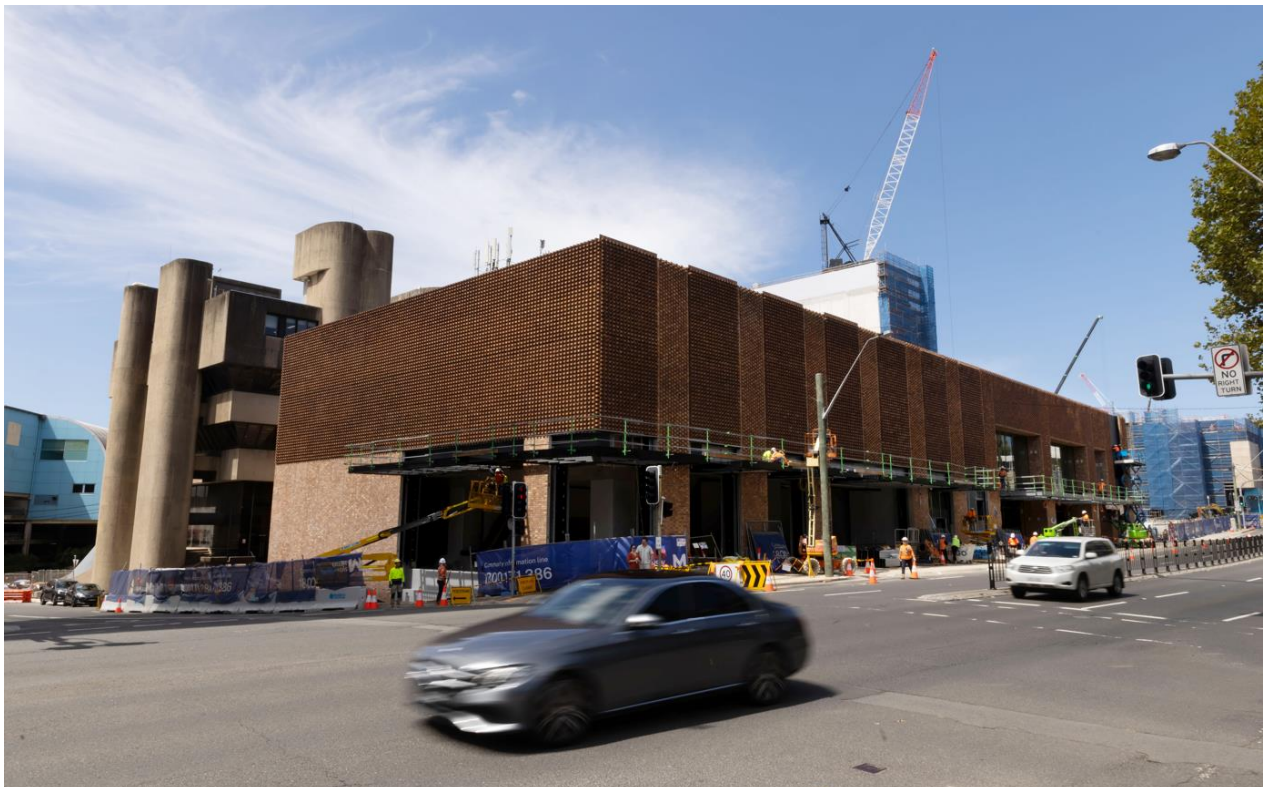


# Construction Compliance Report #14

(1 October 2023 to 31 March 2024)



# Contents

1	Executive Summary.....	3
2	Introduction.....	7
2.1	Purpose of this Report .....	7
2.2	Project Overview.....	8
2.3	Project Planning Approvals.....	9
2.3.1	CSSI Planning Approvals.....	9
2.3.2	Planning Approval Register .....	11
2.3.3	Consistency Assessments .....	12
3	Project Stages .....	13
3.1	Current Status of Stages.....	13
3.2	Construction Environmental Management Plan Reviews / Amendments	14
3.3	Relationships between Planning Approvals and Stages.....	16
3.4	Environmental Protection Licences.....	17
4	Environmental and Compliance Management.....	18
4.1	Compliance Management.....	18
4.1.1	Tracking .....	18
5	Environmental and Compliance Performance .....	20
5.1	Overview .....	20
5.2	Non-Compliances .....	21
5.3	Incidents.....	25
5.4	Environmental Audit Findings .....	25
5.4.1	Open from Previous Reporting Period .....	25
5.4.2	This Reporting Period .....	25
5.5	Environmental Monitoring .....	27
5.5.1	Noise and Vibration.....	28
5.5.2	Blasting .....	29
5.5.3	Surface Water Quality .....	30
5.5.4	Groundwater Quality .....	31
5.6	Business Impact Monitoring.....	32
5.7	Complaints.....	56
6	Sustainability and Environmental Initiatives .....	59
	Appendix 1 – Complaints during the Reporting Period.....	60

<b>Author:</b>	Environment Manager, City & Southwest
<b>Date:</b>	May 2024
<b>Version:</b>	1
<b>Reference:</b>	SM-24-00105730
<b>Division:</b>	Customer, Operations and Outcomes

# 1 Executive Summary

---

This City & Southwest Construction Compliance Report #14 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2023 to 31 March 2024 .

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 3316 to 2547 ongoing requirements being tracked by Sydney Metro and its contractors. Fourteen (14) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of 12 environmental audits were undertaken.

A total of 154 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 125 complaints were determined to be attributable to project works following investigation, down from 218 complaints in the preceding period. Southwest Corridor (SWM) was attributable for the majority of complaints, followed by Crows Nest ISD and Pitt Street ISD (33%, 23% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 82 complaints, or 66%, of all complaints attributable to project works. This was followed by 22 relating to Traffic, Transport and Access and 8 relating to Worker behaviour (representing 18% and 6% respectively of all complaints attributable to the project).

Works at the Southwest Corridor (SWM), Crows Nest ISD, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (49, 32 and 21 respectively, representing 70% 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	168 (2)	0	1 (3)	29 (22)
VC ISD	124 (1)	0	0 (0)	6 (6)
BS	150(2)	0	1 (0)	2 (2)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	160 (1)	0	0 (0)	4 (4)
PS ISD	139 (0)	0	1 (2)	17 (13)
CSM	11 (0)	0	0 (0)	0
W ISD	189 (0)	0	0 (0)	5 (4)
SSJ	106 (0)	0		0
SWMC	214 (6)	0	1 (8)	41 (36)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0		0
LW (C2S)	145 (0)	0	0 (0)	9 (9)
LW (S2B)	165 (1)	0		5 (5)
TSOM	441 (1)	0	0	0
SW P4 MCL	0 (0)	0	0 (0)	2 (2)
SW P5 DCP	178 (0)	0		2 (2)
SW P6 HBW	178 (0)		8 (0)	3 (3)
Sydney Metro (including non- staged works)	174 (0)	0	0	0
<b>Total</b>	<b>2547 (14)</b>	<b>0</b>	<b>12 (13)</b>	<b>125 (108) &lt;154&gt;</b>
<b>Total from Previous Report</b>	<b>3316 (25)</b>	<b>0</b>	<b>11 (5)</b>	<b>168 (140) &lt;218&gt;</b>

## Definitions and Abbreviations

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

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

## 2 Introduction

### 2.1 Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2023 to 31 March 2024. 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.





