmed with Safety Manager that smoking is only allowable in the designated smoking area near the site sheds</p> <p>Resolution - Alerted Safety Manager to the issue raised. Prepared message to go in pre-start document to rebrief all workers about the designated smoking area, that smoking is not allowed in work areas and to remind workers that they are in public view when working. Called the complainant to thank him for raising and tell him how we are managing.</p>	No	4757	232441	C2S
07-Jun-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Stakeholder called to complain about the notified work site set up remaining outside of the business shop front. Stakeholder asked when the works would be finished and fencing removed. He also requested if we could remove the banner mesh. Concerned the work site set up on the footpath is impacting his business income.</p> <p>Investigation - Place manager and Stakeholder and public affairs manager visited stakeholder premises to discuss complaint. Complained about progress of works and concerned about potential loss of income during upcoming long weekend. Stakeholder asked if we could remove the banner mesh to ensure visibility of business windows. Place Manager discussed with SM Communications Manager regarding potential of removing banner mesh to assist with Stakeholder's business.</p> <p>Resolution - Stakeholder was informed of work progress and update on next steps. Communicated that further works are still required in that area, and that sealing is yet to be completed. Communicated that fencing is going down Friday 09/06/2023 (before long weekend). Close out email sent 13/06/2023.</p>	Yes	4761	193076	C2S
07-Jun-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Noise complaint about beeping from crane at 4.30am on 16 May.</p> <p>Investigation - Requested complainant to send through photos and any other information to assist with investigation. Contacted the crane company to get the GPS report for that day and time. Reviewed noise monitoring data which did not show exceedances or support the claim of continuous beeping.</p> <p>15.06 - According to the GPS from the crane company, we can verify that the crane and associated components arrived on site at 4:48am and seems to be reversing into position once in the site from this time. The crane is required to be delivered prior to 7am to ensure it complies with oversize crane deliveries in accordance with Heavy Vehicle National Law Gazette. The beeping would have only happened at the time the vehicle arrived and would not have been prolonged as has been claimed.</p> <p>Resolution - Used GPS tracking from the crane to ascertain it arrived on site at 4:48am. Early arrival to site is required to adhere to the Heavy Vehicle National Law Gazette. ER has confirmed this is unavoidable complaint. Emailed complainant to</p>	No	4765	233031	C2S
08-Jun-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder complaint about workers loitering and smoking at the entrance to 28-34 Clarke Street building. Stakeholder has complained about this issue previously, and is unhappy that instructions are not being followed by workers, as Place manager had previously conveyed that Stakeholder's complaint was passed onto the project team and workers had been instructed not to smoke or leave rubbish at the entrance to the building.</p> <p>Investigation - Community relations manager escalated complaint to senior management, and reiterated expected worker behaviour in respect to smoking and rubbish disposal and requested workers be instructed to use other designated areas during break times to prevent further complaints, and additional measures be implemented to ensure compliance.</p> <p>Resolution - A W Edwards to install signage (as approved by building manager) to instruct workers not to use the front entrance of the building for breaks. This will be instructed to workers via pre-starts and toolbox talks next week. Area is being monitored by team today - Friday 9/06. Place Manager called Stakeholder to apologise for the worker's behaviour, and has assured Stakeholder that additional methods are being implemented. Close out email to be issued to stakeholder confirming actions</p>	Yes	4766	194581	C2S
09-Jun-23	Unrelated to project	Crows Nest Station	Unrelated to Project	<p>Complaint - Resident reported a rumbling sound coming from underneath property, wanted to confirm if noise was related to train testing activity and if this was what could be expected during future operations.</p> <p>Investigation - Complaint initially received by AW Edwards, who confirmed there were no site works at Crows Nest Station that could have impacted the property. Item was transferred to Systems Connect and MTR for consideration of LW or TSOM work. Systems Connect confirmed that no LW works were taking place, as the exclusion zone was in place inside tunnel for train testing. MTR Stakeholder and Community Engagement Manager spoke with resident at 2.40pm. Resident advised the noise was heard every five minutes between 9am and 11.30am. She said it was similar to the noise heard when the tunnel boring machines were in use. MTR reviewed testing schedule against these details and confirmed that there were train movements underneath the property during the morning, but between 9am and 9:30am only. Movement was unlikely to generate the noise described.</p> <p>Resolution - MTR Stakeholder and Community Engagement Manager provided resident with above information. Advised that further discussions would be carried out with the site team to rule out train movements as the source and to consider any possible alternatives. Resident will be contacted next week with an update. MTR Stakeholder and Community Engagement Manager called stakeholder on 14/6/23 and confirmed the noise did not appear to be related to Sydney Metro works.</p>	No	4769	104656	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
11-Jun-23	Unrelated to project	Barangaroo Station	Unrelated to Project	<p>Complaint - Stakeholder emailed to complain she had been hit on the head by the boom gate outside the BESIX Watpac site office while leaving the site carpark with her bicycle. Stakeholder requested a copy of the footage and for BW to retain the footage.</p> <p>Investigation - Advised project team and requested footage Contact Project Director to ascertain next steps, considering BW is a tenant of this space. UPDATE 2.42pm 13/6/23: Have called property manager and referred complaint to them</p> <p>Resolution - Still under investigation 1105am 13/6/23 Update 2.42pm 13/6/23: Property Manager has taken on responsibility for investigating and closing out with complainant.</p>	No	4770	233076	C2S
13-Jun-23	W ISD	Waterloo Station	Air Quality	<p>Complaint - Noise complaint regarding external façade works and air quality complaint regarding fumes from diesel generators powering lights along Cope Street.</p> <p>Investigation - S&CLM consulted project engineer responsible for façade works regarding suggestion from residents about fitting the elevated work platforms (EWP) with acoustic screens. Due to the safety implications of obscuring vision while working at heights and the type of work installing acoustic screens would not be possible or reduce noise. All work and equipment used is within approved and anticipated noise levels. S&CLM raised the generator complaint with the site's superintendent who will conduct an audit of the generators to determine if they are working correctly and arrange for any repairs, if required. The original day makers and generators installed were solar-powered flood lights, however they were ineffective. There is a temporary works plan in design to install electrical lights along cope street which will replace the day makers and diesel generators scheduled to take place over the next month.</p> <p>Resolution - S&CLM called resident and to provide an update on the investigation. Residents receive prior notification of all standard works and what tools will be used to complete works in a project update distributed online. Investigation of the generators is ongoing, and residents was pleased that electric lighting would be installed to replace the generator-powered lights.</p>	No	4771	123759	C2S
14-Jun-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident complaining of worker vehicles parking in Floss Street car park at Hurlstone Park over the long weekend.</p> <p>Investigation - Resident attached photos of vehicles in question. Vehicles have Sydney Trains branding so as not associated with Sydney Metro works. Parking restriction does not extend to Sydney Trains vehicles. No Sydney Metro work occurred over the long weekend.</p> <p>Resolution - Place Manager thanked resident for raising the issue with us and informed them they were Sydney Trains vehicles and not associated with Sydney Metro work.</p>	No	4777	85966	S2B
14-Jun-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Stakeholder emailed complaint regarding impact to their business, which is directly adjacent to Crows Nest site on Clarke St.</p> <p>Investigation - Stakeholder had reached out to AW Edwards in Dec 2022, Jan 2023 and Apr 2023 requesting that AW Edwards lease their shop. AW Edwards have responded that we were not interested in leasing the space, and that work in front of their shop was approved. Community Relations Manager contacted Sydney Metro community team to escalate this complaint, as AW Edwards have previously responded to Stakeholder regarding issue around impact to the stakeholder's business on multiple occasions.</p> <p>Resolution - Sydney Metro confirmed that they will reply back to Stakeholder. Community Relations Manager does not recall Stakeholder</p>	Yes	4778	134926	C2S
14-Jun-23	Unrelated to project	Barangaroo Station	Unrelated to Project	<p>Complaint - Towns Place resident can feel vibration during standard hours</p> <p>Investigation - Spoke to the engineers who advised the work taking place in the Towns Place carpark is connecting pipework and intermittent drilling using hand tools. No chance this could be causing any vibration. Additionally, this work has been ongoing for a long time and has not invited previous complaints. Called the complainant who described the vibration as only been today and has been continuous. Never noticed before.</p> <p>Resolution - Advised the complainant to check with the building manager as Wilson Parking may be undertaking maintenance works causing vibration. This has happened in the past. Advised the complainant to call back if they cannot identify the cause through the building manager. Will leave this open for 24 hours in case they do not</p>	No	4780	219552	C2S
15-Jun-23	Unrelated to project	Wiley Park Station	Unrelated to Project	<p>Complaint - Resident complained about worker vehicle parking on Shadforth Street and ignoring resident's request when being approached to park elsewhere</p> <p>Investigation - Project comms rep checked with site team, the photos of the cars provided do not belong to Downer's contractor. Minimal work is currently taking place at the Wiley Park Station site.</p> <p>Resolution - Project comms rep replied to resident's email stating that the vehicles photographer are not related to Downer and that we will continue to monitor the parking in the area</p>	No	4783	206935	S2B
16-Jun-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder expressed dissatisfaction with the Clarke Lane (north) capping beam removal consultation option which would restrict access to parking, affecting the stakeholder's business. Consultation comment downloaded from survey on Friday 16/6 at 1.28pm.</p> <p>Investigation - Senior communications advisor called stakeholder's business phone to seek more information regarding comment about access to parking and investigate details. Left voice message and email sent. Stakeholder responded on Friday 16/6.</p> <p>Resolution - Follow up response sent to stakeholder on Monday 19/6 around access to Practice's carparking. Acknowledged consultation preference and concerns about garage access at 22-26 Clarke Street. Clarified purpose for seeking feedback and offered to discuss with the business alternative parking arrangements if access is restricted during the works. Another follow up email was sent offering to call outside business hours. No response was received.</p>	Yes	4787	96798	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
19-Jun-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint from a neighbouring resident regarding truck reversing tonal alarms becoming a nuisance during ongoing day works and night works.</p> <p>Investigation - S&CLM called resident to gather more information on the noise complaint. The residents stated that the alarms had been heard intermittently over the last week at night and at some times during the day, but the exact times or source of the alarms was not recorded/unknown.</p> <p>S&CLM raised complaint with the Night Superintendent and General Superintendent who identified that EWP's for the façade works are fitted with non-tonal alarms which would be audible from neighbouring properties. As the complaint covered an unspecified timeframe the project team was unable to identify any specific plant or vehicle using tonal alarms. No noise exceedances were captured on the site's noise monitors.</p> <p>Resolution - The Superintendents will hold toolbox talks to remind all contractors that plant and vehicles must use non-tonal safety alarms when reversing and to minimize reversing manoeuvres when possible. Local residents receive prior notification and what to expect during standard and out-of-hours works.</p>	No	4788	123759	C2S
21-Jun-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder expressed dissatisfaction with work along Clarke Street, where areas are being fenced off, while there seems to be inactivity of work. Stakeholder mentions that the fencing of works has made it difficult for him to find parking, access his property, and is unhappy with the staging of works.</p> <p>Investigation - Place Manager emailed Stakeholder, as mobile number was not provided requesting further information to assist with investigation of where the impacts are being felt.</p> <p>21/06 - Stakeholder replied back, and informed Place Manager that he lives at 22-26 Clarke Street, and is unhappy that work on Clarke Street appears to have stopped, but fencing remains in place. Stakeholder is dissatisfied with this and sections of Oxley and Hume streets where works are completed yet fencing remains. Advised he believes work has not been communicated or properly planned and there has been a drainage issue on Clarke Street.</p> <p>22/06 - Senior Communications Advisor (SCA) spoke with Stakeholder during a doorknock. Stakeholder advised that he is also unhappy with the traffic delay that public domain works have caused around Clarke Street in addition to the parking and pedestrian impacts. Stakeholder confirmed that he does receive the notifications in his letterbox, but he does not read them. SCA suggested that we sign stakeholder up for the enews to keep him better informed of work progress, which Stakeholder had agreed to. Advised we also regularly undertake doorknocks to explain the works.</p> <p>Resolution - Place manager confirmed with site team that drainage issue referred to is not a result of A W Edwards works. Confirmed fencing is remaining in place on Oxley and Hume streets until council acceptance. A walking area has been provided on Hume Street. Confirmed there were no works undertaken yesterday on Clarke Street adjacent to 22-26 building, however works have resumed today. Project manager to advise why this occurred.</p> <p>23/06 - Close out email to be sent to the stakeholder advising of the above.</p> <p>26/06 - Awaiting project manager for advice on work.</p>	No	4792	233341	C2S
22-Jun-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder emailed to complain about noisy work occurring in the evening. Stakeholder mentions that the noise has been occurring multiple nights, and a high powered nail gun sound being heard at 7am on Sunday morning. Stakeholder mentions that her baby cannot sleep.</p> <p>Investigation - Place Manager called Stakeholder 23/06, for more details regarding the complaint. Stakeholder informs that the works have been quite loud over the past 2 weeks, and is hearing large banging noises (steel), and dropping sounds. Stakeholder mentioned that with the bins being disposed of at 4am, combined with the lack of sleep from the evening works, it has made her quite distressed. Place Manager informed stakeholder that Place Manager will look into the noise, and will get back to her with further details. Stakeholder informed that her elderly mother will be staying with them from Sunday onwards, and is concerned about the quality of sleep for her whole family.</p> <p>23/06 - Stakeholder included that the noise was heard between 9pm - 10:30pm. Place Manager currently investigating with site team what work had occurred during this time.</p> <p>26/06 - Confirmed works being undertaken at time of complaint was station fit out work (installation of ducting). Although there were no witnesses, it is assumed that noise was due to dropping of materials.</p> <p>Resolution - Site team to issue all contractors working on the evening in question with a corrective action. Toolbox talk to be undertaken to reiterate to all night shift workers appropriate handling of materials and expected behaviour when working close to residents. Place Manager to send close out email to stakeholder.</p> <p>27/06 - Place Manager sent close out email</p>	No	4797	129500	C2S
22-Jun-23	CN ISD	Crows Nest Station	Safety, Security & House-Keeping	<p>Complaint - Stakeholder advised that distributor had left project update notification on stakeholder's stairs, outside their door. Stakeholder emailed Place Manager requesting that this not to be done in future, as there is a risk of someone slipping and falling.</p> <p>Investigation - Place Manager passed on feedback to distributor, and requested that correction is made, so that it does not occur again. Place Manager had also requested evidence that communication has been passed to their team.</p> <p>Resolution - Place manager informed stakeholder that feedback has been passed onto distributor, and actions have been taken from the distributor to ensure this does not occur again.</p>	Yes	4799	231435	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
24-Jun-23	CSM	Central Station	Noise & Vibration	<p>Complaint - Complaint regarding noise from overnight works being undertaken during possession weekend on Platforms 22/23.</p> <p>Investigation - Contacted the Environment Manager, who checked the noise logger and confirmed that at the time of the complaint, works were being undertaken within the predicted noise levels. Spoke with the Possession Manager who confirmed that noise blankets were used overnight as an at-source mitigation measure. Also asked Possession Manager for the scheduling of any other noisy works over the weekend to be able to tell complainant.</p> <p>Resolution - Stakeholder Manager emailed the complainant to acknowledge that while their household was eligible to for respite, the resident did not take up the offer in time before the cut off date, as their household was away and had only just returned to their residence. Stakeholder Manager explained the respite offer (white noise machines) had been delivered earlier in the week and offered suggestion of using white noise from YouTube or Spotify etc as interim. Asked for complainants phone number so further discussions could take place. Over the phone, Stakeholder Manager apologised for the interruption to his sleep last night. Re-iterated the suggestions the complainant could use in the interim to assist with noise disturbance. Complainant also stated that he had the moulded earplugs we have previously supplied but they hurt his ears when sleeping, and also had normal ear plugs from his flight home. Stakeholder Manager explained the remaining works and said the highest noise impact works were complete and there would still be some noise until early afternoon and then works would include tiling, grouting, electrical works, painting. Advised stakeholder to get back in touch with Stakeholder Manager if they had any further concerns during the weekend. A follow up email was sent later on Saturday 24 June advising the team had put noise blankets back up where they could and to expect some noisy works from 6pm onwards for a few hours, as track access delayed planned work earlier in the day.</p>	No	4800	193334	C2S
