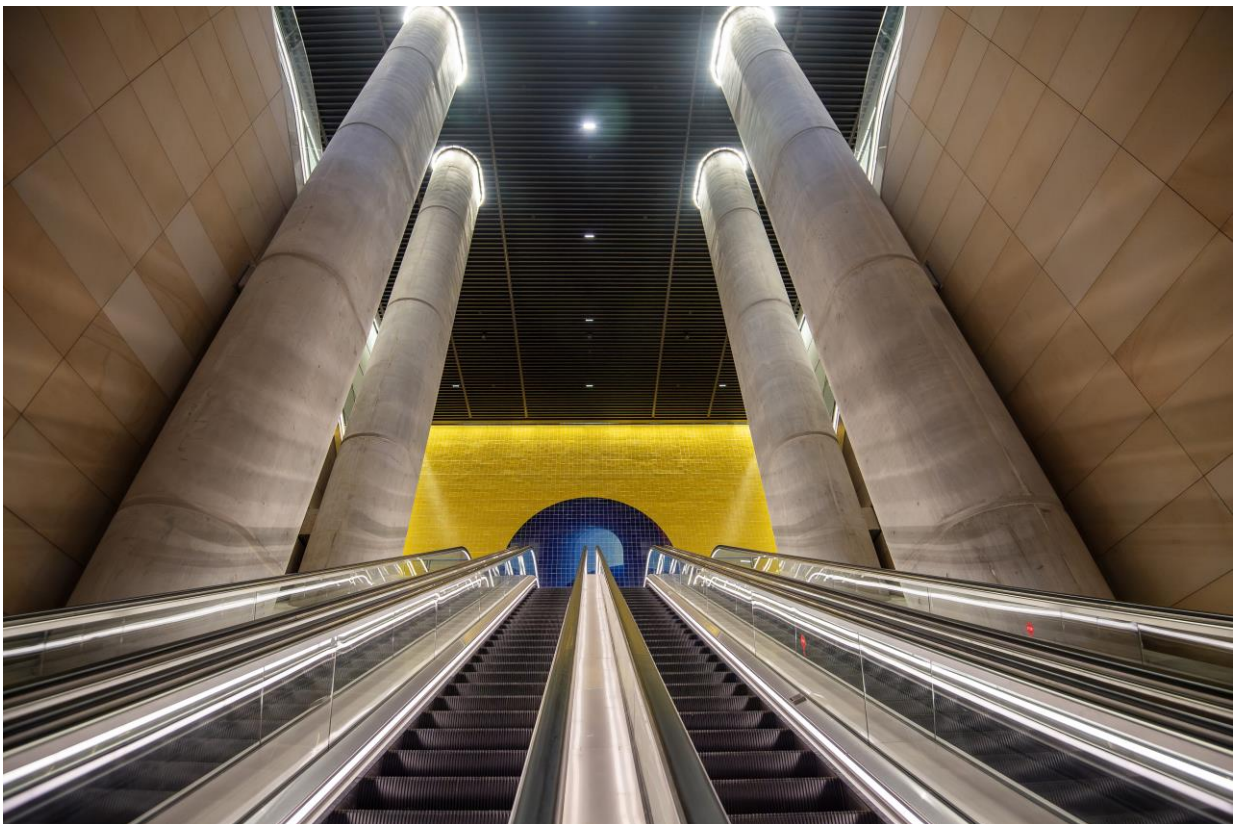


Construction Compliance Report #15

(1 April 2024 to 30 September 2024)



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1 Executive Summary

This City & Southwest Construction Compliance Report #15 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 April 2024 to 30 September 2024.

Construction continued across the SSI_7400 and SSI_8256 planning approvals. There was a decrease from 2547 to 2085 ongoing requirements being tracked by Sydney Metro and its contractors. Fourteen (14) non-compliances were raised during the reporting period. One (1) incident (as defined by the applicable SSI planning approval) were raised. Two (2) environmental audits were undertaken by Sydney Metro's contractors.

A total of 134 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 99 complaints were determined to be attributed to project works following investigation. Crows Nest ISD and Southwest Corridor (SWMC) were equally attributable for the majority of complaints, followed by Pitt (Gadigal) Street ISD (32%(32), 32%(32), and 11%(11)) respectively, of all complaints attributed to project works representing 75% of all complaints attributable to the project.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 50 complaints, or 51% of all complaints attributable to project works. This was followed by 20 complaints relating to Traffic, Transport and Access and 9 complaints relating to Worker behaviour (representing 20% and 9% respectively 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
CN ISD	152 (2)	0	1 (5)	32 (21)
VC ISD	51 (2)	0	0	8 (6)
BS	55 (0)	0	0	1 (1)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	114 (1)	0	0	2 (2)
PS ISD	7 (0)	0	0	11 (9)
CSM	11 (0)	0	0	0
W ISD	92 (4)	0	1 (0)	5 (5)
SSJ	106 (0)	0	0	0
SWMC	215 (1)	0	0	32 (26)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0	0	0
LW (C2S)	352 (0)	0	0	1 (1)
LW (S2B)	294 (0)	0	0	0
TSOM	169 (2)	0	0	3 (3)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	144 (1)	0	0	0
SW P6 HBW	144 (0)	0	0	1 (1)
SMW3	265 (0)	0	0	0
SWM4	0	0	0	3 (3) Note*Construction phase commenced 19 Oct 2024 (outside of current reporting period)
Sydney Metro (including non-staged works)	206 (1)	0	0	8 (8)
Total	2383 (14)	0	2 (5)	107 (86) <134>
Total from Previous Report	2547 (14)	0	12 (13)	125 (108) <154>

Definitions and Abbreviations

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

Acronym	Definition
OOHWA	Out of Hours Works Application
OSD	Over Station Development
PCMWA	Pre-construction minor works approval
PNL	Predicted Noise Level
PIR	Preferred Infrastructure Report
PS	Pitt Street (Gadigal)
RTRF	Rapid Train Rail Facility
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Housing and Infrastructure
SHEQ	Safety, Health, Environment and Quality
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SWM	Southwest Metro (Sydenham to Bankstown)
SWMC	Southwest Metro Corridor
SWMP	Site Waste Management Plan
SWM3	Southwest Metro Conversion and Station Works
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
(T)WTP	(Temporary) Water Treatment Plant
VAMP	Visual Amenity Management Plan
VC	Victoria Cross
W	Waterloo

2 Introduction

2.1 Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 April 2024 to 30 September 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

Planning Approval Condition	Condition Requirement(s)	CCR Section
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.
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 that commenced operations in August 2024. The T3 Bankstown Line between Sydenham and Bankstown will be upgraded to metro standards.
- **West** –This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project, with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

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

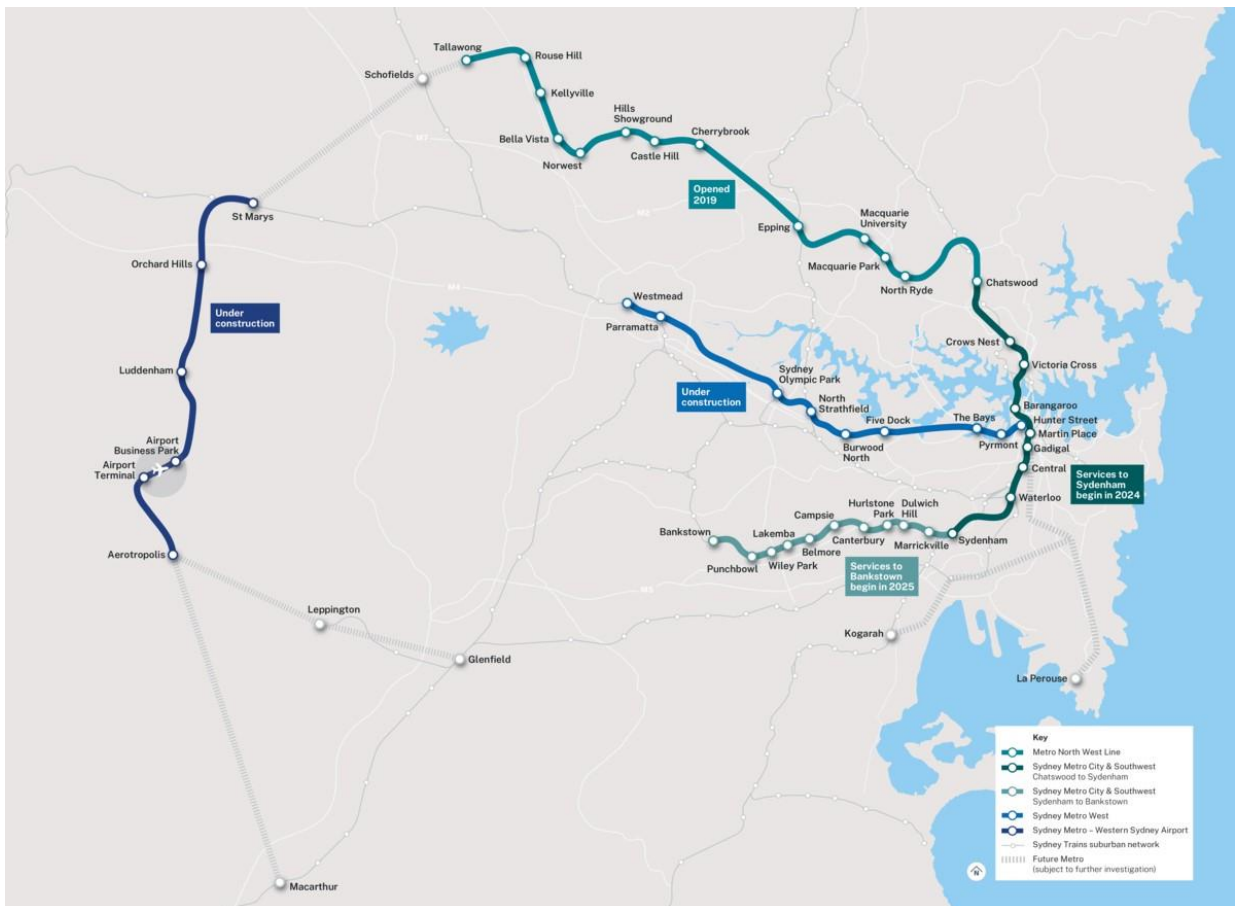


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

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

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

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

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

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

Chatswood to Sydenham

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

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

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.
- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018. MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.
- The **Construction Hours** Modification (MOD9) covers change to construction hours to permit construction until 6 pm on Saturdays.

Sydenham to Bankstown

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

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

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

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

Sydney Metro Trains Facility

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

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

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

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

2.3.2 Planning Approval Register

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

Table 2 Planning Approval Register

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

Planning Approval	Approval Date
MOD8 – Blues Point Access	25 Nov 2020
MOD9 – Construction Hours	30 June 2022
S2B (SSI_8256)	12 Dec 2018
MOD1 – Bankstown Station	22 Oct 2020

2.3.3 Consistency Assessments

A total of 171 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. Eight (8) of these were endorsed by Sydney Metro during the reporting period.

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

Table 3 Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Public Domain Enhancements - Victoria Cross ISD	C2S	17-Apr-2024
Temporary Pedestrian Cyclist Link between Sydenham and Marrickville	S2B	14-May-2024
Waterloo Additional Temporary Land	C2S	5-Jun-2024
Final track configuration works to complete the connection between Marrickville Station and Sydenham Station - Rev 3	S2B	20-Jun-2024
Final track configuration works to complete the connection between Marrickville Station and Sydenham Station - Rev 4	S2B	7-Aug-2024
Barangaroo Additional Temporary Land	C2S	20-Sep-2024
Nine Days shutdown prior to the extended shutdown between Lidcombe and Campsie via Bankstown to prepare for Southwest Link shutdown	S2B	20-Sep-2024
September 2024 Shutdown between Bankstown and Lidcombe to facilitate work upgrade the Sydney Trains network	S2B	30-Sep-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 2024.

Table 4 Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed June 2018
NCW	7 May 2018	Physical works completed May 2020
Demolition A	24 Jun 2017	Physical works completed September 2018
Demolition B	14 Jul 2017	Physical works completed July 2018
TSE	22 Dec 2017	Physical Works completed September 2021
CN ISD	26 February 2021	Construction phase
VC ISD	11 January 2021	Construction phase
BS	17 September 2021	Construction phase
MP ISD Demo	19 Dec 2018	Physical works completed April 2019
MP ISD	10 May 2019	Construction phase
PS ISD	6 January 2021	Construction phase
CSM	4 August 2018	Main physical works completed around Q4 2023
W ISD	1 October 2020	Construction phase
SSJ	28 August 2018	Physical works completed April 2022
LW (SMTF-N)	16 August 2019	Physical works completed March 2023
LW (C2S)	4 March 2020	Final sites handed over to Operator on 30/05/2024 Remaining works include Heritage Interpretation installation at SMTF-S
LW (S2B)	4 March 2020	Construction phase
TSOM	N/A	Not Principal Contractor
SMEW (formerly SSC)	1 August 2019	Physical works completed April/May 2022
SWM Stations Package 4 MCL	15 March 2021	Main physical works completed around Q4 2023/Q1 2024
SWM Stations Packages 5&6 DCP HBW	19 April 2021	Defect Rectification Phase
SMC	19 March 2021	Construction phase SMC works came under SWM3 CEMP and sub-plans on the commencement of construction for SWM3
SWM3	30 September 2024	Construction phase
SWM4	19 October 2024	Construction phase

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

3.2 Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	Following annual review, the CEMP was updated with minor amendments to Rev 7 in January 2024. Minor comments were addressed on March 8 and documents finalised on 27 March 2024 for approval. ER endorsement on 18 April 2024 for CEMP and sub-plans, AA endorsement of CNVMP 17 April 2024.
VC ISD	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.
BS	17 September 2021	The CEMP was updated with minor amendments on 12 June 2024 and endorsed by the ER on 5 July 2024. No further updates of the CEMP will be required.
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 April 2019	No updates have been made to the EHS Plan during the reporting period.
PS ISD	24 December 2020	There were no amendments made to the CEMP or subplans during the reporting period.
CSM	4 August 2018	There were no amendments made to the CEMP or subplans during the reporting period as the main construction works were completed in 2023.
W ISD	31 July 2020	There were no amendments made to the CEMP or subplans during the reporting period. The CEMP update was under review during the reporting period.
SSJ	28 August 2018	All physical works completed. The CEMP was updated in the last period with minor amendments and was endorsed by the ER on 22 June 2023.