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

### 2.3.3 Consistency Assessments

A total of 163 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. Six (6) 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
Sydney Metro - Incorporating 8256 works within the 7400 corridor for the final stages of Sydney Metro works.	S2B	04-Oct-2023
Barangaroo - Barangaroo Southern entrance works and water Ingress Management at B3	C2S	10-Nov-2023
Victoria Cross - Miller Street crossings	C2S	23-Nov-2023
Crows Nest - Hume Street temporary closure	C2S	22-Dec-2023
Waterloo - Additional Temporary Land	C2S	27-Mar-2024
Southwest - Temporary Transport Plan 2024 April School Holidays	S2B	28-Mar-2024

### 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
<b>SYAB</b>	17 Jun 2017	Physical works completed June 2018
<b>NCW</b>	7 May 2018	Physical works completed May 2020
<b>Demolition A</b>	24 Jun 2017	Physical works completed September 2018
<b>Demolition B</b>	14 Jul 2017	Physical works completed July 2018
<b>TSE</b>	22 Dec 2017	Physical Works completed September 2021
<b>CN ISD</b>	26 February 2021	Construction phase
<b>VC ISD</b>	11 January 2021	Construction phase
<b>BS</b>	17 September 2021	Construction phase
<b>MP ISD Demo</b>	19 Dec 2018	Physical works completed April 2019
<b>MP ISD</b>	10 May 2019	Construction phase
<b>PS ISD</b>	6 January 2021	Construction phase
<b>CSM</b>	4 August 2018	Main physical works completed around Q4 2023
<b>W ISD</b>	1 October 2020	Construction phase
<b>SSJ</b>	28 August 2018	Physical works completed April 2022
<b>LW (SMTF-N)</b>	16 August 2019	Physical works completed March 2023
<b>LW (C2S)</b>	4 March 2020	Construction phase
<b>LW (S2B)</b>	4 March 2020	Construction phase
<b>TSOM</b>	N/A	Not Principal Contractor
<b>SMEW (formerly SSC)</b>	1 August 2019	Physical works completed April/May 2022
<b>SWM Stations Package 4 MCL</b>	15 March 2021	Construction phase
<b>SWM Stations Packages 5&amp;6 DCP HBW</b>	19 April 2021	Construction phase
<b>Southwest Metro Corridor</b>	19 March 2021	Construction phase

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

## 3.2 Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
<b>SYAB</b>	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>NCW</b>	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>Demolition A</b>	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>Demolition B</b>	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>TSE</b>	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>CN ISD</b>	24 February 2021	Following annual review, the CEMP was updated with minor amendments to Rev 7 in January. Minor comments were addressed on March 8 and documents finalised on March 27 for approval. Endorsement letters / approval was ongoing during the reporting period with no further changes outside this period.
<b>VC ISD</b>	11 August 2020	There were no amendments made to the Environment, Health & Safety (EHS) Plan during the reporting period. The current version was Rev 14, endorsed by the ER on 26 September 2023. The VC-ISD GWMP was updated with minor amendments to Rev J, which was endorsed by the ER during the reporting period.
<b>BS</b>	17 September 2021	The CEMP was updated with minor amendments on 12 January 2024 and endorsed by the ER on 1 February 2024.
<b>MP ISD Demo</b>	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>MP ISD</b>	18 April 2019	No updates have been made to the EHS Plan during the reporting period. The current version was Rev 7.10, endorsed by the ER on 25 September 2023. The CTMP was updated to Rev 12 and was approved on 6 November 2023.
<b>PS ISD</b>	24 December 2020	There were no amendments made to the CEMP or subplans during the reporting period. The current version was Rev 4 was endorsed by the ER on 15 June 2023.
<b>CSM</b>	4 August 2018	No plans were due for review during the reporting period
<b>W ISD</b>	31 July 2020	Minor updates to the CEMP were made during the reporting period to include details around the deferred scope of works. The CEMP update was under review during the reporting period.

<b>SSJ</b>	28 August 2018	The CEMP was updated in the last period with minor amendments and was endorsed by the ER on 22 June 2023.
<b>LW (SMTF)</b>	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>LW (C2S)</b>	4 March 2020	The CEMP was updated with minor amendments on 20 September 2023 and endorsed by the ER on 3 October 2023.
<b>LW (S2B)</b>	4 March 2020	The CEMP was updated with minor amendments on 20 September 2023 and endorsed by the ER on 3 October 2023.
<b>TSOM</b>	N/A	Not Principal Contractor.
<b>SMEW</b>	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
<b>SMC</b>	26 February 2021	The CEMP was updated in the period with amendments and was endorsed by the ER on 9 November 2023.
<b>SWM Package 4 MCL</b>	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.
<b>SWM Package 5 DCP HBW</b>	4 March 2021	CEMP Rev 7.4 - was updated on the 13 December 2023 as part of a periodic review with no amendments made.
<b>SWM Package 6 HBW</b>	4 March 2021	CEMP Rev 7.4 - was updated on the 13 December 2023 as part of a periodic review with no amendments made



### 3.3 Relationships between Planning Approvals and Stages

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

Table 6 Allocation of Planning Approvals to C&SW Stages

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

### 3.4 Environmental Protection Licences

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

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

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

Stage	Licence	Activity Type	EPL #	Status
<b>SYAB</b>	EPL not required (all works completed prior to the reporting period).			
<b>NCW</b>	EPL not required (all works completed prior to the reporting period).			
<b>Demolition A</b>	EPL not required (all works completed prior to the reporting period).			
<b>Demolition B</b>	EPL not required (all works completed prior to the reporting period).			
<b>TSE</b>	EPL not required (all works completed prior to the reporting period).			
<b>CN ISD</b>	EPL not required.			
<b>VC ISD</b>	EPL not required.			
<b>BS</b>	EPL not required.			
<b>MP ISD Demo</b>	EPL not required (all works completed prior to the reporting period).			
<b>MP ISD</b>	EPL not required.			
<b>PS ISD</b>	EPL not required.			
<b>CSM</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and was surrendered on 22 Nov 2023.
<b>W ISD</b>	EPL not required.			
<b>SSJ</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and active throughout the reporting period.
<b>LW (SMTF)</b>	EPL not required. Physical works completed March 2023.			
<b>LW (C2S)</b>	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 and active throughout the reporting period.
<b>LW (S2B)</b>	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
<b>TSOM</b>	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
<b>SMEW (prior to 24 Sep 2019)</b>	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
<b>SMEW (post 24 Sep 2019)</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
<b>SWM Package 4 MCL</b>	EPL not required.			
<b>SWM Packages 5&amp;6 DCP HBW</b>	EPL not required.			
<b>Southwest Metro Corridor</b>	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