24-Jun-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint from resident regarding beeping from elevated work platform (EWP) in use at Waterloo Metro site.</p> <p>Investigation - S&CLM raised issue with Superintendent who arranged an audit of all EWPs to be completed. Any alarms found to be non-compliant tonal alarms will be changed, however, some alarms can not be altered as tonal beeping is required on some plant/situations for safety. Audit of EWP alarms is concluded that two contractors were operating EWPs with non-compliant tonal alarms, both have been updated to non-tonal alarms as of 27/06</p> <p>Resolution - S&CLM called resident to provide an update on the completed EWP audit and confirm that all non-complaint alarms had been updated. S&CLM apologized for the noise impacts and thanked resident for their patience. A toolbox talk will be held to remind all contractors to respect the local community and minimize construction</p>	No	4802	123759	C2S
24-Jun-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint regarding generators used to power day makers which provide lighting for Cope Street and the footpath at night.</p> <p>Investigation - S&CLM raised issue with Superintendent who advised that the generators had recently undergone a routine maintenance inspection and were working efficiently. S&CLM confirmed that an alternative lighting solution is in progress which will reduce the number of generators and day makers required. Noise blankets are in place along the perimeter of Cope Street.</p> <p>Resolution - Stakeholder requested not be contacted so no update was provided and the complaint has been closed.</p>	No	4803	233389	C2S
26-Jun-23	Unrelated to project	Crows Nest Station	Unrelated to Project	<p>Complaint - Building Manager forwarded complaint from resident at 545 Pacific Highway to community inbox. Resident complained about cracks on their walls, and has said it was due to the construction of Crows Nest Metro Station.</p> <p>Investigation - Communications and Public Affairs Manager investigating with the Project team and Environment Manager, whether there were any works recently, that may have cause the crack in the building opposite work site, along Pacific Highway.</p> <p>Resolution - Currently under investigation with the Project team and Environment Manager on recent works, with vibration monitoring to be reviewed. The complaint will be addressed via AWE and Sydney Metro's property damage complaints process. 29/06 - Close out email sent to Stakeholder. Investigation determined that due to proximity and activities done, damage shown by Stakeholder would not have been caused by our works. Noting that the resident's unit is located on level 13.</p>	No	4804	229159	C2S
26-Jun-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Complaint received via 1800 line from resident regarding noise. Resident is hearing loud machinery humming noise 24 hours a day. She stated it has only started recently. Feeling she is getting no peace and quiet. Can't have the windows or doors open. She also questioned the approval process, asking how work is allowed to be overnight long term.</p> <p>Investigation - "Discussed complainants' issues with Construction Manager and Site Manager investigated what could be causing the sound. All machinery on site is electric so don't create a loud machinery sound. The sound described is more like compacting noise from road works. Discussed with Warringah Freeway Upgrade team, and we determined it is unlikely to be to be them as she is saying it is 24/7 and they can only work 10 nights per month.</p> <p>Resolution - Returned call to ask for more information. Gave a detailed description of the approval process. Construction Manager called resident to discuss noise. Resident confirmed noise stopped Monday night. She will be in touch with construction team if noise starts again.</p>	No	4806	202920	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
27-Jun-23	LW (S2B)	Campsie to Canterbury power	Traffic, Transport & Access	<p>Complaint - Resident is frustrated by cumulative impacts of work. Also stated that the lack of parking in the street is an issue for her as she has young children. Noted that in the past, she has been told by security that she cannot park across the road from her house, as traffic cones were there. Resident stated that she feels she should be able to park there. Noted she often comes and goes quickly from her house and is not parked for long.</p> <p>Investigation - Stakeholder Manager spoke to the engineer on site. He advised the traffic cones are placed across from the joint bay to ensure there is space for trucks and machinery to reverse. Project team will remove the traffic cones when there is no need for trucks and machinery to reverse. This will allow residents to park in this space more often.</p> <p>Resolution - Stakeholder Manager advised resident in future, the traffic cones will be removed when that space is not needed for reversing trucks or machinery. Resident was happy with this solution. Stakeholder Manager also acknowledged the cumulative impacts of joint bay work on Cooks Avenue and further explained the current plan of work and reason the bay has been reopened. Resident was satisfied with this</p>	No	4808	213094	S2B
20-Jun-23	SWM P6 HBW	Wiley Park Station	Traffic, Transport & Access	<p>Complaint - Resident complained about worker's vehicle parking on Shadforth Street and workers ignoring resident's request when being approached</p> <p>Investigation - Comms rep investigated with site team and had the vehicle moved.</p> <p>Resolution - Comms rep replied to resident stating that we will continue to monitor the parking in the area and also letting resident know that our works are nearly completed and there have been minimal works and vehicles on site. Comms rep reiterated we do monitor the streets to ensure that our contractors vehicles are dispersed across multiple streets to ensure not one street bears all the impacts from the vehicles.</p>	No	4811	206935	S2B
30-Jun-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident complained that the recycle bin was not emptied due to worker from HP4 gate dumped concrete and peddles in 2 of the bins from completing a driveway</p> <p>Investigation - Comms rep checked with the site team. There are no works, including specifically any concrete works going on in that area that resident mentioned about driveway.</p> <p>Resolution - Comms rep attempted to call stakeholder multiple times without success. Left a message stating that we have checked with the site team and do not have any works or specifically any concrete works going on in that area, so it is very unlikely it would be us. And have asked her to call the info line and provide us more details if she can.</p>	No	4814	96997	S2B
29-Jun-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint received from neighbouring resident who was unable to sleep and wanted to know what time works would be completed.</p> <p>Investigation - S&CLM immediately called Night Supervisor to investigate the source of the noise and confirm when the crew would end their shift. Night Supervisor informed S&CLM that installation of precast paneling was taking place on the Southern station box and in response to the complaint the crew had been asked to complete their last 2 panels and then finish for the night. Noise data for the nearest monitor and modelling from the residence were within permitted and predicted ranges. The community always receive prior notification of OOH Works, through weekly e-newsletters and monthly letterbox drops, including the installation of budling the façade.</p> <p>Resolution - S&CLM called resident and confirmed that works would be finished in 30 minutes and apologized for the noise.</p>	No	4815	222451	C2S
30-Jun-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Noise complaint regarding OOHW completed over the last week, including 3am delivery of materials, use of hand tools and the sound of cutting into the road or ground works.</p> <p>Investigation - S&CLM called stakeholder to gather more details from the resident who had recently moved to the area. Resident suspected that civil works on Raglan Street were taking place, however, S&CLM confirmed that no civil night works took place this week on Raglan Street. S&CLM raised complaint with Superintendent who confirmed that there was installation of a large structural beam, removal of site sheds and façade works occurring OOH this week which may have caused a noticeable increase in noise experienced by from neighboring properties. In response to OOHW and complaints received this week, the project's Environmental Advisor conducted attended noise monitoring on Friday 31st during night shift and found that levels were consistent with the relevant permits.</p> <p>Resolution - S&CLM called resident confirmed that construction activity at Waterloo Station takes place outside of standard construction hours due to project's approval, density of the surrounding area, required ROLs, multiple trades working on site and isolation zone required to work in certain areas. S&CLM explained noise levels are predicted and monitored for OOHW and that attended monitoring would take place to ensure the project adhered to it's OOH permits. S&CLM provided an update on the weekly construction activity and encourage the new resident to sign up for weekly</p>	No	4816	233707	C2S
30-Jun-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Castlereagh Boutique hotel manager complained about higher than expected and higher than previously experienced noise levels overnight on 29-30 June.</p> <p>Investigation - Communications Manager spoke with the project team to confirm the nature of the work that was conducted that night, the location of the vac truck, and whether the noise levels experienced were consistent with what was expected. Acoustic consultants advised to do attended noise monitoring the next time these works are taking place.</p> <p>Resolution - This is still under investigation. We will conduct attended noise monitoring on Wednesday 5 July to check noise levels. Following those results, we will identify</p>	Yes	4820	67767	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
01-Jul-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Complaining respite offers have become progressively smaller and wanted AA</p> <p>Investigation - Spoke with Sydney Metro re offer which is consistent with all contractors working on project Reviewed noise modelling and confirm that property does not trigger and was offer RO as a gesture of good will due to increased traffic in the area during possession</p> <p>Resolution - Emailed resident to advise that offer was consistent with other contractors on the project. Offer was actually of goodwill and not required as address not trigger under COHW protocol</p>	No	4822	96512	S2B
03-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder dissatisfied with not being provided respite voucher for tower crane removal work undertaken in May. Stakeholder replied to a follow up email sent 26 April 2023, regarding not being able to contact stakeholder on multiple occasions (doorknocks and phone calls) regarding upcoming work and respite offer available to him. Email and offer letterbox dropped stated a cut-off date of 27 April 2023 to respond in order to be provided a respite voucher for upcoming work. Place Manager replied to Stakeholder, stating that we are unable to honour his request, as the activity has been completed, and the acceptance was received well after the stated cut-off date and 2 months after the completion of the activity. In addition stakeholder refused to provide proof of residency documentation which was a condition of the respite offer. Stakeholder advised that number we had been contacting him on was incorrect. Stakeholder advised that his preferred method of contact was email.</p> <p>Investigation - Place Manager confirmed that attempted doorknocks were undertaken 20 and 21 April and notification and letter of offer let in letterbox. Place Manager confirmed that multiple phone call attempts were made to the stakeholder and voicemails left via contact number provided by the call centre. Place Manager confirmed that follow up email was sent on 26 April due to lack of response to previous attempts to contact. Place manager confirmed that a cut-off date of 27 April 2023 to accept offer by return of form was informed via letterbox and email.</p> <p>Resolution - Place Manager advised that we were unable to honour his request given the activity had passed and request was submitted two months after. Place Manager advised there were multiple attempts made to contact the resident via phone, doorknock and email none of which were responded to. Advised cut-off date for offer was clearly stated in letterbox collateral and email. Advised that in the event of any future offers, stakeholder would need to respond by the cut-off date and provide proof of residency.</p>	No	4823	230395	C2S
06-Jul-23	Unrelated to project	Martin Place Station	Unrelated to Project	<p>Complaint - Stakeholder was heading home last night to Martin Place Train Station and all accesses were closed. Was advised by transport representative to contact Sydney Metro Martin Place project as it would have been our works impacting access.</p> <p>Investigation - Investigation shows Sydney Metro Martin Place project had no works taking place last night that would have impacted access to Martin Place Train Station.</p> <p>Resolution - Contacted stakeholder to advise of the above.</p>	No	4830	233777	C2S
05-Jul-23	LW (S2B)	Campsie to Canterbury power	Noise & Vibration	<p>Complaint - Resident texted to advise that a truck was street sweeping at 11pm on Wednesday night and no previous notification for this work had been provided. Alleged that this had also happened the previous night.</p> <p>Investigation - Stakeholder Manager contacted supervisor to find out whether we had been working. Supervisor investigated the matter. Supervisor had organised a street sweeper for 5.30 pm on 6 July. Street sweeper driver stated that his truck broke down on his way to complete this activity. Stopped to repair truck, when this was completed he went to Cooks Avenue Canterbury to carry out street sweeping at 11pm. Team investigating whether a truck was onsite on 4 July, however they confirmed there was no street sweeper that night. Supervisor has spoken to the subcontractor, asked for a full investigation and briefing on what went wrong and evidence of a toolbox on appropriate practices.</p> <p>Resolution - Stakeholder manager called the resident and explained that the street sweeper had been due to attend at 5.30pm but that his truck had broken down and so he had attended after it had been repaired. Stakeholder manager apologised and offered to keep stakeholder informed on the progress of investigation, however they advised this was not necessary. Following the complaint and investigation was carried out by the sub-contractor which found, there were no trucks on site on Tuesday 4 July. Corrective actions for the truck onsite on Wednesday 5 July include, a toolbox to all subcontractor staff reminding them of environmental requirements and how to be considerate of the community. Systems Connect will also roll out a similar toolbox in the South West Corridor and write to all sub-contractor to remind them of appropriate working behaviours and to</p>	No	4831	163533	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
05-Jul-23	LW (S2B)	Campsie to Canterbury power	Noise & Vibration	<p>Complaint - Resident emailed to complain that at 11pm a truck was sweeping the road which was loud and with flashing lights. Alleged that this had also happened the previous night.</p> <p>Investigation - Stakeholder Manager contacted supervisor to find out whether we had been working. Supervisor investigated the matter. Supervisor had organised a street sweeper for 5.30 pm on 6 July. Street sweeper stated that his truck broke down on his way to complete this activity. Stopped to repair truck, when this was completed he went to Cooks Avenue Canterbury to carry out street sweeping at 11pm. Team investigating whether a truck was onsite on 4 July, however they confirmed there was no street sweeper that night. Supervisor has spoken to the subcontractor, asked for a full investigation and briefing on what went wrong and evidence of a toolbox on appropriate practices.</p> <p>Resolution - Stakeholder manager called the resident and explained that the street sweeper had been due to attend at 5:30pm but that his truck had broken down and so he had attended after it had been repaired. Stakeholder manager apologised and offered to keep stakeholder informed on the progress of investigation. Stakeholder said they would like to be kept up to date.</p> <p>Following the complaint and investigation was carried out by the sub-contractor which found, there were no trucks on site on Tuesday 4 July. Corrective actions for the truck onsite on Wednesday 5 July include, a toolbox to all subcontractor staff reminding them of environmental requirements and how to be considerate of the community. Systems Connect will also roll out a similar toolbox in the South West Corridor and write to all sub-contractor to remind them of appropriate working behaviours and to respect local communities.</p> <p>Stakeholder manager spoke to resident, to relay results of investigation and actions to be taken - toolbox talks, letters to subcontractors. Resident was appreciative of the call</p>	No	4832	233386	S2B
06-Jul-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder dissatisfied with traffic set-up on Clarke Street. Stakeholder's car park is located on Hume Lane (eastern side of Clarke Street), and is frustrated with having to wait to access the laneway each day and feels construction vehicles are being prioritised. Stakeholder suggests that boom gates be moved further down Clarke Street, to allow un-interrupted access to Hume Lane.</p> <p>Investigation - Place Manager called Stakeholder's mobile phone to acknowledge complaint, and was unsuccessful. Left a voicemail. Place Manager sent follow up email to arrange a call or meeting with Stakeholder at a time which suits them, to confirm understanding as to where they suggest boom gate be moved to. Currently awaiting a response from Stakeholder with suitable time to call back/ visit premises. Following this, stakeholder's concerns and suggestion will be passed onto Traffic team to assess/ advise noting traffic setup aligns with approved Traffic Control Plan. 06/07 - Stakeholder replied outlining his suggestion. Stakeholder would like the boom gate placed away from the entrance to Hume Lane, further towards Hume Street. Place Manager sent suggestion to Traffic team to investigate and provide further details on whether Stakeholder's suggestion is feasible.</p> <p>Resolution - 06/07 TBA - currently awaiting a response from Traffic team. 10/07 - TBA - followed up with traffic team. Awaiting further details for response 12/07 - Close out email reviewed by traffic team. Close out email sent to Stakeholder today.</p>	Yes	4834	233787	C2S
06-Jul-23	SWM P5 DCP	Punchbowl Station	Noise & Vibration	<p>Complaint - Noise complaint related to jackhammering for tactile replacement</p> <p>Investigation - Place Manager contacted site team who confirmed jackhammering for tactile removal was underway and is to be complete by end of day. PM contacted enviro to investigate noise models. Sound was found to be below measurable levels for resident's location.</p> <p>Resolution - Place Manager contacted site team to ensure they are adhering to respite timings, site team confirmed this. PM contacted resident to relay this information.</p>	No	4835	233795	S2B
07-Jul-23	CN ISD	Crows Nest Station	Property & Business	<p>Complaint - Stakeholder approached Place Manager to express dissatisfaction with the paving work adjacent to his shop front, as there seemed to be a section missed between a pillar and his shop. Place Manager took photos and assured Stakeholder that she will investigate with the Project Manager (please refer to photo in CM).</p> <p>Investigation - Place Manager spoke with Project Manager who advised the small section will be filled in, along with some additional sealing adjacent to the shop front.</p> <p>Resolution - Place informed stakeholder that the section between the pillar and his store will be filled in, paved, and caulked when the pavers return to Clarke Street. Stakeholder is happy with this outcome. 10/07/2023 - Paving completed on 08/07 between pillar and store</p>	Yes	4839	75462	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