LW (SMTF)	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
LW (C2S)	4 March 2020	No plans were due for review during the reporting period.
LW (S2B)	4 March 2020	No plans were due for review during the reporting period
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
SMC	20 September 2023	The CEMP was last updated with additional works on 3 July 2024 to allow for SWM3 enabling works to commence prior to construction commencement.
SWM Package 4 MCL	15 January 2021	No further updates to the CEMP or Sub-plans were required during the reporting period.
SWM Package 5 DCP HBW	4 March 2021	No CEMP or subplans update during the reporting period (as agreed with the project's ER).
SWM Package 6 HBW	4 March 2021	No CEMP or subplans update during the reporting period (as agreed with the project's ER).
SWM3	20 September 2024	The SWM3 CEMP includes all SWM3 works, and all remaining SMC works.

3.3 Relationships between Planning Approvals and Stages

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

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	SSI	LW	TSOM	SMEW	SWM Package 4 MCL	SWM Package 5&6 DCP	SWM Corridor	SWM3	SWM4
SMTF (SSI_5931)										✓	✓						
SMTF MOD1 – Administrative Changes										✓	✓						
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓						
C2S MOD2 – Central Walk								✓		✓	✓						
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓						
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓						
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓						
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓						
C2S MOD6 – Administrative Changes		✓			✓	✓	✓		✓	✓	✓						
C2S MOD7 – Administrative Changes										✓	✓						
C2S MOD8 – Blues Point Access										✓							
C2S MOD9- Extended Hours						✓	✓	✓	✓	✓	✓						
S2B (SSI_8256)										✓	✓	✓	✓	✓	✓	✓	✓
C2S MOD1 – Bankstown Station										✓	✓	✓	✓	✓	✓	✓	✓

3.4 Environmental Protection Licences

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

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

Table 7 Status of C&SW Environment Protection Licences

Stage	Licence	Activity Type	EPL #	Status
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	EPL not required (all works completed prior to the reporting period).			
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	EPL not required (all works completed prior to the reporting period).			
CN ISD	EPL not required.			
VC ISD	EPL not required.			
BS	EPL not required.			
MP ISD Demo	EPL not required (all works completed prior to the reporting period).			
MP ISD	EPL not required.			
PS ISD	EPL not required.			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and was surrendered on 22 Nov 2023.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and active throughout the reporting period.
LW (SMTF)	EPL not required. Physical works completed March 2023.			
LW (C2S)	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 and active for the rail alignment premises until 30 May 2024,

Stage				Licence	Activity Type	EPL #	Status
							with Marrickville Water treatment plant premises kept on licence, with final surrender of EPL on 24 July 2024.
LW (S2B)				Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement *
TSOM	N/A for Construction – Never going to be Principal Contractor Operational EPL 21247 varied for Chatswood - Sydenham on 29 May 2024	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	21247	Northwest Operational EPL 21247 varied to include Chatswood-Sydenham alignment on 29 May 2024; varied to include Marrickville operational water treatment plant on 24 July 2024.			
SMEW (prior to 24 Sep 2019)				Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement *
SMEW (post 24 Sep 2019)				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL				EPL not required.			
SWM Packages 5&6 DCP HBW				EPL not required.			
Southwest Metro Corridor and SMW3				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.

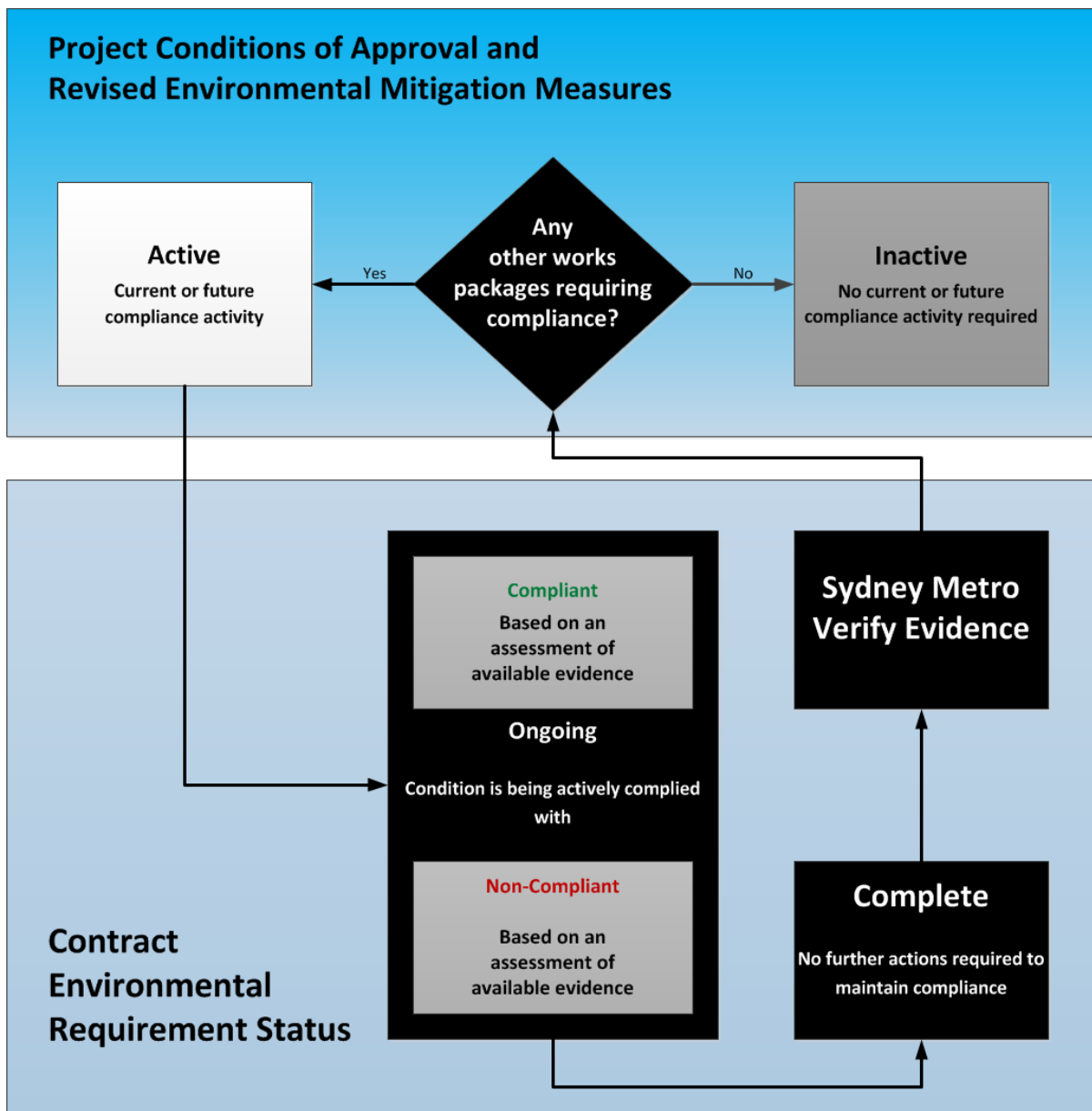


Figure 2 Tracking of Environmental Requirements

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2085. There was a total of 15 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
CN ISD	152 (2)	0	1 (5)	32 (21)
VC ISD	51 (2)	0	0	8 (6)
BS	55 (0)	0	0	1 (1)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	114 (1)	0	0	2 (2)
PS ISD	7 (0)	0	0	11 (9)
CSM	11 (0)	0	0	0
W ISD	92 (4)	0	1 (0)	5 (5)
SSJ	106 (0)	0	0	0
SWMC	215 (1)	0	0	32 (26)
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0	0	0
LW (C2S)	352 (0)	0	0	1 (1)
LW (S2B)	294 (0)	0	0	0
TSOM	169 (2)	0	0	3 (3)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	144 (1)	0	0	0
SW P6 HBW	144 (0)	0	0	1 (1)
SMW3	265 (0)	0	0	0
SWM4	0	0	0	3 (3) Note*Construction phase commenced 19 Oct 2024 (outside of current 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>
Sydney Metro (including non-staged works)	206 (1)	0	0	8 (8)
Total	2383 (14)	0	2 (5)	107 (86) <134>
Total from Previous Report	2547 (14)	0	12 (13)	125 (108) <154>

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	152
VC ISD	2	0	51
BS	0	0	55
MP ISD	1	0	114
PS ISD	0	0	7
CSM	0	0	11
W ISD	4	0	92
SSJ	0	0	106
SWMC	1	1	215
SMEW	0	0	0
LW (SMTF-N)	0	0	5

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)	Compliance Load at end of Reporting Period
LW (C2S)	0	0	352
LW (S2B)	0	0	294
TSOM	2	0	169
SW P4 MCL	0	0	1
SW P5 DCP	1	0	144
SW P6 HBW	0	0	144
SMW3	0	0	265
Sydney Metro (including non-staged works)	1	0	206
Total	14	1	2383

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
28-May-2024	Community Stakeholder and Business	SSI15_7400 - Sydney Metro - MCoA - B5	Impactful work commenced inside of the 7-day advance notice period for affected stakeholders therefore Sydney Metro Overarching Community Communications Strategy has not been fully complied with.	Internal debrief to occur to ensure no new impactful work will take place before the 7-day advance notice period was completed immediately following discovery of non-compliance. (Closed) Discuss incident internally on how this occurred, and SM will be reinforcing processes around program review and notification approval to make sure this will not occur again in future. (Closed)
26-Jun-2024	Community Stakeholder and Business	SSI8256 - SWM Package 5 DCP - REMM - TC7	During construction works, bike parking facilities were removed at Campsie Station, with no alternatives being provided for the public. Construction team was advised of the requirement on several occasions, but no alternative facilities were provided, noting that the new bike storage room could not be open due to a BCA/DDA non-compliant design.	Bike hoops requested from Sydney Trains and will be installed at the front of the station. (Closed)
3-Jul-2024	Traffic, Transport and Access	SSI15_7400 - Crows Nest	Despite signage relating to approved parking and bus zones displayed at	Confirm that signage relating to parking and bus zones is in place at sign in room, and other staff

		ISD - MCoA - E86	site and toolbox discussions, as a result of a complaint, Contractor work vehicles were identified to have been parked in front of a residential driveway and bus zone.	areas including meeting rooms. (Closed) Conduct toolbox discussing site parking and maintaining access. Issue of new breach notice to responsible subcontractor (Ultegra) Previous notification had already been issued for similar issue. (Closed)
5-Jul-2024	Waste and Spoil	SSI15_7400 - Waterloo ISD - MCoA - C1	Removal and disposal of spoil from Site wasn't carried out in accordance with the approved Waterloo CEMP Spoil Management Sub which requires the classification of material, review of receipt site details and tracking to appropriate facilities. A non-compliance with CSSI 7400 Planning Approval Condition C1 has been identified as this process was not followed prior to the material leaving the project site.	Send Spoil permit to WARD and FC to complete for spoil removal works. (Closed) Develop and deliver toolbox to subcontractors to inform them of waste management process. (Closed) Conduct waste audit on the project scheduled for 8 July 2024. (Closed) Finalise Site validation report and SAS. (Closed) Review of contract requirements and communication of this to Subcontractor. (Closed) Site Auditor notified EPA and JH to respond to EPA requests (Closed) Toolbox talk to be delivered to OSD team. (Closed) Share lessons learnt with wider JH team. (Closed)
16-Jul-2024	Management Systems	SSI15_7400 - TSOM - MCoA - A30	In accordance with CoA A30 of the CSSI 7400 planning approval, MTR is required to implement a Construction Tracking Program and provide evidence that they have submitted all information required under A30 to OpCo2 (Sydney Metro). However, MTR failed to submit their Compliance Tracking Report within the one-year construction period.	MTR to ensure that subsequent CTR's are submitted on time, and they are now consistently working closely with Sydney Metro and ER to close all actions from the CTR review within a reasonable time. (Closed) MTR to continue to work closely with Sydney Metro and ER to submit CTRs on time and close all Conditions of Approval as per the CSSI7400 environmental planning approval requirements. (Closed)
16-Jul-2024	Flora and Fauna	SSI15_7400 - Waterloo ISD - MCoA - E6	An excavator operator was loading asphalt into a truck, when the boom of his machine has come into contact with an overhanging branch. The branch has fallen approximately 5.5m, predominantly within the works zone. The tree impacted was identified as a Eucalyptus microcorys (Tallowwood) and was	Works stopped. Project arborist notified on 16/07/2024. (Closed) Contact project arborist and obtain advice on damaged tree. (Closed) Reinforce project requirements around tree protection and to inform subcontractors that this was an NCR raised relating to tree damage. Implications could include, stop work, further