## 4 Environmental and Compliance Management

---

### 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.

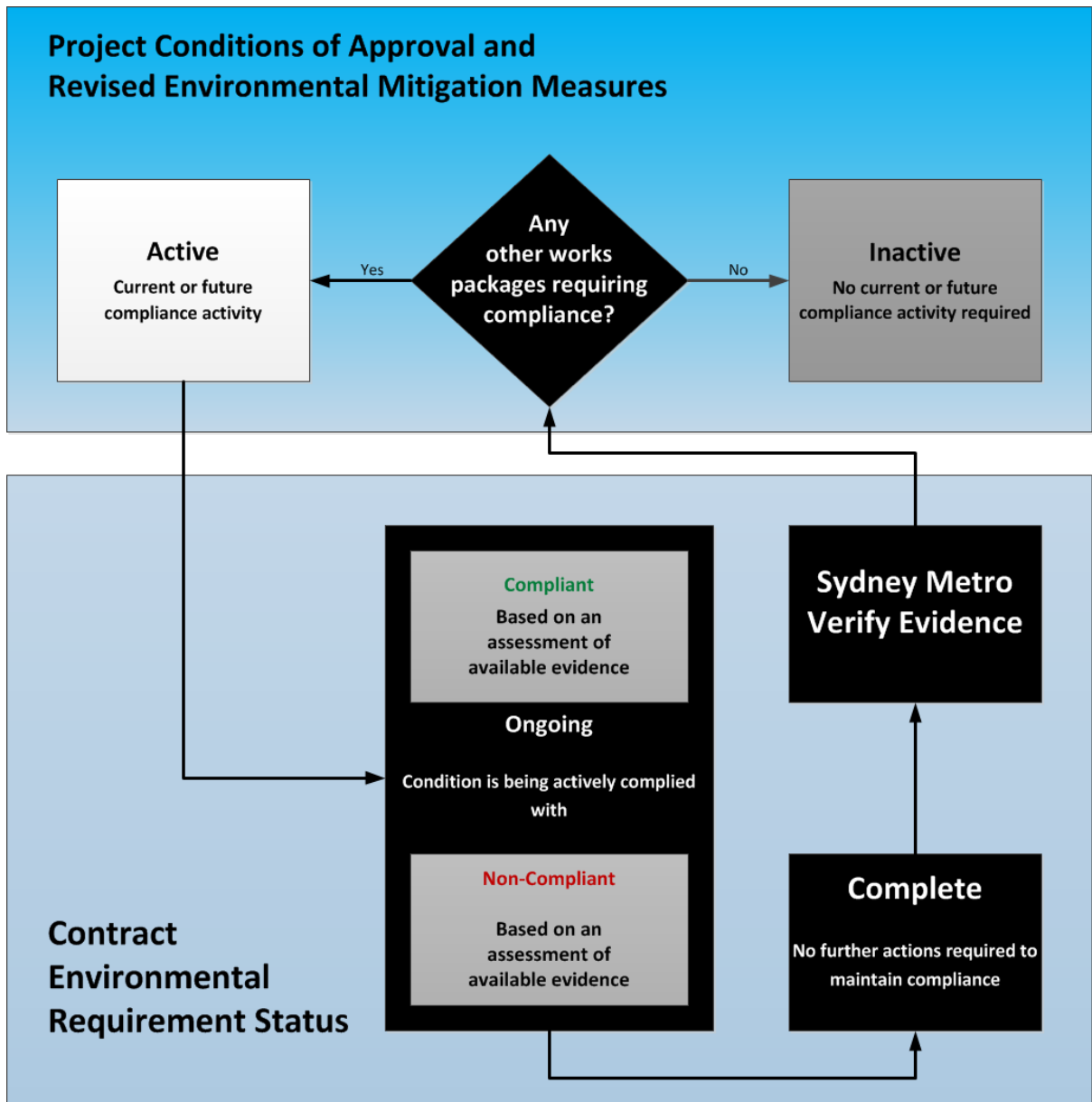


Figure 2 Tracking of Environmental Requirements

## 5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2547. There was a total of 14 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	168 (2)	0	1 (3)	29 (22)
VC ISD	124 (1)	0	0 (0)	6 (6)
BS	150 (2)	0	1 (0)	2 (2)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	160 (1)	0	0 (0)	4 (4)
PS ISD	139 (0)	0	1 (2)	17 (13)
CSM	11 (0)	0	0 (0)	0
W ISD	189 (0)	0	0 (0)	5 (4)
SSJ	106 (0)	0	1 (8)	0
SWMC	214 (6)	0		41 (36)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0		0
LW (C2S)	145 (0)	0	0 (0)	9 (9)
LW (S2B)	165 (1)	0		5 (5)
TSOM	441 (1)	0	0	0
SW P4 MCL	0 (0)	0	0 (0)	2 (2)
SW P5 DCP	178 (0)	0		2 (2)
SW P6 HBW	178 (0)		8 (0)	3 (3)
Sydney Metro (including non-staged works)	174 (0)	0	0	0
<b>Total</b>	<b>2547 (14)</b>	<b>0</b>	<b>12 (13)</b>	<b>125 (108) &lt;154&gt;</b>
<b>Total from Previous Report</b>	<b>3316 (25)</b>	<b>0</b>	<b>11 (5)</b>	<b>168 (140) &lt;218&gt;</b>

## 5.2 Non-Compliances

There were 14 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	2	0	168
VC ISD	1	0	124
BS	2	0	150
MP ISD	1	0	160
PS ISD	0	0	139
CSM	0	0	11
W ISD	0	0	189
SSJ	0	0	106
SWMC	6	0	214
SMEW	0	0	0
LW (SMTF-N)	0	0	5
LW (C2S)	0	0	145
LW (S2B)	1	0	165
TSOM	1	0	441
SW P4 MCL	0	0	0
SW P5 DCP	0	0	178
SW P6 HBW	0	0	178
Sydney Metro (including non-staged works)	0	0	174
<b>Total</b>	<b>14</b>	<b>0</b>	<b>2547</b>

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

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

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
03-Oct-23	Noise and Vibration	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - E22	OOHW on 29/09/2023 related to tamping activities that were ahead of schedule, with notification of OOHW not provided to residents in that area.	<p>Track team to signoff on the requirements of the OOHW so that any changes in program are delivered in compliance with the OOHW approval - Closed</p> <p>Develop a change management procedure - Closed</p> <p>Develop a procedure with Sydney Metro for change management additional mitigation measures during OOHW - Closed</p> <p>Reasonable contingency to be included in OOHW approvals - Closed</p>
06-Oct-23	Noise and Vibration	SSI8256 - <b>Linewide</b> - MCoA - E20	The audible operation of the Dulwich Hill Traction Substation rectifier transformer was not covered by an OOH permit.	<p>Approved Out of Hours Permit in place - Closed</p> <p>Lessons learned from this incident with actions implemented during the energisation of Canterbury TSS. This included notification to residents and noise monitoring undertaken the following day of energising the TSS - Closed</p> <p>SC is currently investigating permanent noise mitigation measures with the transformer manufacturer and our noise consultant. Further noise monitoring will be undertaken to ensure noise levels meet operational standards following the installation works. This information has been communicated with the impacted residents - Closed</p>
19-Oct-23	Noise and Vibration	SSI15_7400 - <b>Barangaroo SD</b> - MCoA - C15	<p>The real time vibration monitor mounted inside 25 Hickson Road had ceased to transmit data. An unknown error with the sim card resulted in the inability of the monitor to upload.</p> <p>The vibration monitor was also overdue for a yearly service. During the period which data was lost rock hammering works were undertaken in Hickson road. These works were &lt;5m from 25 Hickson Road. During these periods real time vibration monitoring was undertaken on by Ward Civil. The results of this monitoring indicated that the rock hammering works were within the vibration limits for 25 Hickson Road.</p> <p>Based on the above it is concluded that while the vibration monitor was not recording/uploading data correctly</p>	<p>Service Real Time Vibration Monitor. A hired monitor was in place while the monitor was sent for servicing. Monitor returned from servicing September 2023 - Closed</p> <p>Reconnect SIM card/Sigicom infranet. New sim card in place from monitor being returned from servicing September 2023 - Closed</p>



the likelihood of a vibration exceedance occurring during this period is low.

15-Oct-23	Noise and Vibration	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA - E44	Blockwork contractor commenced work early on a Sunday without approval, which was noticed by adjacent resident.	Request for letter to be issued to subcontractor - Closed  The Site Manager to conduct toolbox with workers from the blockwork contractor. Closed
02-Oct-23	Management Systems	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - C1	Benching out of the rail embankment for the Bankstown Northern (Upper) Platform commenced without an Environmental review of the SWMS or consultation on whether the Construction Environmental Management Plan (CEMP) Rev 17 adequately addresses environmental risk of the activity in contravention to a Hold Point in Table 11 of the CEMP.	Bankstown Northern (Upper) Platform construction activities under CPR11 have been included in latest CEMP Rev 17 and submitted to the ER and SM - Closed  The responsible site engineer has been reminded to consult on all changes in construction methodology - Closed  Details of non-compliance was provided to SM and ER - Closed
21-Nov-23	Traffic, Transport and Access	SSI15_7400 - <b>Victoria Cross ISD</b> - MCoA - E81	A complaint relating to parking out of hours on Berry St. A crawler crane was parked on Berry St overnight when works were not being undertaken, as it impractical to remove it from the site each day as it is an oversized load. A separate stand plant permit is required to keep the crane on Berry St overnight.	Construction Manager to ensure that a stand plant permit is in place for any plant to remain in the work zones overnight - Closed
16-Nov-23	Management Systems	SSI15_7400 - <b>Barangaroo SD</b> - MCoA - C16	The Noise and Vibration Monitoring reports are issued for 6 month periods, however due to delays in reporting and revisions required the reports have not been issued on a 6 monthly schedule as required by the Barangaroo Metro Station Construction Noise and Vibration Monitoring Plan, therefore there is a non-compliance with condition C16.	Issue of Fourth Noise and Vibration Monitoring Report (April 2023 – September 2023) during 2023 calendar year - Closed
03-Jan-24	Soil and Water	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - C1	The pumping of water occurred during the excavation of HV trenches at Bankstown Station within the rail corridor without testing the water quality or obtaining approval.	Conduct an investigation into the NCR and events - Closed  A toolbox will be delivered by the responsible site engineer to the project team to remind the team of the requirements for permits to pump water - Closed
03-Feb-24	Flora and Fauna	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - A19	The incident is also an NCR as the 'unauthorised vegetation removal outside approved clearing limits' occurred during stockpiling within the Belmore Triangle without the formal lease agreement being executed. A delay of the lease agreement has delayed approval of Ancillary Facilities Assessment in accordance with the project Conditions of Approval A19.	The Project team have been pursuing the approval of the lease with Sydney Metro however there is still no clear date set for the lease's execution by Sydney Metro.