10-Jul-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - OOHW noise complaint from resident, who recently moved to an apartment adjacent to the project site. Resident spoke to a construction worker on Cope Street on Sunday at 19:00 who said that works would be finished by 23:00 but they were still working past midnight. Resident asked which authority was responsible to approving OOHW.</p> <p>Investigation - S&CLM called resident to confirm that OOHW took place at the Raglan/Cope Street intersection to remove the redundant HV kiosk. S&CLM confirmed that the resident received the monthly newsletter via letterbox drop and subscribed the resident to weekly e-newsletters which provide prior notification of OOHWs. Resident explained that he was unaware of the apartment's proximity to the construction site, exterior civil works or OOHW when they moved interstate to Sydney despite the apartment's owner/other tenant working as a project manager on WISD. S&CLM explained that OOHW permits were approved by Sydney Metro and independent advisors and why it is not possible for the project to complete certain activities during standard construction hours. Resident's landlord mentioned that the project offers custom earmolds and he requested to be fitted with earmolds are the earliest opportunity.</p> <p>Resolution - S&CLM and safety advisor will arrange for resident to receive custom earmolds. S&CLM called resident to provide an overview of the upcoming civil works on Raglan/Cope Street and offered a respite voucher which the resident accepted. Resident informed S&CLM that they would look for a new rental as they had not been informed about the project's scope before signing their lease agreement.</p>	No	4842	233707	C2S
08-Jul-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Noise complaint regarding work occurring near their property overnight. The complainant reported a consistent jack hammering-type noise occurring from 1am.</p> <p>Investigation - HSEJV comms manager checked with Canterbury team confirming that there were no out-of-hours works across the night prior. HSEJV checked with Sydney Metro, Corridors team, and Linewide team. No Metro works were undertaken OOH on Friday night/Saturday early morning.</p> <p>Resolution - HSEJV comms manager responded to stakeholder via email stating that they have reviewed Sydney Metro work schedules, locations and noise monitoring and that Metro work in the corridor is daytime only.</p>	No	4843	209279	S2B
11-Jul-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Noise complaint regarding work occurring near the property overnight. Complainant reported hearing digging and drilling noises between 10pm to 2am.</p> <p>Investigation - Linewide Community Team reported no OOHW activity at Canterbury Station. Corridors Community Team reported no OOHW activity at Canterbury Station. Complaint passed to HSEJV Canterbury Station Community Team who also reported no OOHW activity at Canterbury Station.</p> <p>Resolution - Canterbury Station Community Team responded to Stakeholder via email informing that Sydney Metro do not currently have any night work being undertaken in the Canterbury Station area, with limited work during daytime construction hours currently. CLM informed the complainant of the ongoing council road works happening in close proximity to the property as well as Sydney Trains maintenance being done</p>	No	4844	233860	S2B
08-Jul-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Chair of Strata committee contacted CPM via email to advise of a construction worker who has tailgated residents to park in their building carpark. Chair had mentioned should this happen again they will contact the police.</p> <p>Investigation - Stakeholder had issued a photo of the vehicle and number plates as well as a photo of the person. Stakeholder advised there was no company branding on the vehicle that could lead them to identifying which company they were from. Advised stakeholder the worker could also work at the Aqualand project located to Victoria Cross.</p> <p>Resolution - Contacted the Site Manager of the project and sent through the photos for review. Site Manager could not identify the worker or vehicle to confirm if they were an employee on Vic X project. Site Manager advised he would add a note to Builder's Brief reminding all workers they are not to use the residential parking across the road Contacted stakeholder with this update and also advised we would pass on to</p>	No	4845	178511	C2S
12-Jul-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Noise complaint regarding a loud siren noise heard from the complainant's residence. Complaint received via phone call to call centre and via email (noted next morning)</p> <p>Investigation - Canterbury Station Community Liaison Manager (CLM) rang Stakeholder as requested within 10 minutes of her call to the call centre. Stakeholder did not answer phone. CLM rang Canterbury Station Project Manager (PM) at 00:50 who mobilised one of his team to attend. PM responded at 01:32 with videos from site and surrounding area showing a vacuum truck operated by the Canterbury Road upgrade team (Council) making noise which was reverberating along Charles Street and sounding tonal at 10b Charles.</p> <p>Resolution - CLM forwarded SMS to Stakeholder at 01:38 stating that the tonal sound causing disruption is coming from a vacuum truck working on the Council upgrade of the Canterbury Road and Charles St intersection. This is not related to the Sydney Metro upgrade work. CLM attempted to call Stakeholder at 08:26 with again no answer. CLM left a voice mail. Stakeholder responded via SMS thanking for the follow up and swift response.</p>	No	4849	233880	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
12-Jul-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Noise complaint regarding construction noise heard from the complainant's residence</p> <p>Investigation - CLM rang Canterbury Station Project Manager (PM) at 00:50 based on another noise complaint earlier than this one. PM mobilised one of his senior team members to attend. PM responded at 01:32 with videos from site and surrounding area showing a vacuum truck operated by the Canterbury Road upgrade team (Council) making noise which was reverberating throughout the suburb.</p> <p>Resolution - CLM responded to stakeholder via email noting complainant's concerns of the construction noise heard overnight. CLM informed complainant that there was no out-of-hours work at Canterbury Station last night and that a senior team member was mobilised after 12:30am this morning to investigate another noise complaint receive and the team member identified and documented construction noise from the City of Canterbury Bankstown upgrade of Canterbury Road and Charles Street intersection at Canterbury. This work is not related to the Sydney Metro upgrade of the station.</p>	No	4850	233883	S2B
12-Jul-23	W ISD	Waterloo Station	Traffic, Transport & Access	<p>Complaint - Resident received a phone call from the police this morning to move his car parked on Buckland Street for two days after traffic controllers were unable to identify the car owner. Resident called 1800 line and was dissatisfied from the response from the call operator who sounded 'like she had just rolled out of bed.' Resident complained that parking has become increasingly difficult in the area due to an influx of construction workers at Waterloo Metro. Resident claimed he was assured police would not be used to contact him about parking and was upset about the waste of resources.</p> <p>Investigation - S&CLM raised the complaint with civil team and contractor responsible who explained that emergency works were carried out to restore connection to a phone box on Botany Road which due to Telstra and Ausgrid availability was scheduled with limited notice. The majority of car parks required were secured by traffic controllers but as the resident's car had not moved the car in two days they followed protocol and contacted police to identify the owner. The resident was asked to move their car to an available spot directly in front of where they were originally parked.</p> <p>Resolution - S&CLM called resident to explain that there was limited notice given for this works due to availability of service providers and that traffic controllers were unable to locate him so protocol is to request assistance from police who have access to car registration information. S&CLM apologized for the lack of parking in the area and would remind all workers of restricted parking areas at upcoming toolbox talks. S&CLM explained that as part of ongoing civil works temporary traffic and pedestrian changes will be in place for the safety of workers and the community during this work, including removal of parking and lane closures.</p>	No	4852	205740	C2S
12-Jul-23	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	<p>Complaint - Worker parked in front of residents property rather than on the corridor side of South Terrace, Punchbowl</p> <p>Investigation - Comms Manager reviewed works scheduled. Spoke with site supervisor and asked them to get the worker to shift the vehicle to the corridor side of the road.</p> <p>Resolution - Tried calling resident back number was busy, followed up with text to resident advising that vehicle was being shifted Resident acknowledged and thanked for actioning.</p>	No	4853	213396	S2B
11-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder complaint regarding noise and vibration advised his son had just come out of hospital and is unable to rest due to noise. Stakeholder is also concerned about vibration advising his building and windows were shaking. Stakeholder mentioned he had not experienced this level of impact before.</p> <p>Investigation - Place Manager called Stakeholder to acknowledge complaint and advise that capping beam removal work is currently occurring on Pacific Highway and this is likely what he is experiencing. Advised this work was notified for via our monthly notification and enews, that he is subscribed to and has been ongoing since November last year.</p> <p>Explained that capping beam removal work involves saw cutting and hammering into a one-metre-thick concrete and steel encasement which is noisy, and vibration may be felt at neighbouring properties, but vibrations are not at a level which would cause impact.</p> <p>Stakeholder said he did not receive the notification, and was unaware of the work, and was concerned about the impacts of the vibration to his house, and to his son.</p> <p>Stakeholder informed Place Manager that he had videos, that he will send through for our construction team's review.</p> <p>Resolution - 12/07: Tried to call Stakeholder but was unsuccessful. Left voicemail on his phone. 12/07: Close out email sent to stakeholder to advise this section of capping beam removal work has been completed – and we would be moving further away from property. Acknowledged work is noisy and mitigation measures in place to reduce impacts – noise blankets and respite periods. Regarding vibrations – advised that we conform with strict vibration criteria, and should stakeholder be concerned again – we would be happy to visit his property to undertake vibration monitoring for peace of mind</p>	No	4854	110985	C2S
11-Jul-23	SWM P5 DCP	Punchbowl Station	Other	<p>Complaint - Complaint regarding delay in Punchbowl lift operation</p> <p>Investigation - Place Manager returned call of resident. Place Manager informed them that lifts are due to open in September. Resident was very angry about delays in lifts opening at Punchbowl as she has a child who uses a wheelchair. PM attempted to explain process of lift installation across the alignment and offer other resolutions. Resident made claims of PM lying, of politicising the project, threatened PM with releasing recorded phone call to news outlets. PM repeatedly asked resident to refrain from being aggressive but resident continued to act aggressively.</p> <p>Resolution - Resident wanted September date in writing and gave email address to PM. PM has sent response regarding opening timeframes and reasons behind time</p>	No	4855	99185	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
13-Jul-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Complaint regarding general construction impacts over recent weeks</p> <p>Investigation - Resident was notified of upcoming possession and increase in work via notifications and contacted Sydney Metro after receiving letter. Place Manager spoke to enviro to determine impact of work near stakeholder's residence. Work is contained to country end of station away from residence so not highly impactful. Noted that council works are directly outside resident's home.</p> <p>Resolution - Place Manager responded to the stakeholder advising them that there is currently works taking place around the station are due to the current rail possession on the Bankstown Line, and that the construction team have implemented mitigation measures to minimise impacts on local residents as best that they can. Place Manager also advised that their property is eligible for respite and re-offered as it had not been</p>	No	4860	233917	S2B
17-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - During a courtesy check-in with businesses regarding public domain work progress, stakeholder requested to log a complaint regarding noisy works undertaken on Saturday during standard construction hours (8am-6pm). Stakeholder advised Place Manager that there was jackhammering which he was not expecting and cutting of pavers along Clarke Street within the public domain work area. Stakeholder advised the noisy work deterred customers and there were no noise blankets in. Stakeholder was previously informed that cutting of pavers would be carried out away from businesses to reduce impacts however this did not occur on Saturday. Stakeholder reiterated that they were unhappy with how the work was carried out.</p> <p>Investigation - Project Manager to respond to Place Manager with further information about works that occurred on Saturday. Place manager has requested overview of any outstanding work to provide comprehensive update to business. 18/07: Investigation ongoing. Outcome to be advised. - 19/07: Investigation ongoing. Meeting to be held with senior management 19/07. Outcome to be advised. 20/7: Meeting held with senior management. Project manager will re-induct and issue a corrective notice to subcontractors. Environment and Community team to hold a workshop with site supervisors regarding respite periods, use of noise blankets and communication requirements.</p> <p>Resolution - Further information is being sought from the project team about the activities that occurred on Saturday and upcoming work. Once this is received, an update will be provided to stakeholder, including next steps to ensure the impacts of this work are minimised. 20/7: Place Manager visited stakeholder's premises to advise of action taken. Project manager will re-induct and issue a corrective notice to subcontractors. Environment and Community team to hold a workshop with site supervisors regarding respite periods, use of noise blankets and communication requirements. Stakeholder</p>	Yes	4867	206080	C2S
17-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - During a courtesy check-in with businesses regarding public domain work progress, stakeholder requested to log a complaint regarding noisy works undertaken on Saturday during standard construction hours (8am-6pm). Stakeholder advised Place Manager that there was jackhammering which he was not expecting and cutting of pavers along Clarke Street within the public domain work area. Stakeholder advised the noisy work deterred customers and there were no noise blankets in. Stakeholder was previously informed that cutting of pavers would be carried out away from businesses to reduce impacts however this did not occur on Saturday. Stakeholder reiterated that they were unhappy with how the work was carried out.</p> <p>Investigation - Project Manager to respond to Place Manager with further information about works that occurred on Saturday. Place manager has requested overview of any outstanding work to provide comprehensive update to business. 18/07: Investigation ongoing. Outcome to be advised. - 19/07: Investigation ongoing. Meeting to be held with senior management 19/07. Outcome to be advised. 20/7: Meeting held with senior management. Project manager will re-induct and issue a corrective notice to subcontractors. Environment and Community team to hold a workshop with site supervisors regarding respite periods, use of noise blankets and communication requirements.</p> <p>Resolution - Further information is being sought from the project team about the activities that occurred on Saturday and upcoming work. Once this is received, an update will be provided to stakeholder, including next steps to ensure the impacts of this work are minimised. 20/7: Place Manager visited stakeholder's premises to advise of action taken. Project manager will re-induct and issue a corrective notice to subcontractors. Environment and Community team to hold a workshop with site supervisors regarding respite periods, use of noise blankets and communication requirements. Stakeholder appreciative of update, and actions taken. - 21/07: NCR has been raised by Environment Manager.</p>	Yes	4868	207690	C2S
17-Jul-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Stakeholder advised that they have been hearing the work at the acoustic shed but that tonight is the loudest it has been and that it sounds like they are "screwing and/or cutting beams" Her daughter is a shift worker who needs to be up at 3am and she is wearing ear plugs but still can't sleep and is unable to hear her TV.</p> <p>Investigation - 18.07 Investigated with site team confirmed the OOH works were the same as previous nights, but for the first time they were using an impact driver and a mobile crane. All work had been notified. Team advised all works being undertaken within approvals however, further investigation is underway and noise monitoring will be carried out for subsequent nights to assess further. 18.07 The project team confirmed the works undertaken were within the parameters of the approval and were sounding different because they are working on the beams and not the panels. They undertook to try and loosen the bolts during the day so the frequency of using the impact driver lessened. It is also expected the noisy element of the work should be completed on Thursday 20 July.</p> <p>Resolution - Resident was advised of the loosening of the bolts during standard hours and advised to get back in touch the following day if there was no improvement</p>	No	4870	213152	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
17-Jul-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Caller has advised of night works on Dalgety Rd which they were not notified about and neither were the neighbours. Caller could hear impact drill, concrete 'digging' and dropping the steels to the ground. She claims she could hear the dropping part through the night and particularly between 1am and 2am when she was up again with her daughter. Says the noise is very different to the last few weeks and her and her neighbours wondered why people weren't notified.</p> <p>Investigation - Investigated with site team confirmed the OOH works were the same as previous nights, but for the first time they were using a rattle gun and a mobile crane. All work had been notified. Team advised all works being undertaken within approvals however, further investigation is underway and noise monitoring will be carried out for subsequent nights to assess further.</p> <p>18.07 The project team confirmed the works undertaken were within the parameters of the approval and were sounding different because they are working on the beams and not the panels. They undertook to try and loosen the bolts during the day so the frequency of using the impact driver lessened. It is also expected the noisy element of the work should be completed on Thursday 20 July.</p> <p>Resolution - Resident was advised of the loosening of the bolts during standard hours and advised to get back in touch the following day if there was no improvement.</p>	No	4871	233962	C2S