			identified for retention in Section 4.3 and 4.4 of the tree report (Rev 2).	<p>investigation from regulators etc. (Closed)</p> <p>Deliver toolbox to subcontractors on tree protection on 17/07/2024. Next toolbox scheduled for 25/07/2024. (Closed)</p> <p>Review tree protection on trees along Cope St. (Closed)</p> <p>Review and ensure tree protection is set up for all trees within work area. (Closed)</p> <p>Set-up Tree protection. (Closed)</p> <p>Update tree report to include required trimming for damaged tree. (Closed)</p> <p>Tree report updated and issued to SM on 22/07/2024 (Closed)</p>
23-Jul-2024	Management Systems	SSI15_7400 - Martin Place ISD - MCoA - A18	Minor works commenced on the MLC stairs adjacent to the Martin Place station, as a variation to MPISD station works without an A18 approval for site sheds and amenities that have been located within the site.	Prepare Minor Ancillary Facility template for ER approval under Condition A18. (Closed)
26-Jul-2024	Community, Stakeholder and Business	SSI15_7400 - TSOM - MCoA - E105	In accordance with CoA E105 of the CSSI 7400 planning approval, MTR is required to consult with NSW police prior to installation of CCTV and the obligation to fully implement E105 is assigned to MTR through contractual requirement to meet the project planning approval. However, MTR failed to consult fully with the NSW police before placement of CCTV cameras as per CSSI7400.	<p>Liaise with Sydney Metro and the Independent Environmental Representative (ER) to address the issue. (Closed)</p> <p>MTR has consulted NSW Police, and received a response from Sydenham Police, indicating they have no comments on the documents regarding the Sydenham CCTV placement. However, MTR is still awaiting comments from NSW Police regarding the other stations. A reminder email has been sent to prompt the police to provide any commentary for the remaining stations. (Closed)</p>
30-Jul-2024	Community, Stakeholder and Business	SSI15_7400 - Waterloo ISD - MCoA - B5	Two avoidable complaints were received from residents concerning Out of Hours (OOH) activities. The activities involved the removal of line markings along Wellington St using a hand-held grinder. This activity was not adequately communicated to John Holland and, as a result, was not sufficiently communicated to	<p>Stop work meeting to be held with Project and Construction Manager. (Closed)</p> <p>Meeting was held on 31/07/2024 at 9:36am. It was decided that all OOH works on Wellington St should be cancelled for the rest of the week (31/7/2024 to 4/08/2024). (Closed)</p> <p>Provide a detailed summary of remaining scope for ISD Team and classification of when the scope is to be completed i.e Day / Night. (Closed)</p>

			residents along Wellington St.	Issue NCR to WARD Civil notifying them of incident and potential implications - commercial notice. (Closed)
7-Aug-2024	Soil and Water	SSI15_7400 - Crows Nest ISD - MCoA - C8	Insufficient tracking mitigation measures and ERSED controls were implemented at site, causing mud tracking onto Hume St which is non-complaint with the approved the Soil and Water Management Plan.	<p>A street sweeper was brought to site to clean the road, and gravel was laid at the site exit to increase the stabilised area and minimise tracking. (Closed)</p> <p>Traffic controllers were advised to encourage one way access from Pacific Highway with exit onto Hume St, and to not park plant on exposed ground. (Closed)</p> <p>In addition to the immediate corrective actions the following were implemented: Utility work area was covered in geofabric as well as the Hume St entrance from Pacific Hwy. Patches of existing road surface that had broken up or started potholing were repaired with cold mix asphalt. Gravel maintained on site exit and continued sweeping of surrounding roads each day. (Closed).</p>
7-Aug-2024	Community, Stakeholder and Business	SSI15_7400 - Victoria Cross ISD - MCoA - E44	A complaint relating to hours of work was received on 8 August from a complainant adjacent to the North site. Investigations discovered that jackhammering for traffic light installation occurred under the WAD works after 10pm, which was outside of the OOH Protocol and approved OOHW application.	<p>Site Engineer to follow up with Christie Civil to ensure no noisy works past 10pm. (Closed)</p> <p>Toolbox with Christie Civil to remind the night shift team of no noisy works past 10pm. (Closed)</p>
21-Aug-2024	Noise and Vibration	SSI15_7400 - Waterloo ISD - MCoA - E44	On 21 August 2024 we received 1 avoidable complaint from residences on Wellington St. Investigations discovered that concrete coring was being undertaken for Street signage outside of the OOH Protocol and approved OOHW application.	<p>WARD Civil to raise incident report and issue to JH for review/acceptance. (Closed)</p> <p>Informing subcontractor of their requirements for OOH works and NCR. (Closed) Meeting with WARD to review and discuss the OOH permits and approval process and their requirements for OOH works. (Closed)</p> <p>Toolbox to be delivered to WARD night shift crew, (Closed)</p>
25-Aug-2024	Noise and Vibration	SSI8256 - Southwest Metro Corridor - MCoA - E20	Unapproved OOHW occurred at Belmore Station for the PSD concrete coring/grinding/cutting scope of works, which was outside of the OOH	Details of the non-compliance to be provided to the EPA in accordance with the EPL, to Sydney Metro and the ER. (Closed)

			Protocol and approved OOHW application.	
26-Aug-2024	Noise and Vibration	SSI15_7400 - Victoria Cross ISD - MCoA - E44	A complaint relating to hours of work was received on 26/27 August from a complainant adjacent to the North site. Investigations discovered that jackhammering for traffic light installation had occurred under the WAD works after 10pm, which was outside of the OOH Protocol and approved OOHW application.	Site Engineer to follow up with Christie Civil to ensure no noisy works past 10pm. (Closed) Toolbox with Christie Civil to remind the night shift team of no noisy works past 10pm. (Closed)

5.3 Incidents

There was one environmental incident as defined by the CSSI planning approval definitions for Waterloo ISD project during the reporting period.

Table 11 Environmental Incidents reported during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
30-Jul-2024	Community Stakeholder and Business	SSI15_7400 – Waterloo ISD - MCoA - B5	On 30th July 2024, two avoidable complaints were received from residents on Wellington St concerning WARDS Out of Hours (OOH) activities. The activities involved the removal of line markings along Wellington St as well as using a hand-held grinder. This activity was not adequately communicated to John Holland and, as a result, was not sufficiently communicated to residents along Wellington St. This lapse led to two avoidable complaints.	Stop work meeting to be held with Project and Construction Manager. Meeting was held on 31/07/2024 at 9:36am. Closed Provide a detailed summary of remaining scope for ISD Team and classification of when the scope is to be completed i.e Day / Night. (Closed) Issue NCR to WARD Civil notifying them of incident and potential implications - commercial notice. (Closed)

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

Two (2) environmental audits were undertaken during the reporting period:

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

The 2 audits resulted in a total of 5 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which have actively addressed to close out (or are in the process of actively addressing to close out).

Table 12 summarises the environmental audits undertaken during the reporting period.

Table 12 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
CN ISD	Environmental	Internal	20-Jun-2024	5	5	0
WL ISD	Waste Hr Audit	Internal	8-Jul-2024	0	0	0
Totals				5	5	0

5.5 Environmental Monitoring

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

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

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

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

Table 13 Environmental Monitoring Program Applicability to each Project Stage

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period.			
NCW	All works completed prior to the reporting period.			
TSE	All works completed prior to the reporting period.			

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)
CN ISD	Applicable	N/A	N/A	Applicable (until 30 August 2024)
VC ISD	Applicable	N/A	N/A	Applicable
BS	Applicable	N/A	N/A	N/A
MP ISD Demo	All works completed prior to the reporting period.			
MP ISD	Applicable	N/A	N/A	Applicable
PS ISD	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	N/A	N/A
W ISD	Applicable	N/A	N/A	N/A
SSJ	Applicable - no longer required due to limited scope of work remaining.	N/A	Applicable - no longer required due to limited scope of work remaining.	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	Applicable	N/A	N/A	N/A

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, it is not a requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a).

Note also that TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions.

5.5.1 Noise and Vibration

During the reporting period, SSI 7400 noise and vibration monitoring programs were applicable on the CN ISD, VC ISD, BS, MP ISD, PS ISD, CSM, W ISD, SSJ, and Linewide Stages. A noise and vibration summary and analysis at each Chatswood to Sydenham site for construction activities undertaken during the reporting period is provided in Table 14 and Table 15.

Table 14 Noise Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
LW – Northern Connection*	0	Traffic noise dominant. Construction noise below the predicted level.
CN ISD	0	Noise monitoring has occurred as required for OOHV, during structure construction, light pole installation and road resurfacing which has all been compliant with modelling predictions or because of traffic noise when elevated noise levels recorded.

		Real-time noise monitoring was underway adjacent to the station until 30 August 2024, with data reported in the CMR.
VC ISD	0	Attended vibration monitoring was not triggered during this period and real-time vibration monitoring adjacent to the station occurred until 30 August 2024. The monitoring data is reported in the CMR.
BS	1	<p>Attended Noise monitoring was undertaken during Stage 1 and Stage 3 of OOHWA-033 by Renzo Tonin.</p> <ul style="list-style-type: none"> • Stage 1 Monitoring 19/8/24. Four monitoring locations with all results below predicted levels • Stage 3 Monitoring 22/9/24. Four monitoring locations with all results below predicted levels <p>Attended Noise monitoring was undertaken by Ward Civil during OOHWA-033 on 19/8/24.</p> <ul style="list-style-type: none"> • Ten readings were collected. <p>One (1) insignificant exceedance (0.6dBA) was reported (10:19pm 1-5 Towns Place/25 Hickson Road) with all other measurements below the predicted levels</p>
MP ISD	0	Attended vibration monitoring was not triggered during this period and real-time vibration monitoring adjacent to the station occurred until 30 August 2024. The monitoring data is reported in the CMR.
PS ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 08/04/2024, 06/06/2024, 26/06/2024. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria recorded due to PSISD works.</p> <p>Unattended noise monitoring was undertaken with real-time monitors located at the North and South sites. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.</p>
CSM	0	<p>Unattended noise monitoring was undertaken using real time monitors at the 20-28 Chalmers St (Eastern Entrance) façade during the reporting period.</p> <p>No non-conformances were raised for exceedances of predicted levels or CSSI criteria recorded as a result of construction.</p>
W ISD	2	<p>Noise monitoring was conducted to verify construction noise levels with Predicted Noise Level (PNL) outlined in the CNVIS and applicable OOHWA.</p> <ul style="list-style-type: none"> • Two (2) exceedances of predicted levels were identified on 16/06/2024 at 92-110 Cope St and 47 Botany Rd. <p>Noise mitigation measures were in place where feasible. Respite offers were offered to these residences prior to the works commencing. Additionally, no complaints were received during this time</p>
SSJ	0	Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

* Note - LW reporting is one month in front, so this report includes results from March 2024 that were not included in previous CCR.

Table 15 Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
LW	0	No vibration monitoring was required to be undertaken during the reporting period.

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
CN ISD	0	Attended vibration monitoring was not triggered during this period and real-time vibration monitoring adjacent to the station occurred until 30 August 2024. The monitoring data is reported in the CMR.
VC ISD	0	No vibration monitoring was required to be undertaken during the reporting period.
BS	0	Continuous monitoring was undertaken during site works. Permanent monitor was set up at 25 Hickson Road. Attended Vibration monitoring was undertaken 23/5/24 during hammering works in proximity to 25 Hickson Road. All results were below the screening criterion of 7.5mm/s.
MP ISD	0	No vibration monitoring was required to be undertaken during the reporting period.
PS ISD	0	No vibration monitoring was required to be undertaken during the reporting period.
CSM	0	No vibration monitoring was required to be undertaken during the reporting period.
W ISD	0	No vibration monitoring was required to be undertaken during the reporting period.
SSJ	0	Due to the reduced scope and site activities limited to low impact defect works within standard working hours, monitoring is no longer required.

* Note - LW reporting is one month in front, so this report includes results from March 2024 that were not included in previous CCR.

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 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. 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 Tunnelling 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 16.

Table 16 LW Results Summary of Key Surface Water Monitoring Parameters

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Marrickville Dive WTP	7.1 – 7.66	0.1 – 1	None visible

At the Marrickville WTP, under Systems Connect control, the discharge parameters pH, TSS and NTU are to be sampled monthly. Results demonstrating compliance are provided in Appendix B.

As part of the August 2023 EPL license variation, additional monthly discharge water monitoring requirements were introduced for the Marrickville WTP. These monthly discharge water monitoring results are also provided in Appendix B.

On 08 September 2023 the Water Discharge Impact Assessment (WDIA) for the Operational Water Treatment Plant was submitted to the NSW EPA. The report assessed elevated levels of nutrients and metals and proposed reasonable and feasible treatment technology for the WTP. The operational discharge criteria, which approved by the EPA was also tabled within the WDIA.

In December 2023 the EPL licence 21423 was varied to include conditions E3 and E4.

- E3 Installation of Granular Activated Carbon and Breakpoint Chlorination Treatment Technology
- E4 WTP Proof of Performance Reports

The works to install the above technologies was completed in April 2024 with proof of performance sampling taking to verify discharge criteria compliance took place between 29.04.2024 and 06.06.2024.