24-Feb-24	Traffic, Transport and Access	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - A1; REMM - TC20	<p>A resident complained of her driveway being blocked. Victoria Road at the bridge was being restored after investigation works. As the team were packing up, a driveway was partially and temporary blocked with the truck driver behind the steering wheel all the time. The traffic controllers offered assistance for the homeowner if she wants to get her car out. Resident has requested a \$50 voucher as compensation for having driveway blocked without notice.</p>	Access must be maintained at all times unless alternative have been discussed with the residents - Closed
27-Feb-24	Traffic, Transport and Access	SSI8256 - <b>Southwest Metro Corridor</b> - MCoA - A19; REMM - TC12	<p>A resident complained of a generator being turned on at the Hurstone Park MSB site before 7am and cars parking in the street. The generator was used for the caravan which had not been approved as an Ancillary Facility for use.</p>	<p>toolbox to be provided to the subcontractors to remind them of parking requirements - Closed</p> <p>Obtain approval to plug the caravan into the mains power - Closed</p>
15-Feb-24	Management Systems	SSI15_7400 - <b>Crows Nest ISD</b> - MCoA – A1, A16, A18	<p>AWE subcontractors established a fenced work area in a parking bay outside 20 Clarke Street, this area was used by AW Edwards for the Clarke Street footpath paving works during standard hours. ROLs were not in place for this area for the 24-hour period. The remaining paving work was due to be completed out of hours, initially over the weekend of 25/11/2023. Works were repeatedly delayed, and rescheduled due to union rally, inclement weather (on two occasions) and re-design.</p> <p>In the ER Inspection Report for inspection held 24/01/2024, the ER noted 'paving materials were stored on Clark Street. The ER reminded AWE that this was not within the approvals and suggested that a MAF for minor storage be considered. AWE indicated that this was a "work area": and did not require approvals. The ER requests that AWE provide evidence of compliance with the project approvals.</p> <p>In the ER/AA/AWE/SM meeting held on 24/01/2024, the ER advised AWE to remove the material or prepare a MAF under CoA A18 for minor material storage.</p> <p>A MAF was not prepared, evidence of approval was not provided to the ER. The storage of materials was not removed until after work was completed.</p>	<p>Confirmation that evidence of material and fenced area that were removed was provided to ER by AWE on 12/02/2024 - Closed</p> <p>Toolbox was carried out on 14/02/2024 reinforcing need for approval in new work areas. Closed</p> <p>Sydney Metro to investigate options for storage of materials if required for public domain work. Closed.</p>

			<p>Therefore, the material was stored outside of the boundary without the required approval in place and this NCR was raised for failing to comply with the approvals.</p> <p>It is also noted that this NCR covers the failure of AW Edwards to provide the ER with the requested evidence.</p>	
01-Mar-24	Management Systems	SSI5931 - <b>TSOM</b> - MCoA - B9	<p>In accordance with the SMTF-N staging report, MTR was required to complete a low-impact/minimal work application to comply with CSSI5931 CoA B9 before commencing the Integrated Factory Acceptance Test (IFAT). However, some of the scope for the IFAT works (i.e., site mobilisation, excavation, and concrete pouring) had already been carried out before applying for minor work approval. The only remaining scope to be completed at the time of the application was the installation of the steel platform structure.</p>	<p>Upon receiving notification of the non-conformance, MTR immediately submitted a minor work application to address the remaining scope of work - Closed</p> <p>Furthermore, MTR will conduct a toolbox talk to specifically address the non-compliance and implement measures to prevent its recurrence - Closed</p>
06-Mar-24	Noise and Vibration	SSI15_7400 - <b>Martin Place ISD</b> - MCoA - E44	<p>Hoarding works on the north site were completed as per the approved MPISD OOHW hoarding application.</p> <p>However, concrete cutting was used as part of these works to remove hoarding footings, but was not included on the approved OOHW application. This led to a complaint regarding noise and vibration from a nearby stakeholder.</p> <p>Concrete cutting was approved at the time under the OOHW public domain application, however had not commenced at the time.</p>	<p>Environment Manager – follow up with relevant project engineer to reinforce permitted equipment under each OOHW approval - Closed</p>

### 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 12 environmental audits were undertaken during the reporting period:

- All were undertaken internally by Sydney Metro contractors or their associates.

The 12 audits resulted in a total of 15 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

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

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

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
CN ISD	C RAI 005 – Q&A	Internal	13-Nov-2023	3	3	0
BS	Internal Project Audit Report Barangaroo	Internal	31-Jan-2024	0	0	0
PS ISD	Environmental	Internal	25-Mar-2024	2	1	1*
SWM Package 5 DCP HBW	Environmental Management Systems	Internal	24-Oct-2023	0	0	0
SWM Package 5 DCP HBW	Moveable Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 5 DCP HBW	Salvaged Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 5 DCP HBW	TDS ISO 9001 Audit	Internal	03-Nov-2023	0 (2 observations)	0	0
SWM Package 6 HBW	Environmental Management Systems	Internal	24-Oct-2023	0	0	0
SWM Package 6 HBW	Moveable Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 6 HBW	Salvaged Heritage Items Final Audit	Internal	15-Dec-2023	0	0	0
SWM Package 6 HBW	TDS ISO 9001 Audit	Internal	03-Nov-2023	0 (2 observations)	0	0
SWMC	HSE Management System Audit	Internal	02-Nov-2023	8	8	0
<b>Totals</b>				<b>13</b>	<b>12</b>	<b>1</b>

\* The open action was related to an emergency event which was closed outside of this CCR reporting period (May 2024)

## 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 12 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 12 Environmental Monitoring Program Applicability to each Project Stage**

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

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

### 5.5.1 Noise and Vibration

During the reporting period, SSI 7400 noise and vibration monitoring programs were applicable on the CN ISD, VC ISD, BS, MP ISD, PS ISD, CSM, W ISD, SSJ, and Linewide Stages. A noise and vibration summary and analysis at each Chatswood to Sydenham site for construction activities undertaken during the reporting period is provided in Table 13 and Table 14.

**Table 13 Noise Monitoring Results Summary and Analysis**

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
<b>LW – Northern Connection*</b>	0	Noise monitoring occurred on one occasion as required for OOHW, which involved fencing works within the rail corridor. Attended noise monitoring verified compliance with modelling predictions.
<b>LW – Chatswood Dive*</b>	0	Noise monitoring occurred on one occasion as required for OOHW, which involved the erection of hoarding to support shed demolition works at the Chatswood Dive site. Attended noise monitoring verified compliance with modelling predictions.
<b>CN ISD</b>	0	Noise monitoring has occurred as required for OOHW, during Pacific Highway service installation, intersection upgrade, Sydney Water connections and encasing as well as during ongoing structure construction and fit out work. Real-time noise monitoring is underway adjacent to the station with data reported in the CMR.
<b>VC ISD</b>	0	Attended noise monitoring was undertaken during the reporting period on 21/02/24, in relation to OOHW at Berry Street, to compare noise levels to predicted levels.  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 VCISD works.
<b>BS</b>	0	Attended noise monitoring undertaken during OOHW 10/11/23 and 11/11/23.  Fourteen measurements collected with one exceedance (10/11/23 8:14pm-8:29pm) of predicated noise level was reported when more high impact equipment was in use than modelled.
<b>MP ISD</b>	0	<ul style="list-style-type: none"> <li>• Attended monitoring undertaken periodically during the period in relation to specific OOHW activities.</li> <li>• No exceedances of predicted levels or CSSI criteria recorded.</li> <li>• No non-conformances raised.</li> </ul>
<b>PS ISD</b>	0	Attended noise monitoring was undertaken during the reporting period on 12/10/23, 06/11/23, 27/10/23, 18/01/24 and 24/01/24. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria due to PSISD works.  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.
<b>CSM</b>	0	No non-conformances were raised for exceedances of predicted levels or CSSI criteria recorded as a result of construction.

<b>W ISD</b>	0	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 18 monitoring events were conducted. The construction noise level (LAeq 15min) was not above the PNL.
<b>SSJ</b>	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 results from March 2023 that were not included in CCR#12.