19-Jul-23	VC ISD	Victoria Cross Station	Property & Business	<p>Complaint - Stakeholder who had moved out of the area wanted to understand if any compensation is provided to landlords for the noise as his rent was continually being raised. Stakeholder initially appeared frustrated and upset.</p> <p>Investigation - Confirmed with team and Sydney Metro that compensation is not offered as a result of approved work.</p> <p>Resolution - Contacted stakeholder and advised no compensation is provided to landlords. Stakeholder was appreciative of the call and understood and his sentiment was calm after receiving this information.</p>	No	4873	233978	C2S
18-Jul-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder complaint regarding worker behaviour outside two buildings he manages on Clarke Street. Stakeholder expressed frustration with workers vaping and lounging at entrances to Clarke Street buildings. Stakeholder was also dissatisfied with workers sitting and eating along footpath and has asked for workers to eat/lounge/smoke elsewhere.</p> <p>Investigation - Place Manager unable to identify contractors, as complaint was raised after the event took place.</p> <p>Resolution - Issue to be addressed at pre-starts for the remainder of the week and weekly toolbox. Workers will be reminded to use dedicated breakrooms and smoking/vaping areas provided and to keep away from building entrances. 20/07: Close out email to be sent to stakeholder informing of action taken.</p>	No	4877	152624	C2S
20-Jul-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Complaint regarding waterproofing works on footbridge</p> <p>Investigation - Related to complaint #4881 - Resident complained about generator noise, light spill and lack of notification for works at Dulwich Hill station plaza area. Comms manager contacted site team who said light was reflecting off glass panelling and attempted to move location of vehicle but was unable to do so. Vehicle was working outside of approved area. No respite or notification requirement was triggered for this area, but noise monitoring found noise to be above predicted levels.</p> <p>Resolution - Place Manager responded to resident and offered respite retrospectively.</p>	No	4880	233989	S2B
19-Jul-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Complaint regarding waterproofing works on footbridge</p> <p>Investigation - Communications Manager took call from call centre. Resident complained about generator noise, light spill and lack of notification for works at Dulwich Hill station plaza area. Comms manager contacted site team who said light was reflecting off glass panelling and attempted to move location of vehicle but was unable to do so. Vehicle was working outside of approved area. No respite or notification requirement was triggered for this area, but noise monitoring found noise to be above predicted levels.</p> <p>Resolution - Place Manager responded to resident and offered respite retrospectively.</p>	No	4881	231798	S2B
20-Jul-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Complaint regarding OOH noise from resident on Kent Street.</p> <p>Investigation - Project team advised that although OOHW were underway on Wednesday night the activities were not noisy and nothing was registered on the site noise monitor.</p> <p>Resolution - After reviewing the site report and speaking to the project team we tried to contact the complainant to ascertain exactly what could be heard. We have tried via telephone and via email, but the complainant has not responded to date. We will continue to try and reach them.</p> <p>Update: Resident was informed that the out-of-hours work to remove the acoustic shed was expected to be completed by Thursday 20th July. We informed the resident that we would take steps to avoid noise if it is from our Site. We also provided information of the additional out-of-hours work.</p>	No	4882	97615	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
21-Jul-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Resident, who recently moved to the area, called the 1800 line to make a complaint about noise from water main works on Raglan Street.</p> <p>Investigation - S&CLM immediately called the night superintendent to confirm that the source of the noise complaint was water main works on Raglan Street. S&CLM called resident to explain what works were taking place and provided an overview of the project's out of hours works approval. Resident said they recently moved to the area, had not received the monthly notification and were unaware that the project operated outside of standard construction hours. S&CLM confirmed that the address was included in the distribution area and in the final GPS map provided by the distribution company. S&CLM directed the resident to the notification online and section of OOHW. Resident requested more information on noise monitoring, complaint management protocols and OOHW permits.</p> <p>Resolution - Environment advisor conducted attended noise monitoring at commencement of water main works on Tuesday 18 July and verified predicted noise levels were consistent with the OOHW permit. S&CLM raised the complaint with General Superintendent to review noise mitigation measures and improve the noise blanket set up where possible. S&CLM shared feedback with the distribution company that resident claimed not to receive notification and subscribed him to weekly e-newsletters. S&CLM emailed resident with an update on their subscription, OOHW and</p>	No	4885	234008	C2S
24-Jul-23	CN ISD	Crows Nest Station	Safety, Security & House-Keeping	<p>Complaint - Stakeholder contacted the project team to complain that distributors left a notification on her stairs. Stakeholder advised this is the second time this has occurred. Stakeholder advised this could result in serious injury to somebody resulting in a slip, fall and surgery and ensuing legal action.</p> <p>Investigation - Community manager emailed stakeholder to clarify whether notification was left on stairs or slid under door and whether stakeholder's business had a letterbox. Advised that after her last complaint, distributors were contacted and advised not to leave anything on building staircases. Community manager further advised that she didn't believe the person physically distributing notifications was intending any harm, they are just wanting to make sure the information is received, and it may be unclear whether stakeholder's office occupied one of the letterboxes to the right of the building entrance as business and letterboxes are not marked accordingly. Advised we would be happy to subscribe her to receive our notifications digitally if she preferred. Stakeholder responded advising notice was slid under her door however this was still unacceptable and dangerous. Advised that her business does occupy one of the letterboxes and that the business was subscribed to receive notices.</p> <p>Resolution - Community manager emailed stakeholder to thank her for providing information. Advised it is standard practice for distributors to slide notices under doors in the event a letterbox cannot be accessed/found. Advised she will inform distributors not to slide notices under door as they are being received via letterbox and email.</p>	Yes	4889	231435	C2S
26-Jul-23	VC ISD	Victoria Cross Station	Noise & Vibration	<p>Complaint - Complaint received via 1800 line from resident regarding noise. Resident is hearing sounds like Metal saw cutting, concrete drilling, scaffolding hammering up to 3:30am Wednesday morning. She has heard this type of noise over the last few weeks. She also describes formwork material dropping/moving up to 1am most nights. She is frustrated that the site continues to be granted ongoing OOH works. Requested call back with outline of actions to be taken.</p> <p>Investigation - Discussed complainants' issues with Construction Manager and Site Manager who looked into what could be causing the sound and noise monitoring has been reviewed. Although based on initial investigation it seems unlikely works on site are to be the cause of the noise described, Miller St stormwater works and station formwork will be investigated further to see if they could be the cause of the complaint. Both activities were notified to stakeholders and are within noise limits.</p> <p>Resolution - While further investigations are underway, Environment and Communications manager to call back tomorrow to provide overview of the approvals processes and noise requirements, and provide further updates to close out with stakeholder.</p> <p>Environment Manager returned call to resident, and provided overview of approval process along with a look ahead for what activities will happen over the next two months. Noted that OOH works on Miller street are complete this week. Environment Manager to review management of current OOH works being undertaken. The noise she could hear from the site likely relates to works under OOHW17, which involves hand tools/EWP and workers below the top deck. There may also be some other services works nearby, but difficult to tell from night to night. Noise from Miller St stormwater works under OOHW18 are unlikely to have been significant last week, as there were no significant works occurring.</p> <p>Monitoring results for last week are attached, and show LAeq noise levels overnight of up to 65dB at the noise monitor at 65 Berry St. This is likely to be around the predicted</p>	No	4894	202920	C2S
26-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder contacted the project team to enquire about the use of power tools after 8pm. Stakeholder advised that a circular saw was in use after 8pm on Tuesday night (25/07/2023) and wanted to check that was allowed.</p> <p>Investigation - CRM requested further information about where the circular saw was used and whether the stakeholder was able to provide some photos. Stakeholder provided video and advised also that day works are also disruptive and wanted to understand what our work hours were.</p> <p>Complaint is currently under investigation and awaiting further details from the project team on next steps.</p> <p>Resolution - Complaint under investigation and action to be taken to be advised. Correspondence has been issued in the interim to all supervisors, project coordinators, senior management, and subcontractors regarding the activity. An email has been sent to stakeholder advising of project working hours, respite periods and activities which are approved to occur during these times. Close out email to be sent with action taken to address complaint once known.</p> <p>02/08 Close out email sent to Stakeholder. Stakeholder advised that workshop was recently held with site supervisors to reiterate and reinforce approved work hours and activities, including when and where high noise works can occur and what mitigation measures are to be implemented. Project Manager and Construction manager overseeing this area have further reiterated this with all subcontractors and that we have instructed this to be delivered in project newsletters and pre-starts. A draft</p>	No	4895	230395	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
31-Jul-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder called the project team at 3.15pm to advise that business is unable to work properly due to the current works (capping beam removal). In subsequent correspondence, stakeholder requested works be stopped.</p> <p>Investigation - Place Manager confirmed with environment manager that work was being carried out within approved limits. Work was notified and consultation took place with business prior to commencement. Notification and consultation included respite periods the work would be subject to (7am to 8am and 12pm-2pm). Place Manager reiterated respite periods and advised that these times were implemented in response to community consultation. Matter was then escalated to Community Relations manager as stakeholder was adamant that work needed to cease immediately to avoid significant impact to today's IVF collection, and that the project's respite period needs to be adjusted to 1:30pm-3:30pm on Mondays, Wednesdays, and Fridays, to match their sensitive work times. Community relations manager liaised with construction team and advised stakeholder that A W Edwards was able to accommodate this request on this occasion. Advised that tomorrow's capping beam removal work would be directly behind the building however this would be the final section of the top layer to be removed and as such, from Wednesday onward, work would be carried out with an even smaller piece of equipment so less vibrations should be expected for the remainder of the work. Offered to undertake vibration monitoring at the premises Tuesday 1 August which is when the work would be directly adjacent to the building.</p> <p>Previous recorded interactions with business in respect to capping beam removal work and respite periods - Capping beam removal face to face consultation 14/06/2023. - Previous discussions with stakeholder in respect to respite periods include 02/06/2023, where Stakeholder had requested that we cease works between 1:30pm-3:30pm. Project team had agreed to temporarily extend the respite period to 12pm-3pm, as a once-off gesture of goodwill. Stakeholder was advised that this would not be the case for upcoming work. Place Manager reiterated this in email to Stakeholder on 02/07/2023.</p>	Yes	4904	216575	C2S
01-Aug-23	VC ISD	Victoria Cross Station	Noise & Vibration	<p>Complaint - Complaint received via 1800 number regarding noise from 3am on south site. Resident described noise as hammering noticeable over the last 2 hours. He was unsure if going all night. He asked if someone could get the workers to stop. He stated most mornings works start at 6am but today it started much earlier. He felt it was excessive noise considering there is apartment blocks in the area. The caller did not want a return call.</p> <p>Investigation - Discussed complainants' issues with Construction Manager and Site Manager who looked into what / who could be causing the sound. Investigated noise levels on site.</p> <p>Resolution - Construction team reviewing activities to determine a quieter technique. Investigation of ability to install noise blankets. Construction Manager has discussed being courteous of our neighbours when working on site.</p>	No	4905	178432	C2S
01-Aug-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Stakeholder phoned the info line to say he was kept up by work the previous night, and the enquire as to how long the work would continue. The Stakeholder manager then immediately phoned back. He explained that he lived in the Princeton Apartments and that noise the previous night had kept him awake. He asked about the duration of the work and whether there was anything that could be done to reduce noise levels. He stated that an ongoing droning noise went on through the night and that it interrupted his sleep.</p> <p>Investigation - We initially asked stakeholder a number of questions about the type of noise he experienced to try to identify what the source of the noise could be. It was consistent with noise from a sucker truck. It was confirmed with the night work supervisor that there were works occurring that night that were consistent with the work he described. After confirming the source of his complaint was the operation of the vacuum truck during the Bathurst Street Utilities work, noise monitoring has been organised for the next night the truck is in operation. Stakeholder has been notified of this.</p> <p>Resolution - The noise was due to utilities work on Bathurst Street. This is essential work that can only be undertaken at night due to the required road closures. The current work involves moving a gas main. Currently, a larger sucker truck is being used before midnight, with a smaller truck replacing it after midnight. The only component of this that is potentially avoidable is whether a different sucker truck could generate lower noise levels. Investigation will take place by first conducting noise monitoring to identify whether each of the trucks are compliant with noise levels and then considering other equipment if it is not. Stakeholder is aware of the duration of the work, the plan for respite nights, the general schedule of work and potential changes due to the FFA Women's World Cup. He</p>	No	4909	186609	C2S
07-Aug-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder complaint regarding difficulty of entering and exiting their driveway at Clarke Lane (south), behind 10-12 Clarke Street, due to materials partially occupying the laneway.</p> <p>Investigation - Place Manager awaiting advice from project team as to why materials were stored in the laneway over the weekend and how this issue will be prevented moving forward. Place Manager confirms that materials have been moved away from the driveway.</p> <p>Resolution - Currently under investigation with the project team.</p>	Yes	4925	112916	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
08-Aug-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Complaint received via Western Harbour Tunnel team and passed on to VCISD team due to location - McLaren Street. Resident stated they have had constant construction noise outside out apartment all week and requested compensation.</p> <p>Investigation - Replied to resident asking for more information. Notified construction manager.</p> <p>Resolution - Replied via email; thanked resident for their email and stated WHT team passed on their complaint. Provided overview of location of VCISD and and Aqualand construction sites. Stated these construction sites generate noise through out the working week and are working within strict noise requirements. Gave an overview of the VCISD notification process and asked if they would like to join the weekly email list. Included current notification as an attachment. Gave an overview of works on site and coming up, which includes capping beam removal. Outlined all works are undertaken in compliance with the requirements of an independent approval process and strict noise criteria.</p> <p>Stakeholder manager also asked for stakeholder to provide further details about the noise that they are referring to including details on the time of the noise, the location that it is coming from and description of the noise. Once this is provided, investigation can be closed out.</p>	No	4926	234953	C2S
04-Aug-23	VC ISD	Victoria Cross Station	Traffic, Transport & Access	<p>Complaint - Complaint from business owner via North Sydney Council regarding trucks in the loading zone doing concrete pours for the south site and this is negatively affecting their business.</p> <p>Investigation - Returned call to business owner to ask for further information. No answer. Voicemail left.</p> <p>17/8/23 - Complainant returned call. Local business owner wanted to lodge a complaint on the VicX teams excessive use of the loading zone in front of our site on Berry Street. For his business he needs to use this loading zone and it is always in use by the concrete pouring team when a concrete pour is on. The cars parked there are exceeding the 30-minute time limit of a loading zone. He has tried to discuss this with the traffic controllers at the time but gets rude, abusive responses in reply. He has raised this with North Sydney Council to enforce the loading zones parking rules but he feels they are reluctant to do so.</p> <p>Resolution - Waiting to hear back from complainant and will keep trying to contact them to discuss concerns.</p> <p>15/8/2023 No return call received.</p> <p>17/8/2023 Discussed complainant concerns with Construction Manger and Site Manager. Construction team reviewing concrete pour set up and reminding the team of our approved work zones.</p> <p><u>Construction Manager has discussed being courteous of our neighbours and</u></p>	Yes	4927	234955	C2S