All water monitoring results throughout the ‘Proof of Performance’ program complied with the operational discharge criteria in the EPL. Results can be seen in table 16 below.

Table 17 Proof of performance Water Quality Monitoring Results

Pollutant	ph	Turbidity	Iron	Nickel	Copper	Zinc	Oil & Grease	Ammonia	Nitrate
Unit	pH unit	NTU	mg/L	mg/L	mg/L	mg/L	Visual	mg/L	mg/L
LOR	0.01	0.1	0.001	.001	.001	0.005	-	0.01	0.01

Discharge Criteria	7.0-8.5	25	0.3	0.007	0.003	0.012	Not visible	0.91	10.6
Proof of Performance Monitoring Program									
29.04.2024	7.88	0.1	<0.05	<0.001	<0.001	<0.005	Not visible	0.01	0.18
30.04.2024	8.02	0.2	<0.05	0.002	<0.001	<0.005	Not visible	0.02	0.15
01.05.2024*	8.2	0.2	<0.05	<0.001	<0.001	<0.005	Not visible	0.02	0.15
08.05.2024*	8.09	0.6	<0.05	<0.001	<0.001	<0.005	Not visible	0.03	0.23
16.05.2024	7.96	<0.1	<0.05	0.001	<0.001	<0.005	Not visible	0.04	0.12
20.05.2024*	7.83	0.2	<0.05	0.001	<0.001	<0.005	Not visible	0.03	0.10
24.05.2024	7.78	<0.01	<0.05	0.002	<0.001	<0.005	Not visible	0.03	0.20
27.05.2024	7.77	0.2	<0.05	0.001	<0.001	<0.005	Not visible	0.03	0.10
30.05.2024	8.34	0.1	<0.05	0.003	<0.001	<0.005	Not visible	0.06	5.21
03.06.2024*	7.92	0.1	<0.05	0.002	<0.001	<0.005	Not visible	0.02	2.74
06.06.2024*	7.3	0.1	<0.05	0.002	<0.001	<0.005	Not visible	<0.01	2.04
Compliant	✓	✓	✓	✓	✓	✓	✓	✓	✓

*Sample collected during or one day following a rain event

EPL 21423 – an application (No: 1640525) to NSW EPA to surrender EPL 21423 was made by the project on 28.06.2024. Subsequently the surrender of the licence was approved by the NSW EPA on 24.07.2024.

With the surrender of EPL 21423 on 24.07.2024 – the operational WTP has also handed over to Metro Trains Sydney Pty Ltd (MTS) – Metro operator and maintainer.

5.5.4 Groundwater Quality

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

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.

Table 18 CN Results Summary of Groundwater Monitoring Parameters

Monitoring Well	Surface Level (M, AHD)	Well Depth (M)	Measured Depth (m) to Groundwater in Monitoring Well (20/08/24)
SRT-BH018	90.75	25.3	20.79 (RL 69.96)
SRT-BH019	84.43	7.2	4.53 (RL 79.91)

Manual measurements of the water level were taken to calibrate the logger data on 20/08/2024.

Victoria Cross Integrated Station Development

No Ground monitoring occurred during this reporting period.

Pitt Street Integrated Station Development

No water has been discharged to stormwater during the reporting period. Due to the progression of the site construction and rainwater are now captured and managed by the Pitt Street North and South Over station Development sites respectively.

Water management was handed to the OSD sites in August 2023. Groundwater is collected by the sumps as part of the permanent works, located at both PSN and PSS.

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	Status Update
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	56 notifications were issued to business stakeholders to inform about upcoming activities and likely construction impacts. Summary: 6 monthly updates 6 OOH notifications 5 other work notifications 39 work update slips 62 campaign emails were also distributed
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%

Performance parameters	Monitoring	Reporting outputs	Status Update
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	47 business briefings and doorknocks were carried out during the reporting period. Summary: 38 Doorknocks 1 meeting 8 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	Nil.
		Lessons learnt.	Regular doorknocks and check-ins continue to be 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. Business community frustrated by ongoing precinct works after station has 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	206 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 and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	22 businesses offered alternate parking/ parking reimbursement or parking compensation during the reporting period. Offers were made on four separate occasions totalling 36 individual offers and 27 acceptances. Custom signage prepared and placed for 18 businesses during precinct works to inform

Performance parameters	Monitoring	Reporting outputs	Status Update
			potential customers that businesses remain open throughout our works and how to access premises.
		Business feedback on effectiveness of mitigation measures	Most businesses were happy to be offered alternate parking. A couple of businesses wanted to be compensated instead of provided with alternate parking. Most businesses were appreciative of the custom signage.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity Lessons learnt.	One business complained three times that signage indicated “no access” to the roadway in which her business garage was located Although permanent signage was covered after initial complaint, cover was removed leading to additional complaints. Signage should either not be installed until required or inspected regularly to ensure cover remains on so as not to confuse drivers.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	Respite periods were adjusted (longer respite provided) during utility and road upgrade work to accommodate sensitive operating times of nearby IVF clinic.
	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.	Use of longer respite periods has helped support business continuity for IVF Clinic during vibration sensitive operating times. Regular doorknocks and check-ins continue to be valued by the business community ahead of noise and vibration intensive works (public domain work).

Performance parameters	Monitoring	Reporting outputs	Status Update
			Individual communication strategies for vibration sensitive receivers have been well received.

Victoria Cross Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	VC ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total – 9 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.	6 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	
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility	Details of mitigation measures implemented	

Performance parameters	Monitoring	Reporting outputs	VC ISD Status
	and amenity, including details of any repeat complaints about the same issue.		
		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	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.
		Lessons learnt	

Barangaroo Station Development

Performance parameters	Monitoring	Reporting outputs	BS ISD Status
Awareness of construction activity and likely impacts Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	22 notifications in total. Four OOHW or impactful works specific notifications Five door knocks for OOHW. Six weekly updates issued by EDM. Six monthly notifications issued by letterbox drop and EDM. One bi-annual newsletter issued by letterbox drop and EDM.
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.	One briefing to the Walsh Bay Precinct Association (WBPA). Two interactions with the Langham Hotel and Palisade Hotel relating to advance notice and updates for OOHW.
	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 were referred to the Community Complaints Mediator, although one was referred to Sydney Metro.
		Lessons learnt.	Feedback received at meetings with local businesses across the duration of the project has helped shape construction methodologies and mitigation measures. Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests. To date they have received no complaints from guests, resulting in no financial impact or reputational damage.

Performance parameters	Monitoring	Reporting outputs	BS ISD Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.	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 businesses required mitigation measures.
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	
	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	
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	
		Lessons learnt.	
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses. Agreed mitigations implemented, including agreed respite, work methods, proactive engagement and ongoing communication.	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	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.
Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Nil non-standard mitigation measures implemented.

Performance parameters	Monitoring	Reporting outputs	BS ISD Status
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	One referral relating to businesses made to Sydney Metro.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Lessons learnt	
	Records in Consultation Manager database on noise and vibration complaints from businesses.		One complaint from the previous reporting period was reopened in this period when the business owner was unhappy with the resolution. It has since been closed by Sydney Metro, with no change to the outcome.

Martin Place Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	MP ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	6 notifications issued. Monthly OOH and monthly construction update were combined as of April 2024.
	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.	3 doorknocks to community and businesses advising of works taking place.
	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"> Zero received from neighbouring businesses. Nil complaints referred to Community Complaints Mediator.
		Lessons learnt.	Regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impacts to business operations and preventing complaints.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	No business property driveway vehicle or pedestrian access are directly impacted as a result of the Martin Place ISD work.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	N/A
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including 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.

Performance parameters	Monitoring	Reporting outputs	MP ISD Status
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	PS ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	34 notifications were issued to businesses within our catchment area during the reporting period. Comprising: <ul style="list-style-type: none"> • 6 monthly combined OOH and work notifications • 3 tower crane removal notifications • 28 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.	<p>Four monthly meetings with the Castlereagh Boutique Hotel, three face-to-face meetings with the Kimpton Margot Hotel and four with the Edinburgh Castle regarding upcoming utility and public domain work.</p> <p>The monthly meetings with businesses are held upon their request or when there are major work updates, as agreed with the business owners.</p> <p>Targeted meetings are held with Castlereagh Boutique Hotel on the progress of the lightwell rectification works. One doorknock of business stakeholders was undertaken during this reporting period regarding the full road closure on Pitt Street.</p>
		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,	Three businesses were consulted during this period regarding mitigation measures to minimise noise, ensure

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
		visibility, or amenity issues	continuity of access, parking, viability and amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	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 deliveries to the Edinburgh Castle Hotel and Kimpton Margot Hotel.
		Business feedback on effectiveness of mitigation measures	Businesses generally expressed appreciation of their needs being accommodated. However, the Kimpton Margot Hotel and the Castlereagh Boutique Hotel continue expressing 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	Only one complaint during the reporting period was related to temporary obstruction of entry point.
		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. The Gadigal Station team is working closely with the business owners and is accommodating their specific requests modifying the work schedule at times where the venue is at full capacity, or there is a specific event.

Performance parameters	Monitoring	Reporting outputs	PS 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>Implementation of noise tents and blankets during cutting operations at Gadigal North and South site to minimise noise impacts.</p> <p>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 and Castlereagh Boutique Hotel, including revision of the footpath work and cumulative impact of Cycleway and Gadigal teams work</p> <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	Two businesses 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

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
			<p>complaints during this period. Access to a 24/7 community team member has been instrumental in identifying and resolving issues promptly, to avoid escalation.</p>

Central Station Mainworks

Performance parameters	Monitoring	Reporting outputs	CSM 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. *LOR, in agreement with Sydney Metro, have now ceased issuing monthly notifications and quarterly newsletter as the project has been handed over, with minor defect closeout only.
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.	As Laing O'Rourke has handed over, all community relations activities are kept to a minimal on an as-needed basis. During this period, no specific community interaction was required due to very limited construction activities.
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	See above.
		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. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/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	Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction. As the project has now been handed over, any engagement with businesses is on an as-need basis.

Performance parameters	Monitoring	Reporting outputs	CSM ISD Status
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	Nil.
		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.	Nil to report.

Waterloo Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	WL 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"> 3 interface meeting - S&CLM actively communicating with Church on a monthly basis. 	<p>All interactions with businesses are documented in Consultation Manager.</p> <p>Nine letterbox drop notifications issued; monthly work notifications which include OOH.</p> <p>Two Community / Business connect event</p> <p>No Bi-annual newsletter 172 project email updates issued.</p> <p>Twenty-Seven project email updates issued.</p>
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	<p>Percentage of businesses within 50m contacted during reporting period: 100%.</p> <p>All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list.</p>	100% of notifications issued on time.
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Businesses on Raglan, Buckland and Wellington streets and Botany Road were visited to ensure they were aware of nearby external utility work	Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued: 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 if applicable.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	<p>No complaints were received from businesses.</p> <p>No complaints were referred to the Community Complaints Mediator.</p>
		Lessons learnt.	Businesses to be consulted ahead of any 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.	<p>No business requests received for coordination regarding property access, parking, visibility or amenity.</p> <p>No business complaints received regarding property access, parking, visibility, or amenity.</p>

Performance parameters	Monitoring	Reporting outputs	WL ISD Status
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	Nil.
	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.	Nil.
		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.	<ul style="list-style-type: none"> 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 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.		

Linewide

Performance parameters	Monitoring	Reporting outputs	LW 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>6 monthly notifications were issued, including: 3 x SMTF South 3 x Northern Connection/ Chatswood Dive.</p> <p>1 bi-annual newsletter was issued at Chatswood Dive Site 1 bi-annual newsletter was issued at Marrickville Dive Site</p> <p>1 community consultation letter was issued for SMTF S artwork</p> <p>7 email updates issued included: 2 x email updates for the Northern Connection/Chatswood Dive 5 x email updates SMTF South</p> <p>The above excludes combined monthly and weekly email notifications issued by other contractors related to the Southwest Corridor work, 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	Nil.
	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.

Performance parameters	Monitoring	Reporting outputs	LW ISD Status
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Percentage of businesses where mitigation measures were implemented as agreed	N/A – due to the stage of the works, the implementation of mitigation measures was not required.
		Business feedback on effectiveness of mitigation measures	N/A – due to the stage of the works, the implementation of mitigation measures was not required
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle 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 Systems Connect work delivered, engagement with local businesses was not required.
	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	Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	65 monthly notifications letterbox dropped 117 email updates, includes a monthly email update for 10 sites between Sydenham and Bankstown and rail possession and any night works reminders
	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.	3
	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
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	No additional mitigation measures were required
	Feedback on 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.	Details of mitigation measures implemented	<ul style="list-style-type: none"> Traffic controllers briefed at pre-start meetings and reminded not to allow construction related vehicles to park in business parking. Coordination with approved traffic plans Additional wayfinding signage where required Individual contact made with businesses that may

Performance parameters	Monitoring	Reporting outputs	Status
			be impacted where possible <ul style="list-style-type: none"> • Appropriate signage provided where parking would be impacted • Respite periods from high noise impact activities were implemented
		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.
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	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 134 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 99 complaints were determined to be attributed to project works following investigation. Crows Nest ISD and Southwest Corridor (SWMC) were equally attributable for the majority of complaints, followed by Pitt (Gadigal) Street ISD (32%(32), 32%(32), and 11%(11)) respectively, of all complaints attributed to project works representing 75% of all complaints attributable to the project.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 50 complaints, or 51% of all complaints attributable to project works. This was followed by 20 complaints relating to Traffic, Transport and Access and 9 complaints relating to Worker behaviour (representing 20% and 9% respectively of all complaints attributable to the project).