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

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
<b>LW – Chatswood Dive Site</b>	0	Continuous monitoring took place from 25/09/2023 to 4/10/2023 during demolition of a site building close to the heritage listed Mowbray House. No exceedances above the screening criteria for heritage structures. No non-conformances raised.
<b>CN ISD</b>	0	Attended vibration monitoring was not triggered during this reporting period, real-time vibration monitoring is underway adjacent to the station and the monitoring data is reported in the CMR.
<b>VC ISD</b>	0	No attended vibration monitoring was conducted during the reporting period.
<b>BS</b>	0	Continuous monitoring was undertaken during site works. Permanent monitor was set up at 25 Hickson Road and 2 temporary monitors. All exceedances during period noted as when monitors were bumped on Site or moved.
<b>MP ISD</b>	0	Continuous monitoring undertaken. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
<b>PSISD</b>	0	No attended vibration monitoring was conducted during the reporting period. Unattended monitoring took place from 20/08/23 to 12/10/23 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 recorded that were related to the works of the Project.
<b>CSM</b>	0	No vibration monitoring was required to be undertaken during the reporting period.
<b>W ISD</b>	0	Due to completion of vibration generating activities during previous reporting period and approval from IPIAP in July 2023 (R17.007-IPIAP Letter 12) to cease monitoring under condition E63, there was no requirement to undertake unattended vibration monitoring during the reporting period.
<b>SSJ</b>	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

There has been no discharge of stormwater during the reporting period. 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. Surface water quality monitoring was not 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 Tunneling and Station Excavation Contractor. The portion contained the Chatswood Water Treatment Plant (WTP), which was operated by Systems Connect in the reporting period. The WTP processed and treated surface water from the Chatswood Dive site, and tunnel water between Barangaroo and the Chatswood Dive. The Chatswood Water Treatment Plant was decommissioned on the 28th of June 2023.

From November 2021, the construction WTP at Marrickville became operational. This WTP takes water from the tunnels between Barangaroo and the Marrickville Dive. From 28th June 2023 the Marrickville WTP began processing water from the tunnels between the Chatswood Dive and the Marrickville Dive. On the 3rd of August 2023, discharge point 3 was added to EPL #21423 for the operational WTP. The switch from the construction WTP to operational WTP was made in September 2023.

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 15.

**Table 15 LW Results Summary of Key Surface Water Monitoring Parameters**

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Marrickville Dive WTP	7.1 – 7.9	0.2 – 1.7	None visible

At the Marrickville water treatment plant under Systems Connect control, the discharge parameters pH, TSS and NTU are to be sampled monthly. As part of the August 2023 EPL licence variation, additional monthly discharge water monitoring requirements were introduced for the Marrickville WTP .

Only the receiving waters downstream of the Marrickville WTP was applicable for monitoring during this period. The sampling point downstream of the Marrickville WTP is in the Alexandra Canal. Sampling points are described in Table 16 below.

**Table 16 LW Sampling Point Information**

Site ID	Site interaction	Relative location	Catchment	Sampling address	Easting	Northing	Type
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 7 February 2024 and a manual measurement of the water level taken to calibrate the logger data. The groundwater well SRT-BH018 was inaccessible due to a scaffolding installation above it at the time of inspection.

**Table 17 CN Results 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 07/02/24.

**Table 18 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	4.60

A review of groundwater levels during the period 01/10/2023 to 07/02/24 indicates the following:

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

## Victoria Cross Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant 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 water has been discharged to stormwater during the reporting period. Due to the progression of the site, since 29/06/2023, construction and rainwater are now captured and managed by the Pitt Street North and South Over station Development sites respectively. Groundwater remains within the sump locations at both Pitt Street South and North site and has instead been reused within site amenities.

## Central Station Mainworks

No groundwater quality monitoring was conducted during the reporting period. A Final 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, W 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	136 notifications were issued to business stakeholders to inform about upcoming activities and likely construction impacts. Summary: 6 monthly updates 8 OOH notifications 1 other work notifications 40 work update slips 1 newsletter 80 campaign emails were also distributed

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	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.	63 business briefings and doorknocks were carried out during the reporting period. Summary: 45 Doorknocks 5 meetings 13 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	One complaint received from businesses regarding not being informed about work impacting driveway access. Explained that subcontractor had not informed A W Edwards of this work which is why it had not been communicated. .
		Lessons learnt.	Regular doorknocks and check-ins are valued by the business community throughout public domain works.  Business community continue to be 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	184 businesses were consulted regarding standard mitigation measures to address access, parking, and amenity issues during the reporting period.
	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	Details of mitigation measures implemented	39 businesses offered alternate parking/ parking reimbursement or parking compensation during the reporting period. Offers were made on eight

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	and amenity, including details of any repeat complaints about the same issue.		<p>occasions totalling 69 offers and 32 acceptances.</p> <p>To complete works bordering Clarke Street businesses (Willoughby Road to Hume Lane) 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, 28-34 and 20 Clarke Street businesses was scheduled to occur on weekends (outside their operating hours).</p> <p>Custom signage prepared and placed for 62 businesses during precinct works to inform potential customers that businesses remain open throughout our works and how to access premises.</p>
		Business feedback on effectiveness of mitigation measures	<p>Businesses were appreciative of consideration in the planning of precinct works (scheduled to occur outside of business hours) to minimise access impacts.</p> <p>Custom signage to indicate businesses are open and how to access was well received.</p> <p>Businesses prefer alternate parking arrangements to be pre-paid.</p>
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil.
		Lessons learnt.	Use of weekend shifts to minimise impacts to business access continues to be well received.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
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	<p>Respite periods were adjusted (longer respite provided) during capping beam removal work to accommodate sensitive operating times of nearby IVF clinic.</p> <p>Custom earbuds were offered to one business during the reporting period. Business was offered noise monitoring to determine whether any further mitigation was warranted.</p> <p>Individual communication strategy was established to support IVF clinic operations.</p>
	Feedback on mitigation measures effectiveness (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.	<p>Use of longer respite periods has helped support business continuity for vibration sensitive businesses.</p> <p>Regular doorknocks and check-ins are valued by the business community ahead of noise and vibration intensive works (public domain work).</p> <p>Individual communication strategies for vibration sensitive receivers have been well received.</p>

## Victoria Cross 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	Total – 8 OOH notifications 6 monthly notifications 1 bi-annual newsletter
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	9 interface management meetings providing construction updates to Intera Group, Winten Group and Channel Nine.
	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% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Zero received from neighbouring businesses. Nil complaints referred to Community Complaints Mediator.
		Lessons learnt.	Work with NSC to alert business community about changes to traffic and pedestrian access. Provide warning of impactful work so businesses can request workers work from home those during that period. Worked with the impacted businesses to come up with solutions and relief to the construction impacts.
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	Zero business 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 mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	



Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	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	
		Business feedback on effectiveness of mitigation measures	Businesses appreciate the team accommodating their needs.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	One received from neighbouring businesses regarding access to car park.
		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 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.	Summary of non-standard mitigation measures implemented	Zero business with agreed mitigation measures
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	Nil.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Summary of non-standard mitigation measures implemented	Nil.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Use respite periods and quieter works to support neighbouring businesses..
	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	
		Lessons learnt	

## Barangaroo Station Development

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
<p><b><u>Awareness of construction activity and likely impacts</u></b></p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p>	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	<p><b>49 notifications in total.</b></p> <p>Eleven OOHW or impactful works specific notifications</p> <p>Five door knocks for OOHW.</p> <p>28 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>
Number of business briefings, building-based information sessions and face-to-face meetings prior to works.	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% of notifications issued on time
Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	<p>Three briefings to the Walsh Bay Precinct Association (WBPA).</p> <p>Three interactions with the Langham Hotel and Palisade Hotel relating to advance notice and updates for OOHW.</p>
	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% of business within 50m have been contacted.
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	NIL complaints referred to Community Complaints Mediator.
		Lessons learnt.	<p>Lessons learnt:</p> <p>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.</p>

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			To date they have received no complaints from guests, resulting in no financial impact or reputational damage.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
<p><b><u>Measures implemented to maintain business vehicle and pedestrian</u></b> access, parking, visibility and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p>	<p>Zero businesses required mitigation measures.</p>
<p>100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects.</p>	<p>Feedback on mitigation measures effectiveness (documented in Consultation Manager)</p>	<p>Percentage of businesses where mitigation measures were implemented as agreed</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>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><b><u>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</u></b> Agreed mitigations implemented, including agreed respite, work methods, proactive engagement and ongoing communication.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts</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>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</p>	<p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p>	<p>Summary of non-standard mitigation measures implemented</p>	<p>Nil non-standard mitigation measures implemented.</p>

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.			
Zero referrals to Sydney Metro over a six-month timeframe during standard construction	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	No referrals relating to businesses made to Sydney Metro.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Lessons learnt	One complaint from a local business which has been closed.
	Records in Consultation Manager database on noise and vibration complaints from businesses.		