08-Aug-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Resident from Harvard apartments called complaining that the drilling and shouting noises for project construction is too loud and that they couldn't get any sleep. They stated that it happened to 2am the night before. They described drilling and cutting noise, team shouting over drilling, pipes being dropped into bins. They felt it sounded like works were located on the pavement outside their apartment. They live level 2 of 237 McLaren Street, said it was just outside their window.</p> <p>Investigation - Discussed with Construction manager and site manager. Site team stated new survey marks and new steel road plates have appeared on the footpath near the SE corner of the Miller/Mclaren intersection on McLaren and Miller streets over the last few days. Team have not been notified of these works.</p> <p>Works could be in relation to the TFNSW signalling upgrade by Fulton Hogan. Comms manager reached out to Fulton Hogan to ask if they were completing this work. Fulton Hogan replied stating they are not working in the area at the moment.</p> <p>Comms manager to ask NSC if they know what works could be taking place in this intersection.</p> <p>Resolution - Thanked for the call. Apologised for the inconvenience. Stated that the noise didn't sound like it would be from VCISD site but would be investigated.</p> <p>Returned call following day, stating that there have been works completed at the Miller McLaren Street intersection that were not by Sydney Metro. Comms manager told the resident that they would look into which contractor was undertaking the works and</p>	No	4929	234970	C2S
10-Aug-23	CN ISD	Crows Nest Station	Air Quality	<p>Complaint - Stakeholder had enquired whether bins and compressing of old storm water pipes could occur elsewhere, as the activity was currently occurring near her property balcony.</p> <p>Place Manager advised Stakeholder via phone call that the bins could not be relocated due to limited space on site. Place Manager advised that the bin is needed to be near the excavation activity, in order to have the materials removed, however the current section of work (at the front of her property) should be completed by the end of next week. Stakeholder thanked Place Manager for the call and update, and did not have any further questions or provide further details.</p> <p>Following the call, the stakeholder had emailed a complaint to the inbox, regarding their concerns about concrete dust, and mentions that there was no perceived dampening of the concrete or other measures to avoid the dust blowing in the air for the drainage upgrade activity and for the capping beam removal that was occurring at Clarke Lane.</p> <p>Investigation - Place Manager will request photos or videos from Stakeholder regarding the perceived lack of dust mitigation methods in place while works were being undertaken at the front of her building, to assist with investigation.</p> <p>Place Manager raised stakeholder's concern with Project Manager and Environment Manager.</p> <p>Investigation underway as to whether appropriate dust mitigation methods were in place.</p> <p>Resolution - Currently under investigation, and awaiting further details from the stakeholder to assist with investigation.</p> <p>UPDATE 17/08/2023 - Stakeholder has not provided further details. AWE added a reminder for dust suppression in daily prestart.</p>	No	4931	129361	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
10-Aug-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Night manager of Castlereagh Boutique Hotel advised of a number of complaints from guests about the noise, and he had assured them that it would be finished by midnight, as was the case previously. The noise continued until about 12:20, requiring him to move a number of guests while they had limited vacancy. He went out the speak with the site supervisor and asked if they were allowed to still be working after midnight, and the site supervisor confirmed that they were. Advised that the noise was likely coming from the removal of skip bins.</p> <p>Investigation - Communications Manager checked the site diaries to confirm the work was consistent with what was happening at the station at that time. She phoned the site supervisor to confirm the work was done for the night and the nature of the work. Environment Manager is investigating to confirm the relevant approvals were in place.</p> <p>Resolution - Investigation is underway and response will be provided to the complainant to close out.</p>	Yes	4932	131030	C2S
14-Aug-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Complaint regarding trimming of trees on resident's property that were overhanging into rail corridor</p> <p>Investigation - Place Manager returned resident's call. Resident said they believe the trees overhanging from their property into the rail corridor have been trimmed to excess, which she stated had resulted in the death of at least one tree and permanent disfigurement of another. Resident said work was not notified for nor permission granted by them.</p> <p>Resolution - Place Manager investigated tree trimming with all contractors who did not perform the work. PM contacted Sydney Trains and they had conducted tree trimming. ST instructed PM to ask resident to file complaint through Sydney Trains system and they will close out. PM passed this information onto regarding follow up with Sydney Trains.</p>	No	4935	203721	S2B
11-Aug-23	Unrelated to project	Crows Nest Station	Unrelated to Project	<p>Complaint - Stakeholder complaint regarding jackhammering and saw cutting of concrete that occurred at 9:30pm until 11:30pm, on Thursday 10 August at Hume Lane.</p> <p>Investigation - Place Manager confirmed with Project Team, that there were no out of hour works at Hume Lane on Thursday 10 August. Place Manager attempted to call stakeholder back to advise that it was not part of Sydney metro work. Call was unsuccessful.</p> <p>14/08 - Place Manager called Stakeholder to advise that work was not part of Sydney metro work. Stakeholder advised that the contractor had stated that they were part of Sydney Metro. Stakeholder advised he had videos and photos of the contractors. Place Manager forwarded photos to Sydney Metro team, to investigate whether other contractors were working at the front of 88 Willoughby Road - Sydney Metro advised that it was not part of Sydney Metro works.</p> <p>Resolution - Place Manager emailed Stakeholder, to advise that photo and video were reviewed, and can confirm that the night work at the front of 88 Willoughby Road, was not part of Sydney Metro works.</p>	No	4936	235030	C2S
15-Aug-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Caller is complaining that there is a constant machine noise from the rail corridor</p> <p>Investigation - Reviewed scope of work for day identified what work was being conducted in area. Work involved a sucker truck and service location. Asked enviro team to conduct desktop noise model as well as attend site and conduct attended monitoring</p> <p>Resolution - Rang resident and advised that CNVMP, this NDD activity is not consider as High Noise Impact Work (REMM NVC10), advised that whilst not required we would be working 3 hours on and providing 1 hour breaks whilst working today. Resident asked if works were occurring all week or just today. Advised that works were only occurring today.</p>	No	4938	235038	S2B
16-Aug-23	CN ISD	Crows Nest Station	Worker Behaviour	<p>Complaint - Stakeholder complaint regarding workers smoking on site while working - Business faces back of 22 Clarke Street.</p> <p>Investigation - Place Manager escalated complaint to senior management, and reiterated expected worker behaviour in respect to smoking and rubbish disposal and requested workers be instructed to use other designated areas during break times to prevent further complaints, and additional measures be implemented to ensure compliance.</p> <p>Resolution - A W Edwards to install additional signage. This will be instructed to workers via pre-starts and toolbox talks. Issue was raised in team meeting on 17/08/2023. Toolbox talk was undertaken on 18/08/2023. Site walk undertaken with safety manager to review area where additional signage will be installed on 21/08/2023.</p>	Yes	4939	96798	C2S
16-Aug-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Wellington Street resident made a OOHW noise complaint at 10pm regarding EWP's used for façade works.</p> <p>Investigation - S&CLM called resident to gather more information about the complaint and confirmed that works on the southern station box façade were occurring at night, however, high noise activities were completed by 10pm. Resident explained that the noise disruption was due to squawking from elevated work platforms and S&CLM confirmed that the non-tonal beeping is a mandatory safety feature however the program of works had been altered to respect neighbouring properties. Resident appreciated the update and acknowledged he had mistakenly understood that all works on site would stop at 10pm which S&CLM explained was not the case.</p> <p>Resolution - S&CLM called resident to explain the nature and duration of the façade works and apologized for the noise. S&CLM confirmed that the resident had received project updates and work notifications detailing upcoming OOHW.</p>	No	4944	222451	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
17-Aug-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Stakeholder called regarding the safety alarms on the excavator truck working on OOHWO20. The complainant has been to High Street to watch the works and says the vehicle making the noise is travelling from the area next to the heritage wall near to the pod closest to the bridges and travels back and forth throughout the shift with a scoop.</p> <p>Complainant lives in Towns Place and faces the site right next to the bridges and says he is being disturbed every night the works have been on, through the night.</p> <p>Investigation - Called night supervisor who identified the noise to be the excavator truck and confirmed it has a non-tonal alarm fitted which sounds every time it moves both backwards and forwards. Night supervisor made a special mention of it at the toolbox talk to remind the crew to only move when necessary.</p> <p>The site had been particularly busy with numerous vehicles with non-tonal moving around.</p> <p>The topic is now a major focus for the team and all vehicles are being checked they have the correct non-tonal alarms as they arrive to site to ensure they comply.</p> <p>Resolution - Emailed the complainant to apologise for the disturbance and outlined the steps taken to try to reduce the frequency of the alarms. Offered the construction</p>	No	4947	103357	C2S
17-Aug-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Noise complaint from Canterbury resident regarding noise causing sleep disturbance and complaints of a smell affecting the complainant</p> <p>Investigation - HSEJV Community Liaison Manager (CLM) checked with HSEJV Canterbury Station Senior Project Manager who confirmed that no HSEJV/Metro work was occurring out of hours at the time of the complaint.</p> <p>Resolution - CLM rang Stakeholder and queried when noise occurred and where. Stakeholder said that noise occurred multiple nights in the past week including last night and throughout past months. The location identified was Canterbury Road and Charles Street intersection. CLM responded that this was most likely City of Canterbury Bankstown Council works to upgrade the intersection and that it was not related in any way to the Sydney Metro project. CLM and Stakeholder discussed how Sydney Metro project provides respite offers for noisy out of hours work and that Council does not. CLM asked Stakeholder to confirm any details regarding assistance or respite to be addressed to Council as it was outside of the Sydney Metro jurisdiction.</p>	No	4948	235088	S2B
18-Aug-23	VC ISD	Victoria Cross Station	Air Quality	<p>Complaint - Resident from the McLaren Apartments called 1800 number concerned about dust being blown into their apartment from the site. Today a large dust cloud was created when the team was dropping waste, such as rubble, into a skip. It was very windy and expected the site to be watering it down. This wasn't happening and concerned her greatly.</p> <p>She also wanted to raise her concerns that works on Sunday morning started before 7am.</p> <p>Investigation - Discussed with construction manager and site manager who investigated activities on site.</p> <p>Resolution - Thanked for the call. Apologised for the inconvenience. Outlined our approved hours of working regarding Sundays. Stated that the management team are looking into what happened on Sunday to ensure it is not repeated.</p> <p>Confirmed with the resident that there are dust suppression measures the teams should be using. Site Manager stopped activities immediately and team will resume when wind has died down with safety measures in place.</p> <p>Construction leadership team will remind all works of site start times and that no noise</p>	No	4949	235089	C2S
20-Aug-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Resident from Harvard apartments called complaining about drilling and shouting noises at 10:30pm Sunday night. They sent a video showing drilling, lots of machinery and stated team shouting.</p> <p>Investigation - Discussed with construction manager and site manager. Asked North Sydney Council for more information about these works.</p> <p>Resolution - Thanked for the call and video. Shared that these works are being completed by Woburn Constructions on behalf of Jemena, not related to Sydney Metro work. Stated that I spoke to one of their team last week after another noise complaint. They stated that a notification was sent around describing works taking place 4 nights on/4 nights off over the next month along McLaren Street. The resident thanked for providing further information</p>	No	4951	178511	C2S
22-Aug-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Resident resides directly above the Dalgety Bridge on Windmill Street and wanted to know how long the current demo works will be going for.</p> <p>Investigation - Checked with the team when the capping beam element of the demo works will be finishing and was advised it is on track to finish on Friday 25. Following on from that will be intermittent jack hammering through to end of August at least. This work has been notified.</p> <p>Resolution - Called the complainant to advise of length of the noisy works and offered him construction foam ear plugs which he declined. Apologised for the disturbance we were causing and said we would let him know if the works will continue past 31 August.</p>	No	4952	106180	C2S
21-Aug-23	Unrelated to project	Canterbury Station	Unrelated to Project	<p>Complaint - Safety concern regarding a construction worker crossing the road at Canterbury Rd outside Canterbury Station.</p> <p>Investigation - HSEJV Community Liaison Manager (CLM) contacted the stakeholder to attain more details regarding the incident. Complainant was unable to provide further description of the worker and unable to identify individual as related to Sydney Metro. HSEJV Community Liaison Manager (CLM) checked with HSEJV Canterbury Station Senior Project Manager who confirmed that no HSEJV/Metro work was occurring at the time of the complaint.</p> <p>Resolution - CLM rang stakeholder and responded that this individual was most likely related to City of Canterbury Bankstown Council works to upgrade the Canterbury Road intersection and is not related to the Sydney Metro project as no works were occurring during the time of the complaint.</p>	No	4956	235149	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
23-Aug-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Complaint regarding workers parking in designated non-worker parking area on Floss St at Hurlstone Park</p> <p>Investigation - Donwner Community Relations checked with the site team and confirmed no vehicles related to station work were parked in the area of complaint when the complaint was received. The area is regularly monitored by the site team to avoid unnecessary park. JHLOR community relations checked with site team and was unable to identify that any contractors relating to corridor works were parked in the area of complaint. Vehicles related to New Era Group were parked in the carpark and are not related to Sydney Metro work. JHLOR CRM has referred to site team with a reminder to be included in the prestart meeting tomorrow.</p> <p>Resolution - Sydney Metro Place Manager contacted stakeholder via phone and informed that parking has been checked by both site teams working in the area and found that no project related vehicles were found to be utilising this parking area. PM noted that other non project related contractor vehicles were found parked in the parking area. PM advised that parking in this area will be mentioned in morning prestart meetings on site and this area is being monitored to avoid unnecessary</p>	No	4958	235154	S2B
24-Aug-23	Unrelated to project	Northern Connection	Unrelated to Project	<p>Complaint - Resident complained about loud noise coming from the rail corridor</p> <p>Investigation - Systems Connect Communications Adviser investigated with night shift security guard at the Chatswood Dive Site, who confirmed there is no staff present on site, and that the noise is coming from a machine moving along the rail corridor. The guard also stated he sees train replacement busses. The Advisor found a trackwork notification on Sydney Trains' webpage outlining maintenance work between 21 and 25 August. The information was confirmed the next morning by Sydney Trains environmental line and NS station staff on duty.</p> <p>Resolution - Systems Connect Communications Adviser confirmed with the resident the project does not have any night work in the area. She also noted the trackwork notification on Sydney Trains webpage and followed up the next morning by providing contact details of the notification and web address</p>	No	4959	188204	C2S
23-Aug-23	Unrelated to project	Northern Connection	Unrelated to Project	<p>Complaint - Resident complained about loud noise coming from rail corridor and lack of notification. He also provided photographic and video evidence via text messages</p> <p>Investigation - Systems Connect Communications Adviser investigated with site night shift security guard, who confirmed there is no staff present on site, and that the noise is coming from a machine moving along the rail corridor. The guard also stated he sees train replacement buses. SC Communications Advisor found a trackwork notification on Sydney Trains webpage outlining maintenance work between 21 and 25 August. The information was confirmed the next morning by Sydney Trains environmental line and NS station staff on duty.</p> <p>Resolution - Systems Connect Communications Adviser confirmed with the resident that the project does not have any night work in the area. She also noted the trackwork notification on Sydney Trains webpage and followed up the next morning with providing</p>	No	4960	96819	C2S
24-Aug-23	Unrelated to project	Northern Connection	Unrelated to Project	<p>Complaint - Resident complained about loud noise coming from the rail corridor</p> <p>Investigation - Systems Connect Communications Advisor investigated with site night shift security guard, who confirmed there is no staff present on site, and that the noise is coming from a machine moving along the rail corridor. The guard also stated he sees train replacement buses. SC Communications Advisor found a trackwork notification on Sydney Trains webpage outlining maintenance work between 21 and 25 August. The information was confirmed the next morning by Sydney Trains environmental line and NS station staff on duty.</p> <p>Resolution - Systems Connect Communications Adviser called the complainant's number several times but the phone is inactive. She left a text message to advise the project does not have any night work in the area, and that Sydney Trains are undertaking track maintenance in the area</p>	No	4961	235167	C2S
24-Aug-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Stakeholder called to complain about noise and light spill after 10pm.</p> <p>Investigation - Called night supervisor to confirm noise was not high impact and to see if lights were still needed or if they could be repositioned. The lights were in use and couldn't be turned off or repositioned. The drilling noise was related to panels being attached to the facade.</p> <p>Resolution - Stakeholder didn't want a call back, just wanted to make a complaint as felt all work should stop at 10pm. S&CLM informed that a call would be made to the night supervisor and the complaint would be registered and recorded</p>	No	4962	222451	C2S