75 stakeholders accounted for the 99 complaints; 64 were one-off complaints, 14 were from stakeholders who contacted Sydney Metro twice, and 21 were from stakeholders who contacted Sydney Metro three or more times. At Crows Nest Station, 21 stakeholders accounted for the 32 complaints, and at Southwest corridor (SWMC), 26 stakeholders accounted for the 32 complaints.

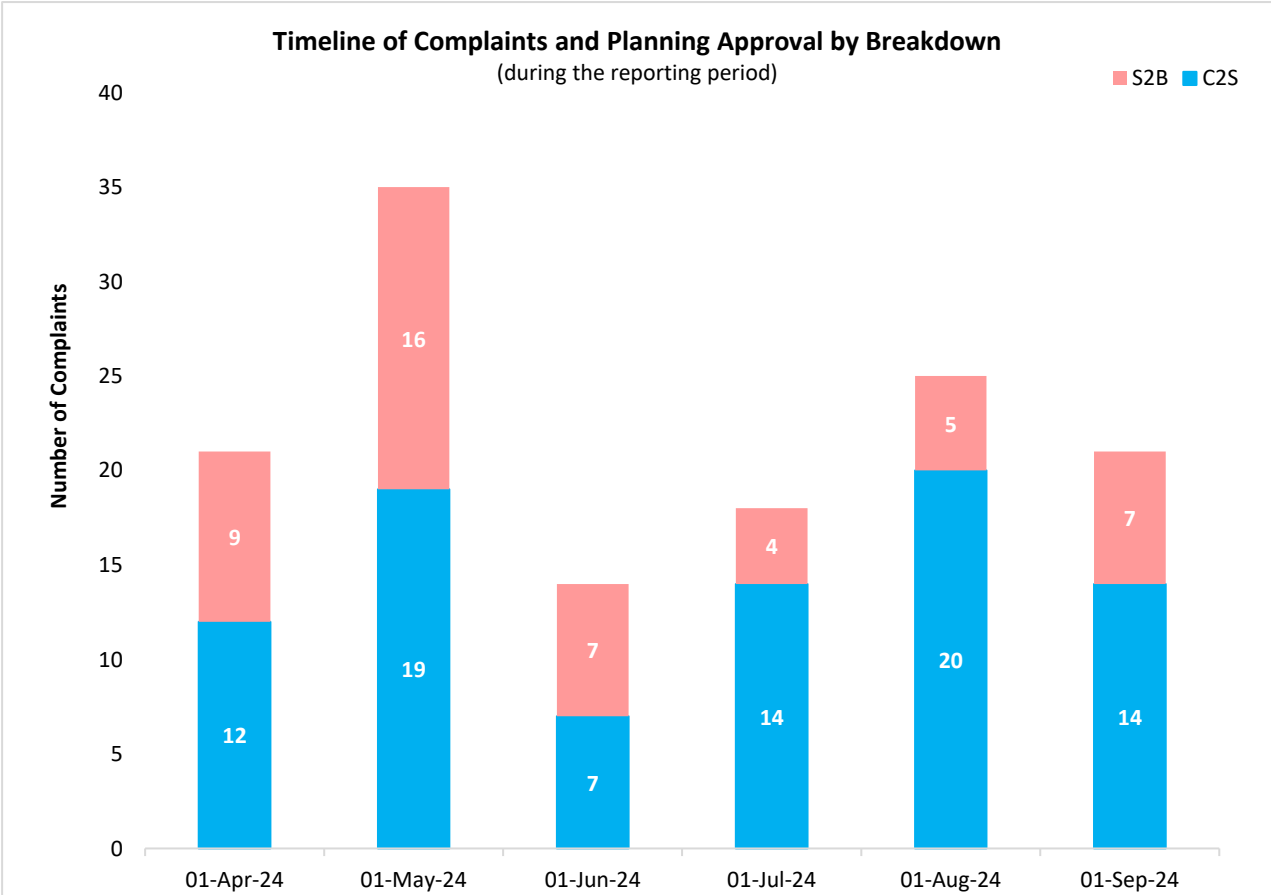


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

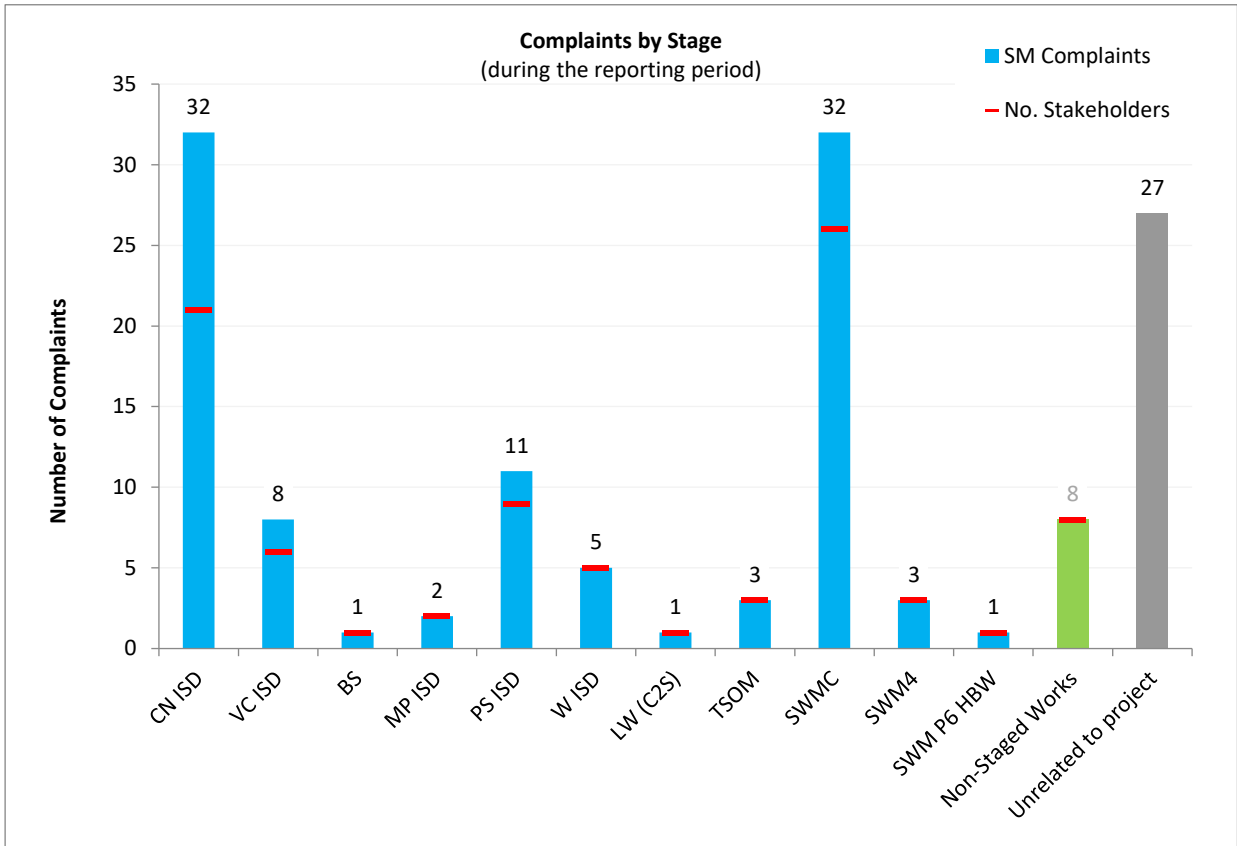


Figure 4 Complaints by Stage during the Reporting Period

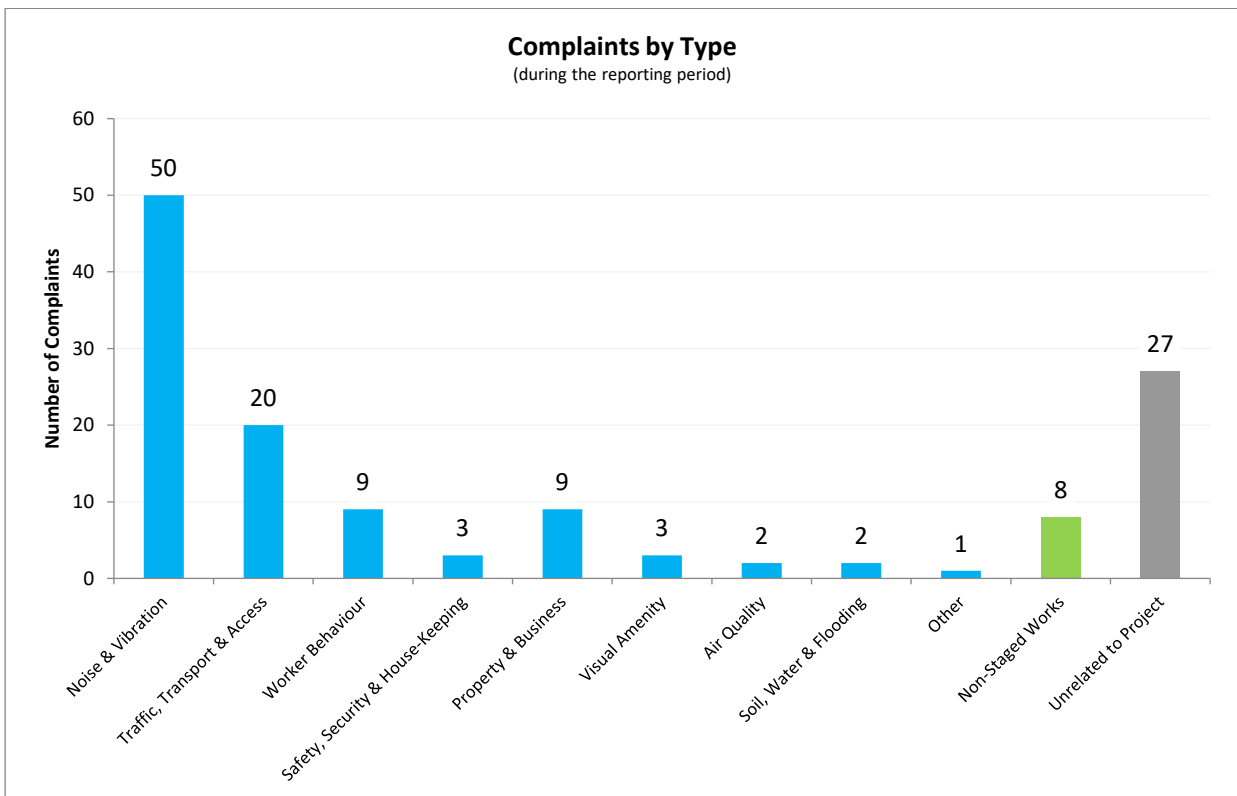


Figure 5 Complaints by Type during the Reporting Period

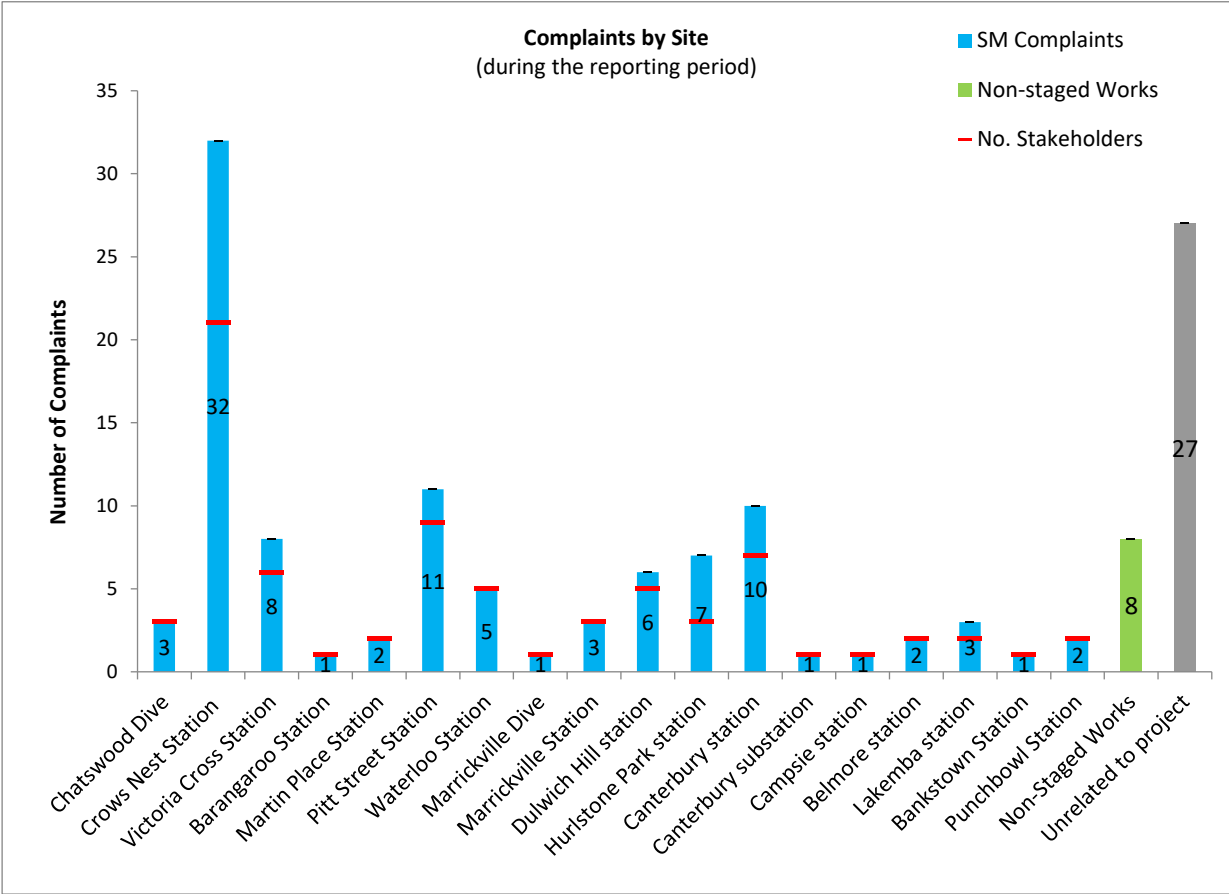


Figure 6 Complaints by Site during the Reporting Period

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.