## Martin Place 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	18 notifications issued: 10 monthly OOH and work notifications 6 additional works and OOH notifications
	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% of notifications issued on time.
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	7 doorknocks to community and businesses: 4 advising of upcoming works 3 regarding Community Agreement extension  12 stakeholder meetings including: 6 online briefings with adjoining owner stakeholder (60 Castlereagh Street) 3 face-to-face briefing with stakeholder regarding public domain works 3 regarding Community Agreement extension
	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% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> <li>Zero received from neighbouring businesses.</li> <li>Nil complaints referred to Community Complaints Mediator.</li> </ul>
		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	Consultation with businesses on potential impacts and mitigation	Number of businesses with mitigation measures agreed in advance to address access, parking,	No business property driveway vehicle or pedestrian access are directly impacted as a

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
amenity during construction activity	measures (documented in Consultation Manager)	visibility, or amenity issues	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 details of any repeat complaints about the same issue.	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.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.		
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	N/A
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		
	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.	One complaint relating to noise and vibration from resident

## Pitt Street 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	33 notifications were issued to businesses within our catchment area during the reporting period. Comprising: • 6 monthly combined OOH and work notifications • 1 utilities consultation notification • 3 targeted email notifications In addition, 26 weekly emails were issued during 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.	Six monthly meetings with the Castlereagh Boutique Hotel, Twelve face-to-face meetings with the Kimpton Margot Hotel regarding upcoming work. Three face—to-face meetings with the Edinburgh Castle concerning Gadigal Station public domain work. There were no doorknocks of business stakeholders undertaken during this reporting period,
		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	Nil during this reporting period.
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	Two businesses were consulted during this period regarding mitigation measures to minimise noise, ensure continuity of access, parking, viability and amenity.



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	Provided access to work zone for regular deliveries to the Edinburgh Castle Hotel.
		Business feedback on effectiveness of mitigation measures	Businesses generally expressed appreciation of their needs being accommodated with the exception of the Kimpton Margot Hotel. The Hotel noted the need to carry out the work but expressed concern about the impact night-works on hotel patrons.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil during this reporting period.
		Lessons learnt.	Proactive, transparent communication about upcoming work and associated impacts is key to enabling collaboration with business stakeholders on mitigation measures.  It also enables businesses to plan and adjust their operations where possible to minimise adverse impacts.
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	Implementation of noise tents during cutting operations at Gadigal South site to minimise noise impacts.  Revising the program to condense some high impact works (jackhammering) into a single night and purchasing additional equipment and material (i.e. plates) to mitigate impacts from nightworks on The Kimpton Margot Hotel.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			<p>Where possible, the project considered business stakeholders' event schedule when planning Gadigal Station work activities, to minimise adverse impacts stemming from project delivery.</p> <p>Businesses conveyed appreciation at the efforts to mitigate noise, but continued to express general frustration at ongoing impacts and duration of works.</p>
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		
	Records of businesses referred to Sydney Metro for additional assessment / treatment.		
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of referrals to Sydney Metro	Nil during the current reporting period.
		Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	One business lodged repeated complaints during this period.
		Lessons learnt	Regular contact and providing timely, detailed information about possible construction impacts with businesses has been key to minimising the number of complaints during this period. Access to a 24/7 community team member has been instrumental in identifying and resolving issues promptly, to avoid escalation.

## Central Station Mainworks

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	All interactions with businesses are documented in Consultation Manager. 4 notifications issued, all 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. One quarterly newsletter issued during this period, Q1 2024.
Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.	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% of notifications issued on time
Number of business briefings, building-based information sessions and face-to-face meetings prior to works.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	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. Regular updates to the Sydney Dental Hospital at the end of 2023.
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	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% of businesses within 50m have been contacted
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	(0) complaints received from businesses
		Lessons learnt.	Nil complaints referred to Community Complaints Commissioner.
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	Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.			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.
The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	No complaints received
	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	Ongoing correspondence with building manager to time the adequate reinstatement of parking bollards / gates at a suitable time for both parties.
		Business feedback on effectiveness of mitigation measures	
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	No repeat business complaints.
		Lessons learnt.	Lessons learnt – Continue to educate each subcontractor (and workers) on the community’s specificities via presentation at kick off meeting and toolbox talks.

## Waterloo 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	Waterloo Congregational Church: <ul style="list-style-type: none"> <li>• 1 interface meeting - S&amp;CLM actively communicating with Church on a monthly basis.</li> </ul> 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	All interactions with businesses are documented in Consultation Manager. 8 letterbox drop notifications issued; monthly work notifications which include OOH.  4 Community / Business connect event  1 Bi-annual newsletter 172 project email updates issued.
	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% of notifications issued on time. Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	ongoing doorknocks to businesses close to external utility work.
	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	
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	0 complaints from businesses. 0 complaints referred to Community Complaints Mediator.
		Lessons learnt.	Lessons learnt – Businesses to be consulted ahead of any

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			disruption should it be required to facilitate work in the future.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity..	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.	0 business requests received for coordination regarding property access, parking, visibility or amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	0 business complaints received regarding property access, parking, visibility, or amenity.
	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 and pedestrian access, parking, visibility and amenity - 0.	WISD site hoarding does not obscure business access or visibility.
			Lessons learnt - Businesses to be consulted ahead of any disruption to parking on Raglan, Wellington Street and Botany Road, should it be required to facilitate work in the future.
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.	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.	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.
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.	
	Feedback on effectiveness of mitigation		

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	<p>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>		

## Linewide

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	<p>13 monthly notifications were issued, including: 6 x SMTF South 6 x Northern Connection/ Chatswood Dive. 1 x Blues Point</p> <p>1 specific notification was issued at Chatswood Dive Site</p> <p>50 email updates issued included: 1 x Campsie TSS 1 x Canterbury TSS 1 x Dulwich Hill TSS 17 x email updates for the Northern Connection/Chatswood Dive 6 x email updates SMTF South</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	During this reporting period, there has been one doorknock of Lakemba business stakeholders concerning padmount energisation.
	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 reporting 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	Nil for the current reporting period.
	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



Performance parameters	Monitoring	Reporting outputs	CN ISD Status
			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 and pedestrian 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	CN ISD Status
<b>Awareness of construction activity and likely impacts</b>	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	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% of notifications issued on time
	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 work	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
<b>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</b>	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	No additional mitigation measures were required
	Feedback on 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 details of any repeat	Details of mitigation measures implemented	• Traffic controllers briefed at pre-start meetings and reminded not to allow construction related vehicles to park in business parking.

Performance parameters	Monitoring	Reporting outputs	CN ISD Status
	complaints about the same issue.		<ul style="list-style-type: none"> <li>• Coordination with approved traffic plans</li> <li>• Additional wayfinding signage where required</li> <li>• Individual contact made with businesses that may be impacted where possible</li> <li>• Appropriate signage provided where parking would be impacted</li> <li>• Respite periods from high noise impact activities were implemented</li> </ul>
		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.
		Lessons learnt.	Install appropriate signage proactively where parking would be impacted.
<b>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</b>	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	NIL, noting: 100% compliance with CNVIS & 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Respite measures At-source treatment Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	Businesses are prepared for, and have become accustomed to, Metro work in the local area. Council work and local property developments are also present in many areas, and should be recognised in discussions with businesses.

## 5.7 Complaints

A total of 154 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 125 complaints were determined to be attributable to project works following investigation. Southwest Corridor (SWM) was attributable for the majority of complaints, followed by Crows Nest ISD and Pitt Street ISD (33%, 23% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 82, or 66%, of all complaints attributable to project works. This was followed by 22 relating to Traffic, Transport and Access and 8 relating to Worker behaviour (representing 18% and 6% respectively of all complaints attributable to the project).

Works at the Southwest Corridor (SWM), Crows Nest ISD, and Pitt Street ISD sites generated the greatest number of complaints during the reporting period (49, 32 and 21 respectively, representing 70% of all complaints attributable to the project).

107 stakeholders accounted for the 125 complaints; 101 were one-off complaints, 32 were from stakeholders who contacted Sydney Metro twice, and 20 were from stakeholders who contacted Sydney Metro three or more times. At Southwest corridor (SWM) site 36 stakeholders accounted for the 41 complaints, and at Crows Nest Station 22 stakeholders accounted for the 29 complaints.