24-Aug-23	BS	Barangaroo Station	Noise & Vibration	<p>Complaint - Sleep disturbance during OOHW020. Resident emailed enquiring about length of nightworks as they are having sleep disturbances due to the noise levels</p> <p>Investigation - Wrote to the complainant to seek more information about what the noise is. Asked the construction team to look into the works this week and see if anything has been different.</p> <p>Resolution - WIP. Have emailed resident to get further details - will provide any relevant construction information to the resident once they respond</p>	No	4963	235175	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
25-Aug-23	VC ISD	Victoria Cross Station	Traffic, Transport & Access	<p>Complaint - Resident from Walker Street emailed community inbox requesting large deliveries for the North Site do not use Walker Street. Resident observed a truck carrying large bins labelled 'Lendlease' stalled on the Walker Street hill just before the turn left into McLaren Street. It blocked traffic and made a loud noise trying to gain sufficient torque to travel up the hill and turn left. She asked if they can stick to the haulage routes on the main roads, noting there was nothing deliberate by the driver here they just need to know that there is a correct route.</p> <p>Investigation - Discussed with Construction Manager and Site Manager who looked into deliveries on Friday morning. VCISD's bins are not labelled with Lendlease so it's couldn't be confirmed if they were related to project. Will also flag with nearby construction site Aqualand.</p> <p>Resolution - Site Management to remind delivery drivers and subcontractors to stick to confirmed haulage routes. Reminders to all site workers in induction, toolbox talks and in builders' briefs.</p> <p>Replied to the resident, thanking for alerting us of this issue. Confirmed that it will be addressed with the delivery drivers and construction team. Stakeholder manager to share complaint with Aqualand to remind them of not using Walker Street to access</p>	No	4966	163211	C2S
26-Aug-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder complaint regarding exiting 22-26 Clarke Street building driveway, located on Clarke Lane (north) during sewer connection work on Saturday 26 August. Stakeholder advised they were not informed of the construction work.</p> <p>Investigation - Place Manager advised stakeholder of the work notification that occurred which included doorknock, letterbox and email notification Stakeholder informed project team that the apartment was a short term stay and were not informed by the owner/property manager of the work. Stakeholder had checked out of the apartment and had exited the lock-up garage before realising that the laneway was closed. Vehicle was stuck in the laneway, as they were unable to access the garage after exiting.</p> <p>Construction site foreman investigated alternative solutions so that stakeholder could exit Clarke Lane (north). Advised stakeholder this was not feasible due to the nature of the construction work and offered to help carry personal items from the car, temporarily relocate vehicle into a car park after completion of activity and compensate the parking fee complimentary. Site Foreman and traffic controllers assisted stakeholder to seek alternative arrangements.</p> <p>Resolution - Stakeholder made alternative arrangements and accepted project teams help to move their vehicle after completion of works with complimentary parking, for stakeholder to pick up on Monday 28 August.</p> <p>28/08/2023: Place Manager called Stakeholder to follow up on Stakeholder picking up personal vehicle up. Voicemail left</p>	Yes	4969	235189	C2S
26-Aug-23	LW (S2B)	Dulwich Hill Substation	Noise & Vibration	<p>Complaint - Resident complained about constant noise coming from the Dulwich Hill substation</p> <p>Investigation - Systems Connect Communications Advisor investigated with the contractor working in the area during WE09 possession and was confirmed it is not related to their work. The Advisor called the resident, who advised the noise is coming from the substation itself, it has been constant since Wednesday or Thursday. Systems Connect Communications Advisor spoke with the site supervisor and T&C lead and confirmed the substation was energised on Thursday night, and the background noise is caused by the transformers operating as per the substation's design. A post commissioning review will be undertaken by nominated acoustic advisor, and noise levels will be verified against operational standards.</p> <p>Resolution - Systems Connect Communications Advisor called the resident and explained the source of the humming noise, and that the levels will be assessed by specialists during the commissioning phase. Advised this could take some time, as it involves a specialist team, but that I will keep her updated. The resident was content with the explanation.</p>	No	4970	207575	S2B
27-Aug-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - Resident phoned the project infoline to complain about noise that started at 9pm and was continuing at 11:30. Comms manager returned phone call and asked for more information about the noise and explained that noisy works could continue until 12am. Comms manager advised they would call the site supervisor to find out what was happening and how long it would last, then phone back.</p> <p>Investigation - Site supervisor confirmed the work they were doing was some distance away from the complainant and that it was using the sucker truck, which could continue after midnight. There was no road sawing or jack hammering involved. The site supervisor advised they would be finished around 1am.</p> <p>Resolution - Comms manager phoned the resident to let him know about the works occurring, to update him on the upcoming work schedule, to confirm the email address to subscribe to the newsletter, and to let him know that specific work is almost done. Comms manager advised that while this work is permitted through the night, it would be finished around 1am. Also explained how to make sure they received the weekly emails, and provided the project email address to could subscribe to the updates. The following day the comms manager, site supervisor and engineers managing the utilities work met to discuss options regarding ongoing noise levels and whether alternative machinery could be used. The team confirmed the larger 8000L truck was only used earlier in the night, then was replace by the 6000L truck between 11pm and 1am. They also confirmed that there will only be two additional nights of work using this equipment, which means there is limited value in getting noise monitoring for this specific equipment</p>	No	4971	235195	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
27-Aug-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - The receptionist at the Porterhouse Hotel phoned to let us know that several of the guests had been complaining about the noise from the works on Bathurst Street using a sucker truck, and to ask about the duration of the work.</p> <p>Investigation - Comms manager spoke with the night supervisor to get an updated on estimated finishing time, then got back in touch with the receptionist to let her know. The project team then met the following day to better understand the nature of the work each day this week, expected duration of the work and whether different machinery could be used. Confirmed that there will only be two more night of these works and the sucker truck will not be used further.</p> <p>Resolution - Comms manager phoned the hotel manager to provide an update on the work that will be completed this week, and the overall picture for the gas works. Hotel manager was happy with the response.</p>	Yes	4972	235194	C2S
28-Aug-23	LW (S2B)	Dulwich Hill Substation	Noise & Vibration	<p>Complaint - Resident called to complain about constant humming noise coming from Dulwich Hill substation. Advised noise is only an issue in her backyard, and proposed a higher fence could be built in her backyard to mitigate the noise.</p> <p>Investigation - Systems Connect Communications Advisor spoke with the site supervisor and T&C lead and confirmed the substation was energised on 23 August, and the background noise is caused by the transformers operating as per the substation's design. A post commissioning review will be undertaken by nominated acoustic advisor, and noise levels will be verified against operational standards.</p> <p>Resolution - Stakeholder Manager called the resident and advised that, as part of the substation's commissioning phase, a team will assess the noise and vibration levels. Advised this could take some time, as it involves a specialist team, but that I will keep her updated. Also advised I would pass on her suggestion re the fence. Resident was happy with this outcome.</p>	No	4973	163556	S2B
28-Aug-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder expressed dissatisfaction with the duration of the Clarke Street drainage work, notification of work, noise during standard construction, impact to parking space, black dust potentially caused by construction, and advised that workers have been congregating for meetings in the narrow footpath.</p> <p>Investigation - Place Manager noted that stakeholder is subscribed to the weekly enews, where updates around why the works have been prolonged has been included each week. Place Manager raised stakeholder's concern with the Environment Manager, who has requested further information regarding Stakeholder's concerns around dust on her balcony (photos of balcony and when did they start noticing the dust?). Senior Communications Advisor has passed on complaint to Safety administrator regarding workers congregating on the pathway, and had requested a reminder to be added to the daily pre-start.</p> <p>Resolution - Currently awaiting photos from Stakeholder in order to investigate concerns around dust further. Place Manager to advise of completion time frame for Clarke Street drainage works. 04/09/2023 Complaint closed out as no further details have been provided by</p>	No	4977	215320	C2S
26-Aug-23	Unrelated to project	Belmore Station	Unrelated to Project	<p>Complaint - OOH noise complaint regarding truck movements on Redman Parade</p> <p>Investigation - Downer Community Manager confirmed that work is occurring only between 8am to 6pm during the possession. Noise related to the complaint is not related to Sydney Metro work.</p> <p>Resolution - Downer Community Manager called resident and left voicemail and text message stating that the trucks causing disruption are not related to Sydney Metro work</p>	No	4978	235212	S2B
25-Aug-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident unhappy with value of respite voucher</p> <p>Investigation - Respite offers are determined by Sydney Metro, with the designated amount deemed sufficient to provide a period of relief from work impacts</p> <p>Resolution - Comms Manager responded to resident stating that the figure is dependent on construction impacts and timeframes. The amount assigned to a respite offer has been based on what can provide a reasonable opportunity for eligible residents to be able to leave their property and receive a period of respite from adjacent construction activities.</p>	No	4980	195510	S2B
27-Aug-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident complaint regarding loud intermittent banging and vehicle noise</p> <p>Investigation - Downer Community Manager confirmed Downer wasn't working nights in Hurlstone Park, and there was no noise coming from site. Downer Community Manager also spoke with SSJ who confirmed they were also not making noise and would be off site by 10pm at latest.</p> <p>Resolution - Downer Community Manager advised resident that the noise was not related to Metro works and notified the resident that Sydney Trains was also undertaking work during the possession and provided the complainant with the Sydney Trains community complaints phone number.</p>	No	4981	231434	S2B
27-Aug-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident complaint about noise and not being notified of OOHW occurring behind her property on Sunday before 6am</p> <p>Investigation - Downer Community Manager confirmed with the site team that there were no works ongoing behind 2 Hopetoun St.</p> <p>Resolution - Downer Community Manager spoke with the resident advising the noise was unrelated to Metro works and notified the complainant that Sydney Trains was also working during the possession and provided the complainant with the community complaints number for Sydney Trains.</p>	No	4982	155499	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
23-Aug-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Construction noise both OOH (ISD) and crane delivery (OSD)</p> <p>Investigation - Spoke to Superintendent and Environment Advisor regarding night works and limiting work to 10pm where feasible.</p> <p>Resolution - Where possible, facade works to cease on the south by 10pm moving forward to give residents respite. S&CM will also look at AA pending the works taking place.</p> <p>Crane delivery was notified and approved under OSD - complaint has also been recorded under OSD works</p>	No	4983	206038	C2S
29-Aug-23	CSM	Central Station	Safety, Security & House-Keeping	<p>Complaint - Resident complained that ATF fencing within Randle Lane had been moved so that the landing area of the fire exit to 30-34 Chalmers street was within the worksite.</p> <p>Investigation - Community Relations Manager called the site supervisor at 17:28 and asked him to go and check the fencing at the southern end of Randle Lane and ensure the fire exit is clear.</p> <p>Site supervisor sent a photo to show the fence had moved and fire exit was clear shortly after.</p> <p>Resolution - Community Relations Manager called the complainant at 17:29 to confirm what had happened and let her know site supervisor was going to move the fence. Community Relations Manager called complainant back at 17:46 to confirm the fencing was being moved. Community Relations Manager spoke with Project Manager and asked them to brief workers to ensure the fence remains at the correct boundary</p>	No	4984	235238	C2S
29-Aug-23	SWM P5 DCP	Dulwich Hill station	Worker Behaviour	<p>Complaint - Complainant regarding littering, illegal parking of workers on Ewart Lane and Ewart Street at Dulwich Hill and traffic controllers smoking</p> <p>Investigation - Downer Community Manager investigated with the site team. There are multiple bins on site for general and construction waste and these are regularly replaced. Workers are constantly reminded not to park anywhere illegally. The site manager will include these issues in the next morning toolbox meeting. Traffic controllers will also be advised of their conduct and behaviour in the next shift.</p> <p>Resolution - Downer Community Manager spoke with the resident and informed him that site managers are constantly reminding the workers to not park illegally, and suggested for him to send through photos if it issue persists so the teams take immediate action to have the vehicles moved. With regards to littering and smoking, cleaners are on site and bins replaced regularly, we will continue to remind all traffic controllers of their conduct and behaviour in the next shift.</p>	No	4985	194905	S2B
30-Aug-23	Unrelated to project	Hurlstone Park Station	Unrelated to Project	<p>Complaint - Resident complained of lack of notification and signage for permanent parking changes at Floss St Hurlstone Park, which resulted in removal of parking spaces. Requested for parking ticket to be voided</p> <p>Investigation - Downer Comms Manager confirmed that notification was delivered in person in March 2023, prior to the changes. The notification contained details of parking configuration, line-marking and permanent signage installation works to facilitate the permanent dedicated zones in place from 27 March 2023 for Kiss and Ride, Taxi stand and accessible parking. Different zones are also indicated on the map in the notification.</p> <p>Downer site supervisor confirmed that TfNSW had removed the two one-direction no-stopping signs which Downer installed for the Kiss & Ride zone in March 2023 for the replacement bus stop during the July 2 weeks possession (6 to 16 July 2023) and put up a two-direction no-stopping sign and other two-direction temporary conflute no-stopping signs which has led to the confusion of resident and the parking ticket. Email communication between Sydney Metro Senior PM and TfNSW Customer Journey Planning PM since 13 July to 29 August 2023 states signs were to be reinstated by TfNSW following the possession with no action implemented by TfNSW.</p> <p>Resolution - Downer replied to resident's email with the notification (map included) distributed, stating that notification of changes have been delivered and the changes in place since 27 March 2023. Response also stated that Downer has no authority</p>	No	4986	53840	S2B
30-Aug-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Resident complaining about noise and workers parking in Wellington Street.</p> <p>Investigation - Spoke to Superintendent for utilities work to check what works went ahead last night. Work did go ahead on Wellington Street but was sporadic due to the weather.</p> <p>Resolution - AA offer was given to Residents on Wellington Street for last night's works. Resident requested vouchers instead of AA and was given vouchers and signed gift card acknowledgment yesterday.</p> <p>Parking and worker behaviour to be addressed via toolbox and induction.</p> <p>S&CLM emailed resident the AA offer letter which was distributed last week and advised parking has been addressed with Site Managers and a reminder not to park in Wellington when possible will be given to workers</p>	No	4987	185868	C2S
31-Aug-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder complaint regarding construction noise is impacting the Stakeholder's business as a Psychologist, where their clients are sensitive to the construction noise. Stakeholder's business is located at 7-11 Clarke Street, opposite Site C.</p> <p>Investigation - Place Manager met with Stakeholder to discuss concerns. Stakeholder advised that they understand that the works need to be done, however is seeking financial assistance with installing double-glazed windows to their business, as their clients have cancelled appointments due to construction work noise.</p> <p>Stakeholder advises that it is any and all construction noise, within standard construction hours, that has been impacting their clients. Noting that their business is open between 10am to 6pm.</p> <p>Place Manager has informed Stakeholder that A W Edwards is working in accordance to our conditions of approval, and are unable to provide financial assistance for double-glazing their windows.</p> <p>Stakeholder requested that their concerns are escalated to Sydney Metro.</p> <p>Resolution - 31/08/2023 - Place Manager sent email to stakeholder to confirm whether they would like their contact details to be sent to Sydney Metro.</p> <p>08/09/2023 - Stakeholder has not replied. Complaint closed out as no reply was</p>	Yes	4990	209982	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
30-Aug-23	LW (S2B)	Dulwich Hill Substation	Noise & Vibration	<p>Complaint - Resident emailed to complain about humming noise from Dulwich Hill substation. Also asked why the substation was energised now, and why no notice was given to the community.</p> <p>Investigation - Substation was energised 23 August in line with C&SW commissioning program. Noise assessment post energisation was conducted by acoustic consultant on 30 August. Report is being drafted by consultant and is expected this week to determine noise compliance and next steps.</p> <p>Resolution - Stakeholder Manager emailed the resident to explain that the substation has been energised at this stage because the Artarmon substation has been turned off for testing. The Dulwich Hill substation is therefore essential for power supply needed for dynamic train testing currently taking place on the City section. Also apologised for not notifying the residents on energisation dates, missed due to the shift from construction to operational phase. Advised that the noise assessment occurred on 30 August, and the data is being analysed. The subsequent report will dictate next steps and any potential mitigation measures, if required. Commitment has been made to</p>	No	4991	182865	S2B