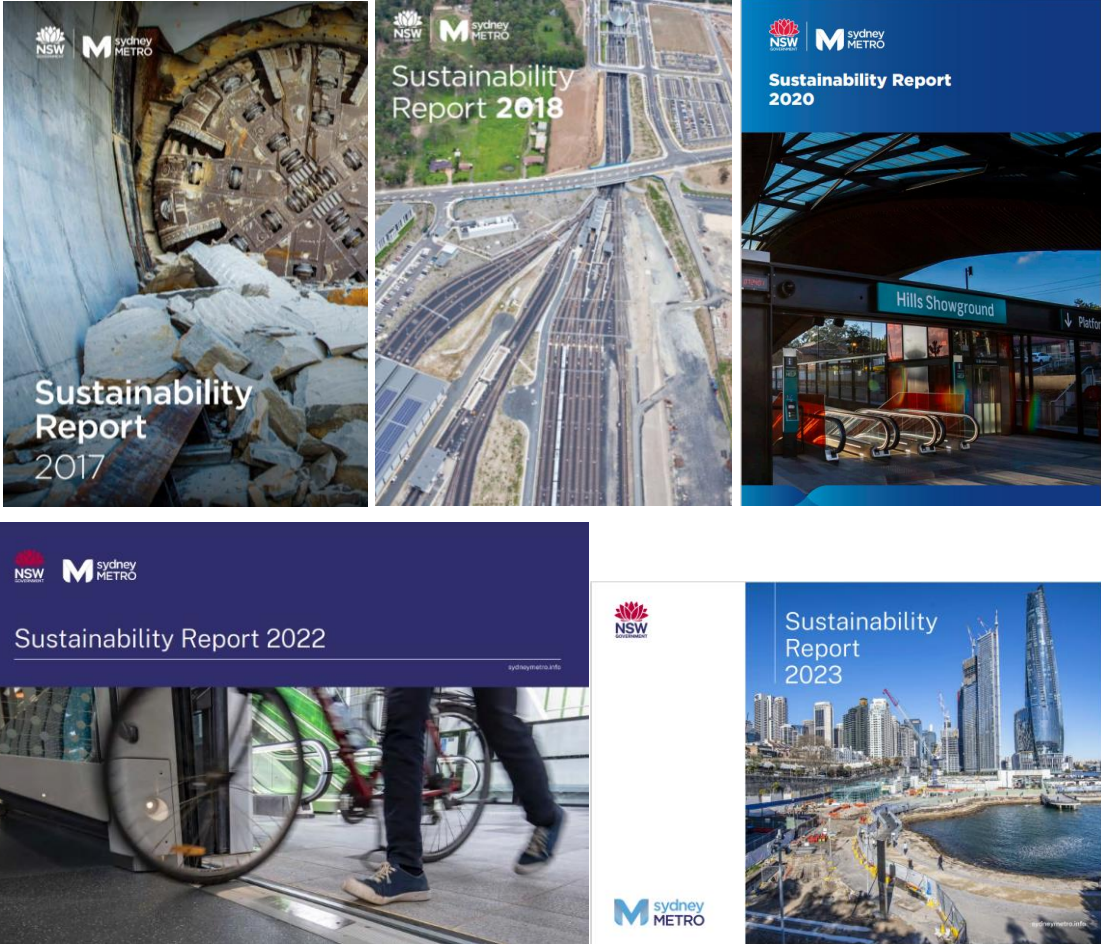


Figure 7 Sydney Metro Sustainability Reports

Appendix 1 – Complaints during the Reporting Period

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
03-Apr-24	BS	Barangaroo Station	Traffic, Transport & Access	Local resident is unhappy the single lane has been in place over the past few months. Claims the reason for the single lane is to allow construction vehicles to access different parts of the construction zone, and this work could be actioned out of hours. Claims we are not working quickly enough to complete the work. He also asserted the single lane has been in place for many years.	No	5462	138069	C2S
04-Apr-24	W ISD	Waterloo Station	Noise & Vibration	Out-of-hours noise complaint regarding use of excavator. Resident is located in Maton Building is approximately over 120m away from work site.	No	5465	242321	C2S
08-Apr-24	SWM P6 HBW	Hurlstone Park station	Soil, Water & Flooding	Resident at Hurlstone Park complained that their property suffered flooding from the Metro works. Resident noted that the significant rain event has caused the release of some landscaping material from the MSB site.	No	5477	203301	S2B
15-Apr-24	MP ISD	Martin Place Station	Safety, Security & House-Keeping	Stakeholder raised concerns workers were not wearing the correct PPE whilst cutting tiles inside the work site and not being properly supervised.	No	5486	244956	C2S
15-Apr-24	SWMC	Hurlstone Park station	Traffic, Transport & Access	Parking complaint from Hurlstone Park resident on Railway Street. Vehicles were parked legally however previously there had been an agreement that Sydney Metro related work vehicles would not park in on that street.	No	5489	186414	S2B
16-Apr-24	SWMC	Canterbury station	Other	Anonymous Charles St Canterbury resident phoned call centre to complain about the time the project is taking to complete. Initiated through seeing workers on the track near their residence.	No	5491	245000	S2B
17-Apr-24	SWMC	Canterbury station	Worker Behaviour	Canterbury resident complaining of workers talking loudly in the early hours of the morning (before 6:30am) on weekdays and occasionally on weekends walking to and from the Canterbury site office.	No	5492	237687	S2B
18-Apr-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder contacted AWE community team to lodge a complaint as the water pressure in his unit following Monday nights planned outage had not returned to what it was. Stakeholder wanted to understand when the water pressure should return.	No	5495	230395	C2s
18-Apr-24	SWMC	Campsie station	Noise & Vibration	Resident in Campsie complained about late night construction noise coming from Campsie Station site near residents property. Resident queried why the works had to be undertaken at night.	No	5498	186833	S2B
19-Apr-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Tenant of 22-26 Clarke Street emailed community team to lodge a complaint regarding extended time taken to access her garage located in Clarke Lane. She felt there was not a sense of urgency to move a truck which was adjacent to the entrance to the 22-26 Clarke Street car park. Stakeholder provided photos showing access to the 22-26 Clarke Street driveway being impeded by a truck.	Yes	5497	96798	C2S
21-Apr-24	Unrelated to project	Unrelated to project	Unrelated to Project	Resident complaining about noise emanating from a vehicle moving backwards and forwards within the rail corridor between 2:30am and 7am on a Sunday morning.	No	5503	209837	S2B
22-Apr-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted Place Manager via text to query delivery in Clarke Lane at 4.15am.	No	5505	129500	C2S
22-Apr-24	Unrelated to project	Unrelated to project	Unrelated to Project	Childcare Centre forwarded on complaint from a parent regarding work vehicles being parked in the 10 minute parking zone at the front of the childcare, typically used for parents to drop off their kids. Parent expressed dissatisfaction with traffic control occupying parking spaces within the drop off zone and rude behaviour toward the parent.	Yes	5506	73848	C2S
23-Apr-24	Unrelated to project	Unrelated to project	Unrelated to Project	Resident stated hearing a machinery grinding noise from the north site.	No	5508	243560	C2S
24-Apr-24	CN ISD	Crows Nest Station	Property & Business	The Building Manager of 22-26 Clarke Street expressed dissatisfaction with the reinstatement of the building's garage after out-of-hours emergency electrical work was completed. The stakeholder stated that they were made aware of the concerns by the morning security patrol and forwarded the issue to AWE for rectification. The security patrol reported that the garage roller door was left open overnight and some surplus cable remained overnight in a parking space.	No	5511	152624	C2S
25-Apr-24	SWMC	Canterbury station	Noise & Vibration	Noise complaint from Canterbury resident on Charles St opposite old commuter car park/ MSB. Resident was complaining of noise from a site caravan generator that had been left on unattended.	No	5516	237058	S2B
26-Apr-24	Unrelated to project	Unrelated to project	Unrelated to Project	Complaint received from resident in Harvard Apartments stating she could hear a penetrating noise from the top of the North entrance building. She described it as a high-pitched whine which sounded like a labouring, electrically operated machine. She heard it over the week on Sunday 21/4 evening when it stopped at about 5.00 pm. The whine recommenced at about 7.00m am on Monday and continued all day and into the night. It stopped for about one hour on Tuesday morning at 2.30 am and recommenced at 3.30 am, finally stopping at 5.00 am. Then has not heard it since. She is worried that this noise will be a regular noise from the operating station. She stated the sound appeared to be emitting from the roof-top vent at the corner of Miller and McLaren Streets. The sound could not be heard lower down in the street. She stated that they will not be able to live with that ongoing sound. There would need to be some assistance such as double glazing if it were to continue.	No	5514	68750	C2S
26-Apr-24	SWMC	Canterbury station	Noise & Vibration	Noise complaint from Canterbury resident on Charles St opposite old commuter car park/ MSB. Resident was complaining of noise from a site caravan generator that had been left on unattended.	No	5515	237055	S2B
29-Apr-24	PS ISD	Pitt Street Station	Noise & Vibration	Eurotower resident complained about hammering noise next to her balcony before 7am. She simultaneously reminded the team about an outstanding issue with an old concrete splatter. The complainant pointed out that the neighbours suffer from severe construction fatigue and requested the construction team considers this in carrying out the work.	No	5519	106250	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
29-Apr-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Property Manager for Shop 1, 10-12 Clarke Street emailed the project team to report that one of his tenants at 10-12 Clarke Street has been consistently complaining about construction work. Property manager advised that footpath access to the shop and other vacant spaces has been blocked on a number of occasions and provided images of three occurrences.	Yes	5520	231855	C2S
30-Apr-24	SWMC	Hurlstone Park station	Visual Amenity	Hurlstone Park resident complaining of light spill from MSB padmount area and level of information provided on upcoming energisation of padmount.	No	5532	186414	S2B
01-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder advised she can feel vibrations in her house from the tunnelling and also from the test trains and she said they were told this would not happen	No	5525	56068	C2S
02-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Resident adjacent to Belmore Triangle complained (1/2) that works are being undertaken at unreasonable hours over the weekend and that respite offers are not adequate. Resident also stated that complaints aren't being managed correctly.	No	5529	237177	S2B
03-May-24	SWMC	Belmore station	Noise & Vibration	Resident adjacent to Belmore Triangle complained of trucks going beyond 10km speed limit at nearby site entry causing excessive noise from rumble grid, and noise from trucks crashing against the footpath.	No	5528	237177	S2B
03-May-24	SWMC	Dulwich Hill station	Noise & Vibration	Dulwich Hill resident complained about ongoing noise from works conducted inside and outside of standard hours of construction and value of respite voucher. Items mentioned suggest the resident could possibly be experiencing construction fatigue.	No	5534	214974	S2B
04-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Resident near Canterbury substation emailed to complain about the value of respite offered; that they had not received their respite voucher as requested and also that they had been awoken by rail works noise.	No	5533	207335	S2B
04-May-24	SWMC	Lakemba station	Noise & Vibration	Lakemba resident complained of noisy works being conducted OOH during WF45 possession and not being notified of works.	No	5535	216385	S2B
05-May-24	SWMC	Lakemba station	Noise & Vibration	Lakemba resident complaining of noisy works being conducted overnight.	No	5536	245534	S2B
06-May-24	SWMC	Hurlstone Park station	Visual Amenity	Hurlstone Park resident adjacent to MSB complained of lights being left on OOH within the MSB.	No	5540	186414	S2B
06-May-24	SWM4	Lakemba Station	Property & Business	Cafe manager adjacent to Haldon St bridge utility investigation work approached the senior site supervisor to complain about works commencing during business operation hours. Believed foot traffic was impacted and business should be compensated.	Yes	5539	213574	S2B
07-May-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder emailed and text messaged AWE Community Relations Team to express dissatisfaction with access to her buildings garage being impacted for one week whilst road upgrade works are being carried out, and offer for alternate pre-paid parking at the council carpark across the road and \$40 per day additional voucher. Stakeholder commented that the 6 day closure of the lane would impact her and her partners lifestyle and ability to complete sporting activities throughout the week such as golf twice a week and kayaking three times per week. Stakeholder further advised that she would not be leaving the valuable sporting equipment in the council car park over night, or have her daughter walk to and from the car park at night. In addition she would be forced to hire a kayak for her kayaking activities.	No	5538	129500	C2S
08-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Vibration felt in residence at Crows Nest.	No	5547	103002	C2S
10-May-24	PS ISD	Pitt Street Station	Noise & Vibration	Resident from Princeton apartments complained about high noise after 12am contrary the advice provided in the construction updates, including jack hammering.	No	5549	215804	C2S
16-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder lives on on Macquarie Street and has raised concerns regarding the noise levels coming from the project late at night for the last several months.	No	5556	247461	C2S
16-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Complaint from guest at the Sofitel Wentworth sent via the hotel manager. Guest heard a drilling noise at 5.20am.	Yes	5557	214682	C2S
16-May-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Anonymous caller complained about a lack of signage on Pacific Highway related to closure of crossing at Hume Street. Complainant stated he had to walk 200m to find signage with the Crows Nest contact details and wasn't happy with having to walk to the next crossing.	No	5560	205475	C2S
17-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Resident near Marrickville Station emailed to complain about noisy works being undertaken at the station between 11:30pm Thursday to Friday 12:30am.	No	5559	247537	S2B
18-May-24	PS ISD	Pitt Street Station	Noise & Vibration	The Kimpton Margot Hotel Room Division Manager emailed the Gadigal ISD inbox to advise about allegedly noisy work on Wednesday 15 May, around 3am in the morning. He also requested information about whether the work pattern has changed, he was under the impression the nominated low-noise night is Wednesday.	Yes	5568	220238	C2S
19-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Canterbury resident located near MSB complaining of noise and vibration OOH	No	5562	237058	S2B
20-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Lakemba resident complaining of poor traffic control and no safe pedestrian access at Lakemba Station on 20 May.	No	5563	247538	S2B
20-May-24	MP ISD	Martin Place Station	Noise & Vibration	Stakeholder from CTA Business Club has advised they received numerous complaints from their hotel guests about the construction noise which resulted in their guests leaving their bookings early.	Yes	5567	237471	C2S
20-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Wiley Park resident complaining of workers legally parking in front of their property	No	5566	206935	S2B
21-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Marrickville resident complaining of not receiving respite in relation to night works happening for the past three consecutive nights outside his building.	No	5573	237673	S2B