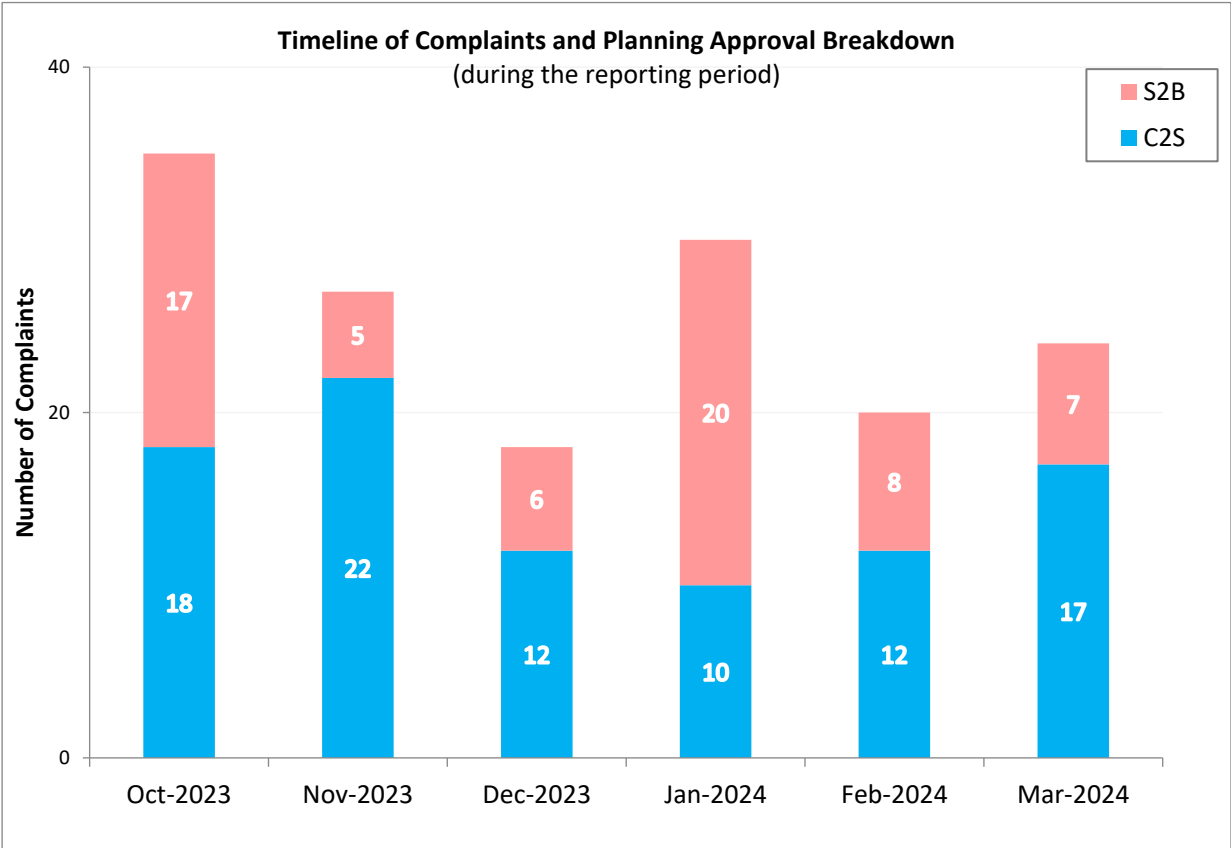


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

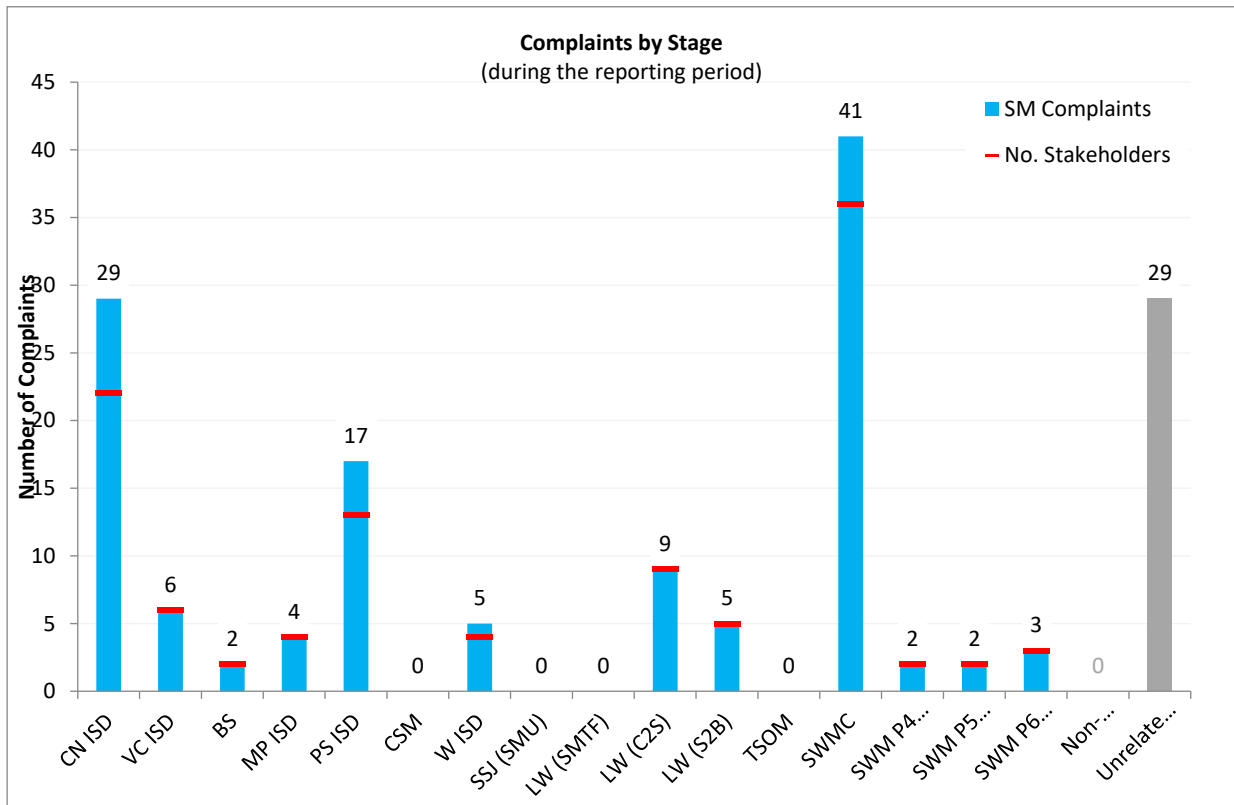


Figure 4 Complaints by Stage during the Reporting Period

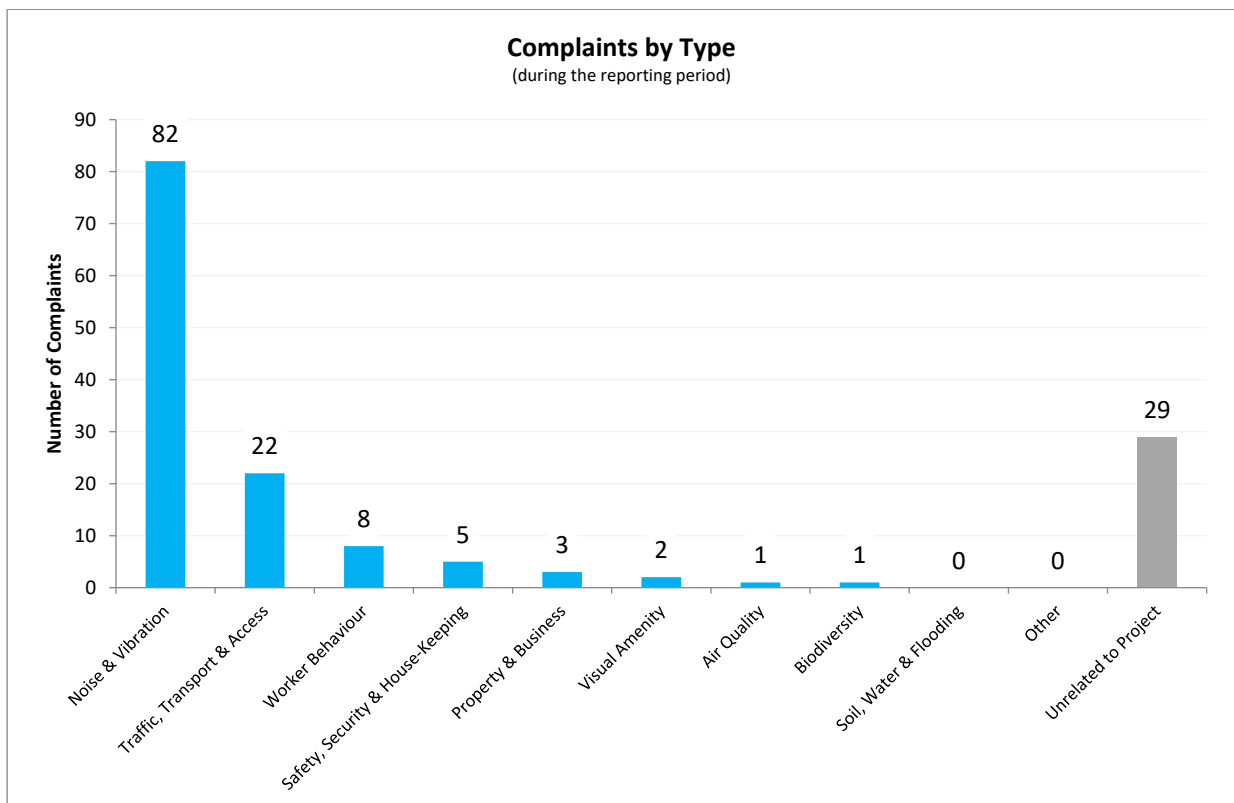


Figure 5 Complaints by Type during the Reporting Period

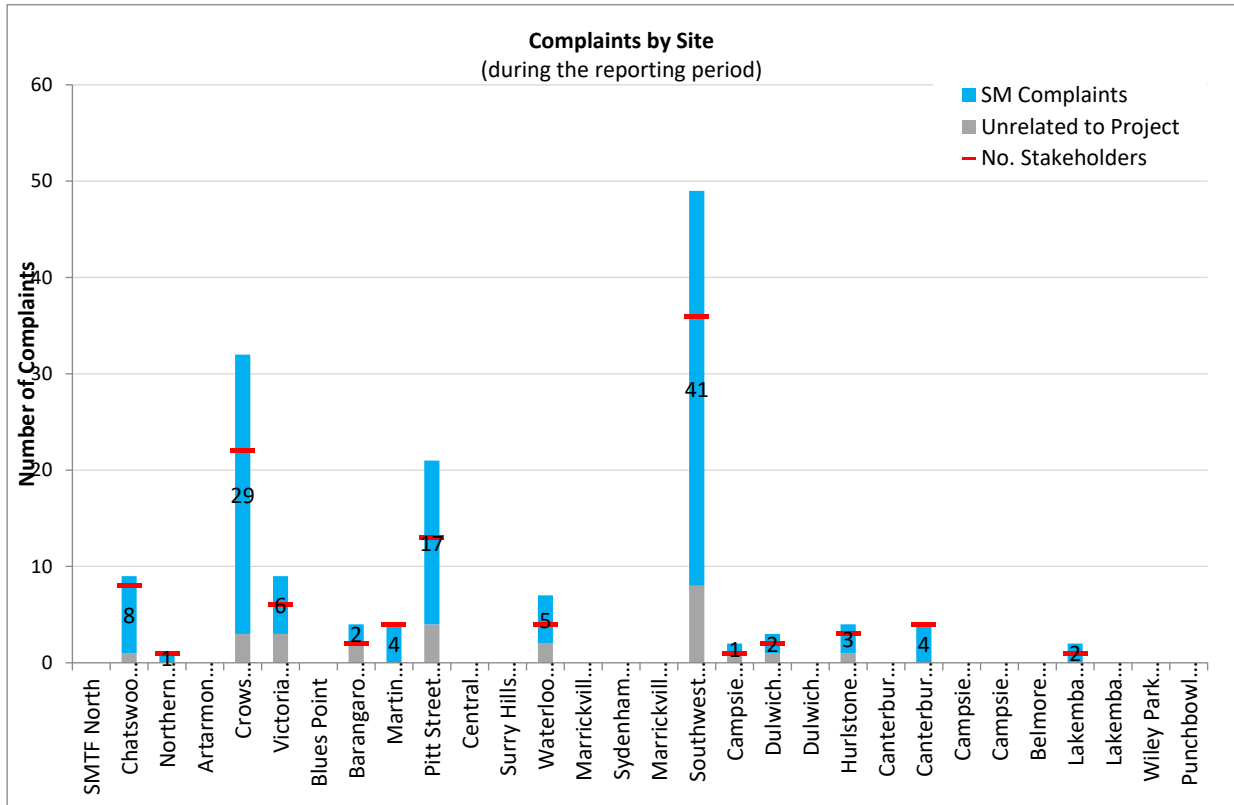