04-Sep-23	VC ISD	Victoria Cross Station	Visual Amenity	<p>Complaint - Complaint received from Pacific Hwy resident advising a very bright light that is continually flashing into his apartment. This is causing the light to come through the curtains and light up the apartments. Caller suggested they are unable to sleep and requested to know how long the light will be on for.</p> <p>Investigation - Discussed with the Site manager and Night foreman.</p> <p>Resolution - Comms manager returned call, thanking resident for notifying of the interference. Stated that the light is always on the crane and is a safety requirement that is mandated by the relevant airspace authorities. The crane was lifting in an unusual angle and that is why it was different last night. Told the resident that the works at that angle will continue until 11:30pm. He thanked for the explanation and time</p>	No	4995	235431	C2S
04-Sep-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Email received from Harvard apartment resident stating there is no respite from the noise with OOH works being completed on McLaren Street overnight. She stated she understands that progress has to go on but feels works can be completed in the daytime simultaneously alongside the noise and construction of the metro. She shared a video from approx. 8pm on Monday 4 September showing saw cutting and vacuum truck being used on McLaren Street as well as a fork lift emptying bins in the Victoria Cross yard.</p> <p>Investigation - Comms manager discussed with Construction manager and Site manager. Site team reviewed video footage from the resident. The complaint was shared with North Sydney Council as the current ongoing OOH works on McLaren Street are Jemena works not related to Sydney Metro.</p> <p>Resolution - Thanked resident for the video and stated the team have reviewed them. Acknowledged that the activities captured on video in the Victoria Cross yard is a forklift emptying bins. Confirmed that the team have approval to do these low impact activities until 10pm, however most nights this will be completed before 9pm. Confirmed that going forward the team will aim to finish these activities as early as possible.</p> <p>Confirmed with the resident the team have tried to coordinate with the Woburn Constructions for the Jemena works, with no success. Without their willingness to</p>	No	4997	231536	C2S
04-Sep-23	LW (C2S)	Chatswood Dive	Property & Business	<p>Complaint - Resident complained fixing a burst water pipe at Nelson Street took longer to be fixed than advised by Systems Connect advisor during door knock</p> <p>Investigation - Water supply at Nelson street was interrupted due to incident with a pipe. Systems Connect Communication Advisor was assured by the site team the issue will be resolved within 10-15 minutes. The Advisor doorknocked affected properties and reiterated the message the issue is expected to be resolved within approximately 15-20 minutes. Due to the nature of the underground services, the team was not able to fix the pipe within anticipated time frame.</p> <p>Resolution - Systems Connect Communications Advisor sent email to affected residents apologising for works taking longer than anticipated, and confirming there will be a follow up email when there is more clarity about the timing. She also remained on site to monitor the progress and to engage with local residents. The Advisor sent a follow up email apologising for the incident and for the duration of repair works.</p>	No	4998	235434	C2S
04-Sep-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder emailed the project team to express dissatisfaction with noise from day work. Stakeholder suggested that weekly e-news did not detail the extent of the noisy work and inserted an excerpt from the e-news as a reference.</p> <p>Investigation - Place Manager called stakeholder to explain work being undertaken on Clarke Lane and mitigation measures used. Advised that the paragraph referenced in her email regarding noise is one of our general statements applicable to all works. Advised that more detailed information pertaining to the works occurring on Clarke Lane can be found in the main body of the email under the sub-heading "Clarke Lane north and south", which states that the capping beam removal work that the stakeholder is referring to "will be noisy as it involves saw cutting and hammering into steel and concrete". Stakeholder advised she did not read all of the email. Place Manager also confirmed that in addition to the weekly e-news providing a summary of work each week, the stakeholders business was doorknocked with an information slip Wednesday 16 August, however as the business was not open, a slip was left in the letterbox.</p> <p>Resolution - Place Manager sent close out email to stakeholder outlining items that were discussed over the phone. Reiterated notification advice that works are progressing closer to her office.</p>	Yes	4999	231841	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
04-Sep-23	SWM P5 DCP	Dulwich Hill station	Traffic, Transport & Access	<p>Complaint - Worker adjacent to Dulwich Hill site gate who parked on street outside complainants property, stating they had taken two spaces effectively by leaving little room for other vehicles to park behind the vehicle.</p> <p>Investigation - Sydney Metro Community Place Manager investigated the complaint and photos sent in by the complainant. The vehicle was parked legally on the residential street, and an appropriate amount of space in front of the vehicle for resident parking. Workers on site are constantly reminded not to park illegally, but only a half space behind. The complaint was forwarded to the site manager, who noted they would reiterate messaging about parking in the next morning's toolbox meeting.</p> <p>Resolution - Sydney Metro Community Manager responded to the complainants' email and informed them that site managers are constantly monitoring parking in this area and are constantly reminding the workers to not park illegally and will continue to include this in morning toolbox meetings.</p>	No	5002	96275	S2B
05-Sep-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Resident from McLaren Street emailed asking why the Victoria Cross website states out of hours work for weekdays is until 10 PM only, for North site, when works were happening along McLaren Street last night until past 1 AM. She notes that is has happened a lot recently. The noise being created makes it too difficult to rest and sleep as well as the dust has become unmanageable.</p> <p>Investigation - Communications manager discussed with construction manager and site manager who confirmed these works were not being completed by the Victoria Cross team.</p> <p>Resolution - Comms manager responded to complainant, confirming that the works taking place on McLaren Street over night were not being completed by Sydney Metro. Outlined that these works were being completed by Woburn Constructions on behalf of Jemena. Comms manager shared the information available for these works including they will be working approx. four nights on, four nights off over the next month along McLaren Street, and advised that activities involve excavation of the street, which</p>	No	5003	235458	C2S
08-Sep-23	W ISD	Waterloo Station	Traffic, Transport & Access	<p>Complaint - Resident called to complaint that workers are taking up all the parking on Wellington and Cooper Street and residents have nowhere to park close to home.</p> <p>Investigation - Spoke to night Supervisor and asked to check parking on Wellington Street at time of complaint. Parking spots were available on Wellington Street at this time.</p> <p>Resolution - Spoke to Resident and advised we do communicate to the workers not to park on Wellington and Cooper Street and this had been tool boxed last week. Advise further communication with worker will happen this week. Resident advised she will be raising complaint with CoS and Local Member directly.</p>	No	5012	205730	C2S
11-Sep-23	W ISD	Waterloo Station	Noise & Vibration	<p>Complaint - Resident is complaining about works OOH</p> <p>Investigation - Resident called complaining about night works in the South at 9.20pm works finished as per agreed curfew at 10pm.</p> <p>Resolution - Updated timeframes given to resident that works on the south building will continue at night until end of October.</p>	No	5014	222451	C2S
13-Sep-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder emailed the project team to complain about a truck illegally parked. Stakeholder provided vehicle registration number.</p> <p>Investigation - Place manager contacted stakeholder to obtain further information. Stakeholder advised that the truck was parked in front of his business on Pacific Highway all day. Place manager advised that there were drainage works occurring on Pacific highway adjacent to his business as advised to this shop assistant. Place Manager confirmed with the construction team that the vehicle was parked in a designated space which was notified to be occupied for the duration of the work, however the vehicle was not needed for the drainage works specifically. Place manager reiterated to construction team and traffic controllers that only vehicles required to perform the work should be occupying parking spaces.</p> <p>Resolution - Place manager called Stakeholder back to relay additional information regarding what has been reiterated to the team and traffic control should the vehicle</p>	Yes	5017	130139	C2S
14-Sep-23	CN ISD	Crows Nest Station	Soil, Water & Flooding	<p>Complaint - Stakeholder called 1800 number, to advise there was a build up of dirt along Clarke Lane where his driveway is located. Stakeholder is concerned that if it rains, mud will track into their garage.</p> <p>Investigation - Place Manager called stakeholder to obtain further information. Stakeholder confirmed there was dirt on the laneway during yesterday's work. Place Manager advised of work that is being undertaken and confirmed that in the event of dirt tracking onto the laneway, this will be rectified at the end of each shift. Confirmed that a sweeper was onsite yesterday to clean the laneway following the work of concern. Environment Manager investigated driveway and laneway. Project team is aware of long history of water penetrating the garage of 22-26 Clarke Street, some of which has been dirty water. This was recently rectified by building manager and the issue was related to Sydney Water assets and not A W Edwards work. Further work is being carried out today which will produce dirt. A street sweeper will be in to clean this at the end of the shift.</p> <p>Resolution - Place Manager called Stakeholder to relay additional information. Close</p>	No	5018	129390	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
14-Sep-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Complaint received via the community inbox from Harvard apartment resident regarding an annoying "noise" that troubles him in the late evenings. He described the noise as a low frequency humming noise or resonance and superimposed is a beat frequency as if it is two motors or fans are operating at just slightly different speeds. He hears it from about 10pm approx. midnight or 1am. It may be there also during the day, but environmental noise overwhelms it, however it is definitely turned off sometime around midnight as it is not present during the night. He has investigated if it was from another source but has ruled that out. He has said it only started happening over the past few months suggesting it is likely to emanate from the Victoria Cross building. He would like us to investigate what is causing the sound and if it can be adjusted or turned off.</p> <p>Investigation - Replied thanking for alerting us of his concern. Confirmed the team will be investigating immediately. Discussed with Construction Manager and Environmental Manager and investigation is underway. Thanked again for his patience while we investigate possible noise sources. We have reviewed our noise monitoring and cannot discern noise coming from the area where permanent systems are operating. We have discussed the noise with our lead services manager who is responsible for commissioning all plant equipment in the building. He stated the active mechanical system have been operational for several months and there is no new source that could be creating the referenced noise.</p> <p>Resolution - As soon as the team has investigated, next steps and any potential noise mitigation will be determined and the stakeholder contacted with the outcome. Replied that based on our investigation there we do not believe that the noise is coming from the North building, however, as there have been night civil works (by others) earlier this week, we will continue to review the commissioned systems again over the next week to see if there are any clear indicators of the source. we will continue to investigate over the next week.</p>	No	5020	134373	C2S
14-Sep-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder contacted the project team to obtain reimbursement from recent parking impacts. Stakeholder expressed dissatisfaction with being out-of-pocket, and continued disruptions.</p> <p>Investigation - Place Manager contacted stakeholder to acknowledge complaint, apologise for ongoing disruptions and requested form to be completed to process reimbursement as instructed previously. Stakeholder advised that they were unhappy about paying out of pocket and then waiting to be reimbursed. Stakeholder was reminded that they could opt to receive electronic vouchers upfront as an alternate to reimbursement, however they did not want these either. Place Manager advised that the project team will continue to explore other parking arrangements. Unfortunately, the project team is unable to secure high volumes of alternate parking spaces at the Hume Street carpark as North Sydney Council will not allow AWE to take up more than 20 spaces at a time, and requires any space to be leased for a minimum of 1 month. Place manager is exploring options with other nearby private carparks ahead of future disruptions.</p> <p>Resolution - Place manager provided parking reimbursement form to Stakeholder, and sent close out email to stakeholder. Stakeholder returned parking reimbursement form</p>	Yes	5021	228872	C2S
17-Sep-23	CN ISD	Crows Nest Station	Soil, Water & Flooding	<p>Complaint - Resident complained about dust and dirt being present in Clarke Lane (north) impacting resident's private vehicle and garage. Requests daily cleaning and reimbursement for residents to clean car.</p> <p>Investigation - Comms Manager discussed with project manager and foreman to confirm regular road sweeping is occurring and provide feedback from resident. Foreman and Environmental Manager held discussion around dust and dirt mitigation and appropriate sweeping method. Project team confirmed they are managing dirt and dust impacts in accordance with our approvals and are conducting regular sweeping of Clarke Ln as required. The site and its environmental controls are also regularly inspected by our environment manager and the projects independent environmental representative and Sydney Metro environmental team.</p> <p>Resolution - Project manager and foreman booked additional road sweeping to occur as a good neighbourly gesture. Close out email sent to stakeholder advising</p>	No	5023	194826	C2S
15-Sep-23	CN ISD	Crows Nest Station	Soil, Water & Flooding	<p>Complaint - Stakeholder expressed dissatisfaction with the street sweeping that occurred in Clarke lane (north). Stakeholder believes the laneway remains dirty and needs to be washed.</p> <p>Investigation - Comms Manager called stakeholder to discuss. discussed with project manager and foreman to request additional wet cleaning and provide feedback from resident. Comms Manager and Environment Manager reviewed images. Foreman and Environmental Manager held discussion around dust and dirt mitigation and appropriate sweeping method. Project team confirmed they are managing dirt and dust impacts in accordance with our approvals and are conducting regular sweeping of Clarke Ln as required. The site and its environmental controls are also regularly inspected by our environment manager and the projects independent environmental representative and Sydney Metro environmental team.</p> <p>Resolution - Close out email to be sent to stakeholder to confirm additional wet cleaning as a good neighbourly gesture. Email sent 19/9.</p>	No	5024	129390	C2S
19-Sep-23	PS ISD	Pitt Street Station	Noise & Vibration	<p>Complaint - The night manager from the Castlereagh Boutique Hotel phoned to advise that night work going on was noisy and disturbing guests.</p> <p>Investigation - Communications Manager asked for more information to identify the source of the noise. Checked with night supervisor regarding the work that was going on and confirmed it was approved and consistent with what was notified. Double-checked the notice to ensure the work had been notified.</p> <p>Resolution - Communications Manager called the stakeholder and let them know the work was appropriately notified and would be completed by midnight</p>	Yes	5034	52392	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
11-Sep-23	Unrelated to project	Pitt Street Station	Unrelated to Project	<p>Complaint - The night manager from the Castlereagh Boutique Hotel phoned to complain about noise from work on Castlereagh Street.</p> <p>Investigation - Communications Manager phoned the night supervisor to ask about the work that was being done, as nothing had been scheduled. He checked and confirmed there was no work happening for Pitt Street, and that a City of Sydney contractor was working at the time. In addition, there was some unrelated rubbish being removed, causing banging.</p> <p>Resolution - Communications Manager phoned the night manager back to let him know it was unrelated to our works, but to please feel free to phone again in the future if there are any issues.</p>	Yes	5035	52392	C2S
23-Sep-23	Unrelated to project	Dulwich Hill station	Unrelated to Project	<p>Complaint - Complaint regarding the noise and light from day maker lights running all night using generators.</p> <p>Investigation - Downer does not have any OOH work at Dulwich Hill after 6pm during this possession (23 SEP-6 OCT 2023). The day maker lights and generators referred to are being used for the temporary bus stop for the replacement busses during the possession.</p> <p>Resolution - Downer Community Manager contacted complainant and advised that the replacement bus service and facilities are all managed by Transport for NSW and referred the caller to the Transport for NSW community 1800 number.</p>	No	5045	236570	S2B
23-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident approached engineer to complain of jackhammering occurring behind their property</p> <p>Investigation - JHLOR CRM rang and spoke with the engineer to understand what work we were conducting in the area. The engineer explained that our works weren't using Jackhammer and there was no jackhammering occurring in the vicinity of the rail corridor. Works were conducted using a NDD. Enviro team visited the site and confirmed that no jackhammers were being used by our teams.</p> <p>Resolution - Engineer explained that the work being undertaken wasn't using a jackhammer and that there was no jackhammering occurring in the vicinity of the rail corridor. JHLOR CRM called the complainant and stated that our works did not involve the use of a jackhammer and reminded them they were eligible for a respite offer for the following day as well as alternative accommodation for one night the following week which they had not responded to.</p>	No	5047	155499	S2B
23-Sep-23	SWM P6 HBW	Hurlstone Park Station	Traffic, Transport & Access	<p>Complaint - Resident with disabled children complained truck driver was being aggressive and parked outside their property, taking up 2 car spaces.</p> <p>Investigation - Downer Community Manager checked with the site supervisor who has told the truck driver not to park in front of the resident's property. The contractor also advised that he didn't have an aggressive conversation with the resident.</p> <p>Resolution - Downer Comms Manager contacted the resident and advised that the site manager has spoken to the driver of the truck and confirmed they wouldn't park in front of their property again.</p>	No	5049	185517	S2B