24-May-24	TSOM	Chatswood Dive	Noise & Vibration	Complaint re: level of noise experienced in pedestrian underpass on Frank Channon walk when trains pass above.	No	5668	249191	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
24-May-24	CN ISD	Crows Nest Station	Worker Behaviour	Stakeholder contacted community team to report an incident involving a traffic controller on Clarke Street, near Site C. The complainant advised she was confused by pedestrian signage indicating the path was closed and was yelled at rudely by traffic controller for entering the restricted area.	No	5588	101545	C2S
27-May-24	SWMC	Belmore station	Noise & Vibration	Belmore resident sent email to Sydney Metro (SM) that a truck entered the rail corridor via Belmore Triangle at 6:51am. Complainant also referenced that they did not receive an additional response from SM to their previous email, which was a response to a SM response to a previous complaint.	No	5589	237177	S2B
27-May-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder approached RMA team member on site at Chatswood remediation site alleging that a palm sized piece of concrete had contacted the roof of their car causing some damage. Stakeholder unsure of exact timing of the event as the car had been parked adjacent to the site long term.	No	5597	247790	C2S
28-May-24	Non-staged Works	Non-staged Works	Non-staged Works	Caller reported very loud noise from construction work at Chatswood Dive site	No	5595	84743	C2S
28-May-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder reported heavy noise and vibration at property from sheet piling machine operating within Chatswood dive site	No	5596	104033	C2S
28-May-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder responded to community update email advising that they had been inconvenienced by noise and vibration. Alleged that the noisy works continued until 6pm on Tuesday, which is later than the time advised in the notification (8am to 3pm).	No	5599	70656	C2S
30-May-24	SWMC	Dulwich Hill station	Traffic, Transport & Access	Dulwich Hill resident complaining that placement of traffic control sign was restricting the residents vehicle's movement, parked on the street in front their property.	No	5603	97885	S2B
30-May-24	PS ISD	Pitt Street Station	Noise & Vibration	The Castlereagh Boutique Hotel GM referred a complaint about jack hammering work late at night, and requested information if the work was communicated with the Hotel.	Yes	5604	67767	C2S
30-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	EPA called 1800 number to refer a report from Willoughby Council that sediment laden waters entering Scotts Creek had been traced back to Chatswood Dive site	Yes	5608	248355	C2S
31-May-24	LW (C2S)	Marrickville Div	Worker Behaviour	Member of the public called CPB head office alleging that a company branded ute almost ran her over. She memorised the number plates, and the driver of vehicle was subsequently identified as a Systems Connect employee.	No	5607	248353	C2S
31-May-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder contacted community team to express dissatisfaction with the way they were spoken to by a traffic controller on Clarke Street, near to Willoughby Road. Stakeholder advised this behaviour was repeated by this traffic controller and provided a description of the worker.	No	5617	248365	C2S
31-May-24	SWMC	Canterbury substation	Traffic, Transport & Access	Hurlstone Park resident complaining of multiple light work vehicles parking on the street (near substation) where the complainant resides.	No	5622	207248	S2B
02-Jun-24	SWMC	Marrickville Station	Noise & Vibration	Marrickville/ Dulwich Hill resident calling to complain regarding noise and vibration from works occurring in the rail corridor.	No	5613	245129	S2B
02-Jun-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder contacted community line to raise an issue with a constant noise coming from site since Thursday afternoon. This has caused broken sleep of an evening.	No	5614	248362	C2S
02-Jun-24	SWMC	Marrickville Station	Soil, Water & Flooding	Marrickville resident complaining that as a result of large rain event. that their fence had subsided, and that there was now a gap between their backyard and fence. The resident noted there was some work activities in that location earlier in the week, before the large rain event which occurred on Saturday 1 June.	No	5612	236812	S2B
04-Jun-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder emailed to complain about noise and vibration occurring in their home during sheet piling works at the Chatswood Dive site.	No	5626	240006	C2S
04-Jun-24	Unrelated to project	Unrelated to project	Unrelated to Project	Complaint received from Alexander Apartments regarding loud generator noise reverberating through Berry and Denison Street. She stated she had been working from home all day and it was getting louder. It had been going over the weekend.	No	5623	248384	C2S
12-Jun-24	Unrelated to project	Unrelated to project	Unrelated to Project	Bankstown resident complaining of jack hammering occurring during night time period	No	5635	102043	S2B
12-Jun-24	SWM4	Hurlstone Park Station	Noise & Vibration	Hurlstone Park resident replied to an email reminder of night works occurring at Hurlstone Park to express frustration at night works appearing to not be well planned by contractors. Queried the purpose of noisy work occurring at night specifically cutting into concrete with the appearance of little noise mitigation. Expressed frustration at traffic control banging and crashing road signs and having loud conversations in front of residence.	No	5634	92094	S2B
13-Jun-24	SWM4	Canterbury Station	Noise & Vibration	Resident at Canterbury who lives on ground floor of neighbouring apartment block contacted the 1800 information line to complain about the noise experienced across the previous night, which caused sleep to be disturbed. Resident requested consideration of noise mitigation to minimise noise for future work.	No	5636	247898	S2B
16-Jun-24	Unrelated to project	Unrelated to project	Unrelated to Project	Campsie resident complaining of noise from trucks and construction overnight during the WE51 possession	No	5644	237116	S2B
17-Jun-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder complained about vibration causing disruption to their business (PC monitors shaking)	Yes	5645	67901	C2S
19-Jun-24	PS ISD	Pitt Street Station	Noise & Vibration	A Park Regis apartments resident complained about noisy work on Park Street.	No	5653	215826	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
23-Jun-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received from local resident complaining about works happening at the south site before 9am on a Sunday. She feels little work happens during the week with the levels going up very slowly, and feels it is unnecessary for there to be works happening on the weekend.	No	5683	248876	C2S
26-Jun-24	Unrelated to project	Unrelated to project	Unrelated to Project	Complaint re: underground shakes and rattles happening at property nearby Waterloo station in past few weeks	No	5670	193197	C2S
28-Jun-24	SWMC	Dulwich Hill station	Worker Behaviour	Dulwich Hill resident complaining of food scraps being discarded in nature strip outside rail corridor access gate on Ewart Street by construction workers.	No	5673	95626	S2B
01-Jul-24	Unrelated to project	Unrelated to project	Unrelated to Project	Stakeholder reported extended horn noise at 1:30am from Metro train at Chatswood	No	5681	249462	C2S
02-Jul-24	VC ISD	Victoria Cross Station	Traffic, Transport & Access	Complaint received from local public transport user about how only one south bound lane on Miller Street is causing traffic congestion during PM peak hour. They feel it is faster to get off the bus and walk rather than wait on the bus. They requested the site layout be reviewed to see if it can be made more efficient for traffic.	No	5680	249407	C2S
03-Jul-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the community team to express dissatisfaction with vehicles parked on Hume Street within the bus zone and across his garage. Stakeholder requested contractors to be considerate of neighbouring residents by not parking their vehicle in front of peoples driveway thus preventing them from getting to work	No	5682	110985	C2S
10-Jul-24	VC ISD	Victoria Cross Station	Worker Behaviour	Complaint received from motorist about the traffic controllers on Denison Street. The caller stated that she drives through Denison Street multiple times a day and every time the same traffic controller stops the traffic for 5+ minutes for what appears to be no reason. She understands that there is safety requirements but the caller feels the stopping is excessive. Both too long and too frequent. She feels as though the traffic controller personally doesn't like her as a motorbike rider. She would like the traffic controller reminded to be courteous to the road users and to keep the traffic flowing as efficiently as possible.	No	5699	249485	C2S
10-Jul-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted community team to express dissatisfaction with out-of-hours work occurring on Pacific Highway in front of their apartment. Stakeholder stated a bulldozer was in use causing excessive noise. Stakeholder requested a call back during business hours. Stakeholder further stated there was reverse beeping and scraping noises at 3.30am.	No	5700	249491	C2S
11-Jul-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted the community team to express dissatisfaction with out-of-hours work occurring on Pacific Highway in front of their apartment. Stakeholder advised that machinery which was believed to be a bulldozer was being used at 3.30am and was scraping the tarmac, dropping metal and alarming when reversing. Stakeholder expressed concern with remaining out-of-hours work and has requested alternate accommodation (AA) for the remainder of the work. Stakeholder further noted high-pressure hosing of the road at 4am and a vacuum truck in use with flashing lights. Stakeholder sent through video footage of this which showed a worker using a pressure hose connected to a vacuum truck to clean the road surface after work had been completed.	No	5701	230395	C2S
15-Jul-24	PS ISD	Pitt Street Station	Worker Behaviour	Eurotower Building Manager emailed advising that CPB workers were observed using the corporation's water; video evidence supplied. One of the residents and strata committee members followed up at 9:19am with an email attaching the same footage; stating the activity occurred on Sunday 14/07.	Yes	5707	216458	C2S
16-Jul-24	PS ISD	Pitt Street Station	Property & Business	Complaint: A local business owner (Trinity Jewellers, 169A Castlereagh Street), complained to the City of Sydney Council (CoS) regarding impacts of construction work on his business.	Yes	5711	228653	C2S
17-Jul-24	CN ISD	Crows Nest Station	Property & Business	7-11 Clarke Street business contacted the community relations team to express dissatisfaction with last nights outage taking place after being notified by Ausgrid via SMS earlier that day that the planned outage was cancelled. Stakeholder was unhappy as they were under the impression they would no longer be impacted by the outage and a generator would no longer be required to keep fridges and freezers running overnight.	Yes	5713	249561	C2S
18-Jul-24	SWMC	Dulwich Hill station	Noise & Vibration	Dulwich Hill resident complained of noise occurring OOH during WE02 possession the previous weekend	No	5714	95656	S2B
24-Jul-24	W ISD	Waterloo Station	Noise & Vibration	Customer emailed detailing concerns about the lack of notification for respite offers and noise impacts from out of hour works that took place. Doesn't believe the respite offers that were accepted cover the impact experienced and requesting compensation.	No	5735	206038	C2S
24-Jul-24	PS ISD	Pitt Street Station	Traffic, Transport & Access	Complaint: The General Manager of The Edinburgh Castle Hotel called on behalf of the Night Manager on duty to advise that access to the venue was blocked off by works with only exit allowed and no entry.	Yes	5736	100747	C2S
25-Jul-24	TSOM	Chatswood Dive	Air Quality	Resident on Berkeley Court reported increased noise from Sydney Trains services using the elevated T1 North Shore Line northbound track over the tunnel dive, as well as loud noise from Sydney Metro services entering and exiting the tunnels	No	5737	96819	C2S
25-Jul-24	SWMC	Punchbowl Station	Air Quality	Punchbowl resident complained work taking place in the area. Resident states that more work has been carried out than usual and they have not received any specific notification about works, and that their vehicle has been covered in dust. Resident is now seeking compensation to have car cleaned.	No	5740	98793	S2B
30-Jul-24	W ISD	Waterloo Station	Noise & Vibration	Concerns about OOHW on Wellington Street	No	5744	111453	C2S
30-Jul-24	W ISD	Waterloo Station	Noise & Vibration	Concerns about OOHW on Wellington Street	No	5745	249621	C2S
31-Jul-24	SWMC	Canterbury station	Noise & Vibration	Resident complaining of loud music coming from onsite.	No	5747	237055	S2B