Figure 6 Complaints by Site during the Reporting Period

# 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.sydney metro.info/our-approach-sustainability>).

The 2023 report was released in February 2024.

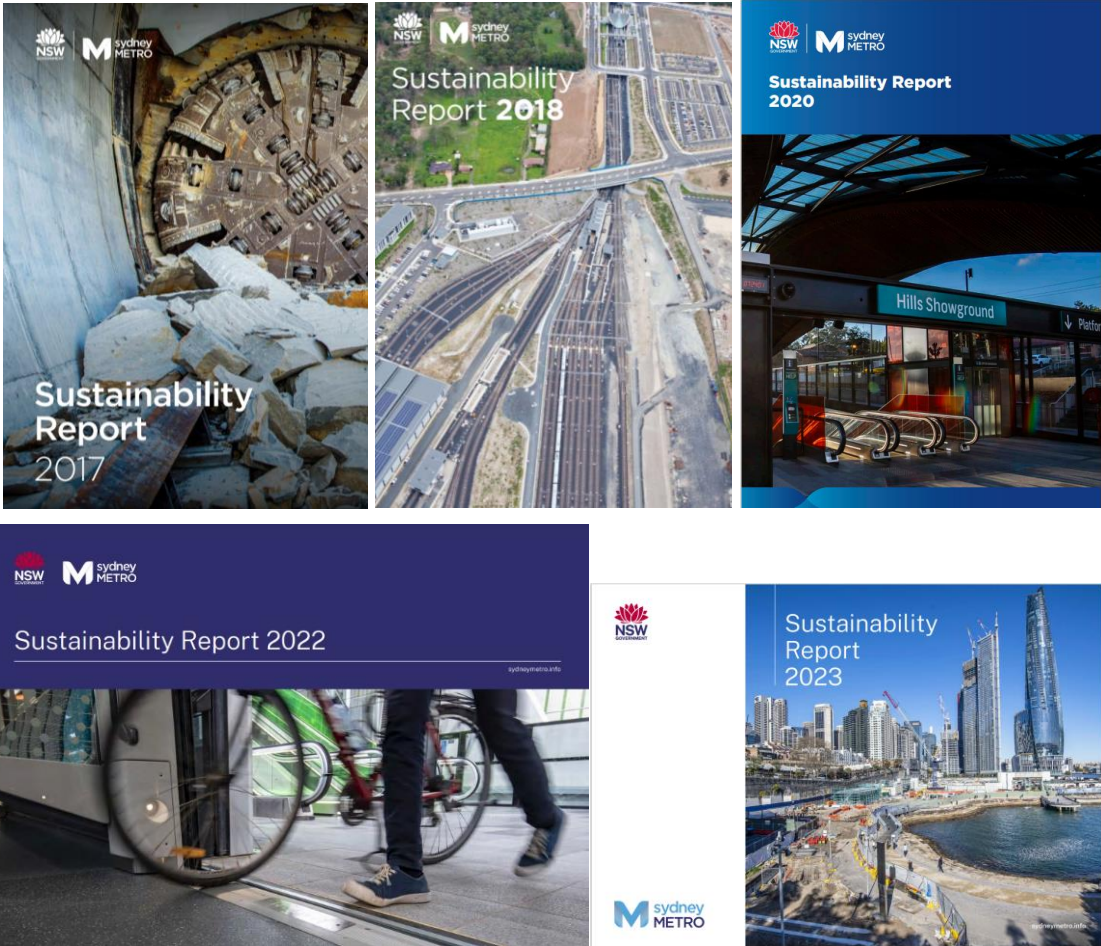


Figure 7 Sydney Metro Sustainability Reports

# Appendix 1 – Complaints during the Reporting Period