26-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident enquiring as to whether they missed a respite/alternative accommodation offer due to overnight noisy works that occurred at the Melford St rail access gate.</p> <p>Investigation - Enviro advisor informed Community Manager overnight that workers were conducting unscheduled use of the Melford St rail access gate to load out ballast related to track works at Canterbury Station. Residents around Melford St didn't get notification or AA/RO for our 25-26/09/2023 night shift activities as this was an unscheduled activity by the team. Enviro adviser conducted a desktop noise model and advised that if it had been made aware of the use of this area for this activity the affected residents would have been eligible for a respite offer.</p> <p>Resolution - JHLOR Community Manager spoke to the resident and apologised for the unscheduled use of the area. CM also advised them that the site team has been spoken to, notifying them that they should not be using this area as residents have not notified that OOHW are being conducted. CM retrospectively offered RO which was</p>	No	5051	215144	S2B
25-Sep-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder sent email to advise that noise was loud at 11:30PM</p> <p>Investigation - Work was notified via specific September out-of-hours notification, October monthly notification, weekly e-news and advertisement placed in North Shore times.</p> <ul style="list-style-type: none"> - Confirmed work was carried out within location communicated , and with all reasonable and feasible noise controls were in place including use of noise reduction tent. - Confirmed noisy activities ceased prior to midnight. - Given stakeholder did not provided any telephone contact information, Place Manager emailed stakeholder to acknowledge complaint and advise that work was carried out as notified and in accordance with approvals. Reiterated all noise management measures the project had implemented including ceasing high noise work by 12 midnight and using a noise reduction tent. - Place Manager suggested a phone call with the stakeholder to further talk through the work. The resident is located quite a distance away from the work area (over 200m) so it is possible that the resident may have heard other work. <p>Resolution - Place Manager awaiting response from stakeholder to verify whether it was Crows Nest Station work they were hearing and to provide a contact number for a telephone conversation as suggested. Have offered to subscribe stakeholder to e-news so they can receive more frequent updates about this work.</p> <p>03/10/2023 - Follow up email sent, as Stakeholder had not replied in a week.</p>	No	5053	236577	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
26-Sep-23	LW (C2S)	Surry Hills power upgrade (LWW)	Traffic, Transport & Access	<p>Complaint - Parking was removed from a section of Belmore St on Friday 22 September. Stakeholder believes this should not have been done until the day before the work started.</p> <p>Investigation - Stakeholder manager spoke to the project team who confirmed parking removal needed to start from the Friday to ensure there was enough room to allow the team to start work on Wednesday 27 September, as it can take a few days for cars to move out of the sectioned areas. The parking take out was communicated to residents in the work notification distributed to residents ahead of time. When the email was received the team had already started to mobilise the site with machinery in place.</p> <p>Resolution - The stakeholder manager apologised for the inconvenience, explained again why the team began removing parking a few days before site mobilisation, informed the complainant that the team would try and reduce the number of affected car spaces as soon as practical and repeated the offer to assist with parking cost reimbursement. The stakeholder manager informed the complainant that the team had begun mobilising on site today (with machinery delivered to the work zone) and that they would break ground on Wednesday.</p>	No	5055	188060	C2S
26-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident at Marrickville complained re out of hours work on track and not receiving respite offer</p> <p>Investigation - JHLOR Community Manager (CM) Checked respite master list and confirmed that resident was offered respite and alternative accommodation for 23/04 September and again for 30/09 and 01/10 but has not responded to offer</p> <p>Resolution - JHLOR CM emailed resident advising that they were eligible for RO/AA and were notified on the 13 Sep. Offered to provide respite for previous weekend and could book accommodation for coming weekend if they provided details required. Resident responded to email and accepted respite vouchers.</p>	No	5056	222534	S2B
26-Sep-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident at Dulwich Hill adjacent to station site on south side of rail corridor complained work during possession commenced at 6:20am when letter advised 7am start.</p> <p>Investigation - Investigated with site team, pre-start and mobilisation were taking place at this time. These activities take place at compound in close proximity to complainant's property.</p> <p>Resolution - Downer Comms Manager spoke with the resident and explained the process for out of hours etc. and approved activities - he was happy with the response.</p>	No	5057	231798	S2B
26-Sep-23	SWM P6 HBW	Hurlstone Park Station	Noise & Vibration	<p>Complaint - Resident at Hurlstone Park emailed at 5.45pm complaining works happening behind property is extremely noisy and wanted to know when work ends.</p> <p>Investigation - Downer Comms Manager investigated with Site Supervisor, various activities were taking place in close proximity to the complainant's property during standard hours. Additionally, due to site issues, the demobilisation of a crane (low noise) occurred OOH, and was completed by 7pm.</p> <p>Resolution - Downer Comms Manager checked with site team and provided update for resident that our works will continue to take place for the rest of the possession behind her property but will not be impactful like on Tuesday when she made the complaint. A respite voucher was also offered retrospectively for resident as a one off gesture of goodwill.</p>	No	5058	195166	S2B
27-Sep-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder sent email to express dissatisfaction with the occupation of parking spaces and footpath detour occurring on Clarke Street.</p> <p>Investigation - Construction manager, precinct work foreman and PM reviewed the current work set-up on Clarke Street and have refined the areas to return parking and footpath access.</p> <p>Resolution - Section of the footpath and parking spaces have been reinstated, and provided back to the community. Close out email sent to Stakeholder</p>	Yes	5059	96798	C2S
27-Sep-23	CN ISD	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Stakeholder complaint regarding driveway access at 20 Clarke Street. Stakeholder has requested that the fencing for the drainage works, to be slightly moved over, so that they can more easily reverse out of the parking space. Stakeholder wanting to note that they had hit the ATF fencing, but does not want to raise this as a damage claim. Stakeholder requesting whether works can be accelerated.</p> <p>Investigation - Stakeholder advises that he parks to the left of the driveway. Place Manager to seek advice from construction team, on whether fencing can be moved, and to be provided an update on when these works are expected to be completed.</p> <p>Pit for the drainage work is by the fencing, and will need to remain for safety reasons. team will move the fencing as the works progress.</p> <p>Resolution - Place Manager advised stakeholder that the fencing will be shifted over as the work progresses, but will need to remain where it currently is due to the location of the newly installed footpath pit, and for the safety of pedestrians and motorists. Close</p>	Yes	5060	236583	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
27-Sep-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder (building owner) complaint regarding impact to their tenant's business due to the capping beam removal. Stakeholder (building owner) advised that their tenant's customers and workers have expressed concerns about the noise from capping beam removal work to the Stakeholder (owner). Stakeholder (building owner) is seeking financial assistance/compensation.</p> <p>Investigation - Communications Manager (CM) liaised with the construction team to determine remaining duration of the work. Construction team have advised there is 3 weeks remaining.</p> <p>CM has visited tenant to discuss concerns. Tenant advised yesterday's work was particularly disruptive however today's work was manageable. Advised his wife and her customers suffered headaches from yesterday's work and the noise is not conducive to business operations. CM advised she would look into why yesterday's work was particularly noisy and whether there was anything further the construction team could do to manage noise. Agreed to meet with wife when she arrives at work today to get an understanding of her busy periods to see if there was anyway we could work around those (particularly if there are noisier activities). Offered customised earbuds for wife and Class 5 earbuds for her customers.</p> <p>27/09/2023 - Construction team met with tenants and building owner to discuss key operating hours of the business, to investigate whether work could be tailored around their busier operating periods. Tenants advised that business to the rear of the building operates in the afternoon, and the business to the front of the building operates in the morning. Tenants were concerned that there would be 6 weeks worth of high noise work. Construction team advised that works had progressed well and should not take six weeks (potentially only 3), however would confirm this with the subcontractor.</p> <p>Community team reiterated periods of work - 8am to 12pm and 2pm to 6pm Monday to Friday and 8am to 12pm Saturday and encouraged business to schedule appointments during respite periods in the event the work schedule is unable to be adapted.</p> <p>Community team asked whether Saturday afternoon is quiet for them in the event we were able to obtain approval to continue to work on a Saturday to expedite the work.</p>	Yes	5061	89950	C2S
27-Sep-23	CN ISD	Crows Nest Station	Noise & Vibration	<p>Complaint - Stakeholder called the 1800 number, to express dissatisfaction with work on Pacific Highway which they state is commencing at 9:30PM every night. Stakeholder advised this has been ongoing for years and has requested to speak to someone about this, but will only answer calls on Friday day. Stakeholder seeking compensation for the inconvenience. Stakeholder advised that he has received calls from Sydney Metro during the night, and had requests from people wanting to enter his apartment to take photos of the construction.</p> <p>Investigation - Email was not provided to the call centre, and Stakeholder has advised he would like to be called on Friday. Place Manager to call Stakeholder on Friday to discuss their concerns, and obtain further details.</p> <p>- Out of hour works at Pacific Highway had commenced on Monday 25 September 2023.</p> <p>- 29/09/2023 - Place Manager tried to call stakeholder 11.19am (as requested by stakeholder), and was unsuccessful. Left voicemail. Follow up call to be made this afternoon.</p> <p>-29/09/2023 - Place Manager called stakeholder at 4:02pm, as per stakeholder's request. Stakeholder queried why Place Manager was calling. Place Manager provided details regarding the out of hours work at Pacific Highway, and explained the start and finish times were subject to road occupancy licences. Place Manager advised that the work will occur at the Oxley Street and Pacific Highway intersections 2 nights per week, with high noise activity finishing by 12am. High noise work will occur for the first eight weeks. Stakeholder expressed dissatisfaction with night work, and requested alternative accommodation for all future nights where we will be working at the Oxley Street intersection. Place Manager advised that alternative accommodation was not offered for these works as we are working no more than 2 nights per week in each location and finishing high noise activities by 12am. Advised that the project team has worked hard to reduce impacts including, requesting earlier start times from the road authority so that the work can be completed quicker and procuring a noise tent to minimise noise to surrounding buildings as much as possible. Stakeholder continued to speak to place manager in an unreasonable manner and hung up.</p>	No	5062	103002	C2S
27-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident complaint regarding not being notified of OOHW which occurred on Monday night to Tuesday morning</p> <p>Investigation - Work has previously been alerted by Enviro Manager of unauthorised works which occurred in the area.</p> <p>Resolution - Community Relations Manager spoke to resident and apologised for the unscheduled use of the area and advised them that it was unauthorised. The complainant was advised that the team have been reminded that area is not permitted for night works going forward as assessment and notification has not been issued.</p>	No	5063	95721	S2B
25-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Complaint regarding noise impact of OOHW occurring at Canterbury Station</p> <p>Investigation - JHLOR Community Manager (CM) checked work program to confirm if we were conducting OOHW works and checked AA/RO register to confirm if an offer was made to the address. Resident was offered Alternative Accommodation which was not yet taken by the resident.</p> <p>Resolution - CM emailed resident to advise that a letter was delivered to them on 13 September advising of the OOH work and offering Respite and AA for the works. Resident responded to email and accepted respite vouchers.</p>	No	5064	208547	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
27-Sep-23	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	<p>Complaint - Resident was complaining of trucks using Redman Pde to access Belmore Triangle outside of standard hours</p> <p>Investigation - JHLOR Manager spoke with superintendent who advised that we have 2 trucks an hour using Redman Pde during the OOH. Superintendent also advised that traffic control has been informed to keep trucks moving slowly along Redman Pde to reduce impact on residents. Spoke with Enviro team who advised that under the approved EIS Redman Pde is the indicative haulage route</p> <p>Resolution - JHLOR Manager spoke with resident to advise that we have 2 trucks an hour using Redman Pde during the OOH. Also advised that traffic control has been informed to keep trucks moving slowly along Redman Pde to reduce impact on residents. Advised resident that this would be reinforced at tonight's pre start as well. Advised resident under the approved EIS Redman Pde is the indicative haulage route</p>	No	5066	97052	S2B
13-Sep-23	Unrelated to project	Victoria Cross Station	Unrelated to Project	<p>Complaint - Resident from the McLaren apartments sent email to North Sydney Council stating: the Sydney Metro Victoria Cross North Site construction is working out of the scheduled time. They are working after 10pm, making a lot of noise. Could you please contact the contractor?</p> <p>Investigation - Discussed with Construction manager and Site manager, who reviewed the works that were happening on site on the night of the 13 September. Team confirmed these works were not being completed by Victoria Cross team, works were being completed that night by Woburn Constructions on behalf of Jemena.</p> <p>Resolution - Returned call and left message. Complainant returned call. Community Manager thanked for getting in contact about the out of hours works. Outlined that the works were being completed by Woburn Constructions on behalf of Jemena. Shared the information available for these works including they will be working approx. four nights on, four nights off along McLaren Street. Unable to confirm when these works will be completed.</p>	No	5068	236587	C2S
29-Sep-23	SWMC	Southwest corridor (SWM)	Traffic, Transport & Access	<p>Complaint - Resident texted JHLORJV Community Relations Manager (CRM) phone complaining of noise, trucks not safely entering the corridor, general privacy in backyard and blocked driveway by a worker 2 weeks ago. Resident lives adjacent to site at Belmore.</p> <p>Investigation - JHLOR CRM is aware that the team is working in the area of this possession. CRM reviewed the program for works from two weeks ago and confirmed that we weren't in the area and concluded that it is unlikely that the blocked driveway would be related of SM work.</p> <p>Resolution - JHLORJV CRM will attend the site to check on the privacy screen which had been placed between the driveway and resident's house, making sure it is still intact. Traffic control have been reminded to keep trucks moving below 10km/h. Keeping residents' access clear at all times has been spoken about during prestart meetings as well as respecting residents' privacy. JHLORJV CRM offered to call the resident or visit to discuss issues with the resident.</p>	No	5071	96514	S2B
29-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident complained of noise during standard hours and OOH.</p> <p>Investigation - JHLORJV CRM reviewed schedule and noise modelling</p> <p>Resolution - JHLORJV CRM email resident and advised that JHLORJV had been conducting works in the vicinity during the week during standard hours and on 29/09 had conduct one night of works. If noise had been heard on other evenings it was likely due to Sydney Trains maintenance. JHLORJV CRM asked resident if they receive the Monthly Metro notifications from Sydney Metro as this works were covered in the Monthly notice</p>	No	5072	236595	S2B
30-Sep-23	SWMC	Southwest corridor (SWM)	Noise & Vibration	<p>Complaint - Resident complaining of noise outside property at Canterbury</p> <p>Investigation - JHLOR Community Relations Manager (CRM) reviewed noise modelling and OOHW plan and confirmed that works were being conducted within standard hours of construction and in line with the construction noise and vibration management plan and EPL.</p> <p>Resolution - JHLORJC CRM emailed resident to explain that works were being conducted within standard hours of construction and in line with the construction noise and vibration management plan and EPL. Explained to resident that they had been offered respite and alternative accommodation for OOHW work conducted on the 24 Sep and 29 Sep respectively.</p>	No	5073	209115	S2B
29-Sep-23	SWM P5 DCP	Dulwich Hill station	Worker Behaviour	<p>Complaint - Complaint regarding traffic controllers along Ewart Lane not being attentive to pedestrian needs while the road and footpath are closed.</p> <p>Investigation - Downer Comms officer investigated on site and agreed that traffic controllers could be more attentive and professional - requested for project PM to remind traffic controllers to be attentive and mindful of their conduct, especially in sight of the public.</p> <p>Resolution - Downer Comms officer updated stakeholder stating that we have addressed this with our site team and the Project Manager has toolboxed and reminded the traffic controllers to be mindful and attentive to ensure pedestrians' and motorists safety with traffic changes</p>	No	5074	236596	S2B
29-Sep-23	SWM P5 DCP	Dulwich Hill station	Noise & Vibration	<p>Complaint - Resident lives adjacent to Dulwich Hill Station site, complained about loud drilling and heavy machinery occurring at 6am at the station and suggested that AA should be offered if work starts before 7am for multiple days.</p> <p>Investigation - Downer Comms Manager investigated with the site team. Project Manager advised that Downer was just holding a pre-start meeting and had no noisy work before 7am.</p> <p>Resolution - Downer Comms Manager tried calling the resident but the phone was not answered. CM texted the resident stating that Downer is working at the Dulwich Hill station and wants to discuss her complaint. CM advised the resident to call back if they need to discuss further.</p>	No	5077	233989	S2B