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
31-Jul-24	SWMC	Canterbury station	Noise & Vibration	Resident complaining of loud music and singing from the workers onsite.	No	5746	222235	S2B
05-Aug-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the project team to express dissatisfaction with newly installed signage indicating "no access" to Clarke Lane via Oxley Street which is the only available accessway given construction works at the Hume Street entrance.	Yes	5755	96798	C2S
06-Aug-24	SWMC	Hurlstone Park station	Noise & Vibration	Resident complained of loud mechanical noise coming from the MSB site. Resident also queried if any noise monitoring would be undertaken at this point in time.	No	5757	186414	S2B
06-Aug-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted the project team to express dissatisfaction with placement of lighting tower which is providing temporary light for Oxley Street until new street light poles are energised. Stakeholder stated the lighting tower motor is noisy. Stakeholder had contacted the project team previously to enquire about the need for the lighting tower and asked if it could be moved. The project team responded immediately and moved the location of the tower to the opposite side of the road which the stakeholder was grateful for. Unfortunately lighting tower has now been moved back to the original location near to his residential unit and he is now unhappy.	No	5758	251966	C2S
07-Aug-24	SWMC	Hurlstone Park station	Traffic, Transport & Access	Resident complaining of Sydney Metro contractor parking at the commuter carpark.	No	5764	202319	S2B
07-Aug-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received from a resident of the Harvard Apartments about noisy works happening beyond 10pm as notified. Asked if the works can happen earlier in the day.	No	5766	220227	C2S
12-Aug-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder expressed dissatisfaction with fencing being installed along Clarke Lane (north) preventing access to his driveway. Stakeholder noted he was upset with having to request materials and fencing to be removed in order to access his parking space.	Yes	5769	68269	C2S
12-Aug-24	TSOM	Chatswood Dive	Noise & Vibration	Resident reported high level of noise and vibration within apartment block. Resident called 1800 line again on Tuesday to further report loud noise from train testing between 8pm and 8:40pm "like the roar of an engine". Resident also advised they had called multiple times over the weekend to report the noise as it was impacting their quality of life inside property.	No	5773	70915	C2S
13-Aug-24	SWMC	Punchbowl Station	Traffic, Transport & Access	Punchbowl resident complaining of Sydney Metro contractors parking in front of residents property rather than on the corridor side of South Terrace, Punchbowl.	No	5772	213396	S2B
15-Aug-24	PS ISD	Pitt Street Station	Worker Behaviour	Eurotower resident and Strata Committee member emailed advising that CPB workers were using the corporation's water again; video evidence supplied	No	5778	106250	C2S
16-Aug-24	CN ISD	Crows Nest Station	Safety, Security & House-Keeping	TfNSW road maintenance contractor Connect Sydney emailed Sydney Metro to advise a member of the public has made a complaint to them about the state of the road on Pacific Highway which has caused a member of the public to come off their bike. They have requested a temporary fix of the roadway from Oxley Street to Hume Lane	No	5783	252380	C2S
21-Aug-24	W ISD	Waterloo Station	Noise & Vibration	Night works on Wellington Street	No	5789	244945	C2S
22-Aug-24	Non-staged Works	Non-staged Works	Non-staged Works	Resident reported noise during daytime disturbing his sleep (shift worker)	No	5796	228638	C2S
23-Aug-24	CN ISD	Crows Nest Station	Visual Amenity	Stakeholder contacted the project team to expressed dissatisfaction with the new streetlight on Clarke which is directly adjacent to her apartment. Stakeholder advised that the lived experience is not pleasant advising the light shines directly into her loungeroom and is very bright even with her roller blinds down. Stakeholder pointed out that the previous streetlight was 1.5 metres further away from her apartment and much, much lower (lower than all the residential apartments), not as bright, and did not have a footpath light attached in addition to a street light. Stakeholder advised that the height of this new street light is directly in line with her apartment and is impacting the amenity of her living room greatly. She would like something done about this.	No	5803	129361	C2S
25-Aug-24	SWMC	Canterbury station	Noise & Vibration	Canterbury resident complaining of excessive noise during WE08 possession works.	No	5797	252422	S2B
25-Aug-24	CN ISD	Crows Nest Station	Noise & Vibration	Complainant advised loud announcements coming from speakers at Crows Nest Metro station. Speaker announcements occurring every 5 mins and particularly audible from 22:30 onward.	No	5800	240313	C2S
26-Aug-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the project team to express dissatisfaction with traffic signage on Clarke Lane at Oxley Street indicating no entry to the laneway where her businesses garage is located. Stakeholder advised that she could not access her garage as works were being undertaken at the southern end of the laneway (Hume Street) and the permanent signage at the northern end informed her not to enter. Complainant advised her that she approached a construction worker who informed her that she could still enter the laneway via Oxley Street however she refused to do so as she considered this to be an illegal act.	Yes	5801	96798	C2S
26-Aug-24	Unrelated to project	Unrelated to project	Unrelated to Project	North Sydney Council officer contacted the project team to express dissatisfaction with A W Edwards contractor Ultegra who when excavating the footpath was reported to have created structural damage to the wall at 521 Pacific Hwy, Crows Nest, corner of intersection of Hume St.	Yes	5802	209376	C2S

Date	Stage	Site	Type	Description	Business?	Complaint ID	Stakeholder ID	Approval
26-Aug-24	CN ISD	Crows Nest Station	Worker Behaviour	Stakeholder contacted the community team to express dissatisfaction with access to his driveway being blocked again by a construction vehicle. Stakeholder could not use his car to get work today and was not pleased about this. Stakeholder advised he has contacted the police about the matter and will be escalating the issue to the local member and Ministers office. Stakeholder provided images of the vehicle, and noted this was the same sub-contractor vehicle who had parked across his driveway previously. Police needed to attend the property to move the vehicle on.	No	5806	110985	C2S
26-Aug-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received from a resident of the Harvard Apartments about noisy works happening beyond 10pm. Multiple emails received saying they have been woken up by the works. Earlier noise described as noisy works from hammering and road works. Later noise described as machinery being moved down McLaren Street to park. Resident concerned that the lack of sleep is impacting their work and health. Want to know who will compensate them for medical bills and lost income.	No	5804	220227	C2S
27-Aug-24	PS ISD	Pitt Street Station	Noise & Vibration	The General Manager of The Castlereagh Boutique Hotel emailed the project suggesting the vehicle movement last night was noisy. They specifically mentioned the movement of the forklift being disruptive.	Yes	5805	67767	C2S
28-Aug-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Complainant who complaint to AWE on 26 August (complaint 5801) also complained to North Sydney Council about the same matter (traffic signage indicated that there was no entry to the laneway). This was then referred onto SM and then AWE. Community Relations Manager (CRM) informed the complainant that her complaint to North Sydney Council about Clarke Lane access had been referred onto CRM as A W Edwards is the contractor delivering the precinct works in Crows Nest on behalf of Sydney Metro. CRM asked for confirmation as to whether complainant was satisfied with A W Edwards response to the issue, otherwise they could request escalation to the Sydney Metro project team for response.	Yes	5807	96798	C2S
29-Aug-24	SWMC	Marrickville Station	Property & Business	Fence is being built inline with the appropriate design and projects conditions of approval. Resident wanted to know why project did not have to comply with the same 50+ development consents required for their home renovation	No	5808	97908	S2B
29-Aug-24	CN ISD	Crows Nest Station	Safety, Security & House-Keeping	Stakeholder contacted Sydney Metro to express concern over the Pacific Highway pedestrian crossings on Hume Street not being open as this is causing members of the public and construction workers to jaywalk, particularly with the station now open as the closest alternate crossing is some distance. Stakeholder mentioned that a member of the public had died at the intersection in 2007 and asked for the pedestrian crossing to be opened and recommended that Sydney Metro install a pedestrian tunnel under the Pacific Highway.	No	5809	55210	C2S
30-Aug-24	CN ISD	Crows Nest Station	Property & Business	During response to stakeholder enquiry about the decision to undertaken raised pedestrian crossing works Thursday 5 September, stakeholder expressed extreme dissatisfaction with the work occurring next week as September is his busiest period and further advised he would need to close his business during the work and would be unable to provide flowers to customers he had booked in on that day, which happened to be a wedding. Stakeholder stated works should be planned around his quieter days.	Yes	5810	222552	C2S
31-Aug-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Following the weekly email issued, the customer raised concerns about the raised pedestrian crossing being installed and how this impacts emergency services to access the hospital and sick patients. Asked for her concerns to be raised with the Minister.	No	5813	130049	C2S
04-Sep-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received from resident of the Harvard apartments complaining of another noisy night at the Miller/McLaren Street intersection.	No	5817	220227	C2S
04-Sep-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received via Western Harbour Tunnel / Warringah Freeway team from Miller Street resident complaining of noisy road works throughout the night at the Miller/McLaren Street intersection.	No	5818	252730	C2S
04-Sep-24	CN ISD	Crows Nest Station	Property & Business	Stakeholder contacted the project team to express dissatisfaction with a number of the finishes on the footpath along Clarke Lane. This includes the way the joins have been left at the rear of her property and also concerned about water penetration issues. She is also dissatisfied that the pavers are not cemented into place and has asked that the footpath behind the fire door be painted to prevent vehicles from parking across them as this is now level with the roadway and not raised as it previously was. She believes this to be a safety issue. Stakeholder also raised that she would like the buildings garage pressure washed and noted that the train announcements are still very loud, the bright street lights and the installation of rat baits again.	No	5819	129361	C2S
05-Sep-24	VC ISD	Victoria Cross Station	Noise & Vibration	Complaint received via Connect Sydney team from Miller Street resident complaining of noisy road works throughout the night at the Miller/McLaren Street intersection. Wanted to know if more noisy works were planned to occur in September.	No	5822	252794	C2S
05-Sep-24	Non-staged Works	Non-staged Works	Non-staged Works	Stakeholder complained about excessive noise and dust during the day from jackhammering and digging up concrete. Has been impacted by work since 2016. Is receiving regular notices of construction updates but advised residents would like to know when the work will be completed. Also reported that blue shadecloth around site has dropped, increasing dust exposure. Did not want a callback so did not leave name or contact details.	No	5820	0	C2S

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06-Sep-24	CN ISD	Crows Nest Station	Property & Business	Stakeholder contacted project team to advise that Clarke Lane access continues to be difficult and reported three instances of access being impeded to her parking space. Wednesday 28th August – complainant reported there was a large truck that was parked on Oxley street covering half of the entry to Clarke Lane. Complainant advised there were no traffic controllers and the driver of the truck eventually got the men to move. Monday 2 September – complainant reported most of the entrance of Clarke Lane was blocked by “rendering” that needed to be done so the road couldn’t be driven on. Complainant stated there was again very limited access and despite there being a traffic controller. Friday 6 September – complainant reported Hume Street access was blocked.	Yes	5826	96798	C2S
06-Sep-24	SWMC	Canterbury station	Noise & Vibration	Loud music blaring from carpark opposite 11-15 Charles St.	No	5823	237055	S2B
08-Sep-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted project team to express dissatisfaction with a generator running seven days a week, 24 hours a day outside the metro station entrance. Stakeholder stated that the noise and fumes are disturbing her work time and life as she is unable to open windows. Stakeholder stated that this is affecting all residents in building.	No	5827	231441	C2S
09-Sep-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder reported to Sydney Metro’s “Get In Touch” form that he was dissatisfied with the southern pedestrian crossing on Pacific Highway at the Oxley Street intersection being closed. Stakeholder queried when it will re-open, why it was closed and noted that people are being forced to make 3 road crossings which he stated was due to incompetent project management. Stakeholder further noted that works start and stop and wanted to understand why.	No	5828	252844	C2S
18-Sep-24	SWMC	Canterbury station	Worker Behaviour	Canterbury pedestrian complaining of driver conduct	No	5838	254292	S2B
19-Sep-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted project team to enquire about works occurring at night. Stakeholder noted that he was unsure who was responsible for the street light installation work noting that both Thirdi and Council are also carrying out works. Stakeholder advised that he believed power tools were in use past 1.30am and noise blankets were not in use. He also raised workers shouting.	No	5840	230395	C2S
20-Sep-24	Unrelated to project	Unrelated to project	Unrelated to Project	Canterbury resident complaining of loose construction materials stored at 6 Charles St blowing in the wind at night causing noise disruption.	No	5839	254300	S2B
22-Sep-24	CN ISD	Crows Nest Station	Traffic, Transport & Access	Stakeholder contacted the project team to complain about raised pedestrian crossing works occurring today. Stated 7-days notice had not been provided and he was unaware works were starting today.	Yes	5841	222552	C2S
22-Sep-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder contacted the project team to express dissatisfaction with noise from night works as she is trying to recover from a major surgery and the jackhammering noise was impacting this.	No	5843	231780	C2S
23-Sep-24	CN ISD	Crows Nest Station	Noise & Vibration	Stakeholder emailed the project team to request an additional complaint be lodged in respect to night works taking place. Stated that power tools were being used beyond 12am and he did not believe this was allowed. Stakeholder has requested relocation stating that the constant interrupted sleep is causing him to become unwell as he is not able to rest. Stakeholder also sent through videos of the works for review.	No	5844	230395	C2S
24-Sep-24	Unrelated to project	Unrelated to project	Unrelated to Project	Canterbury resident complaining of noise occurring outside of standard hours	No	5845	254300	S2B
25-Sep-24	CN ISD	Crows Nest Station	Property & Business	Stakeholder contacted the project team to express dissatisfaction with the alternate footpath provided being inaccessible resulting in pedestrians needing to cross the road.	Yes	5847	222552	C2S
27-Sep-24	PS ISD	Pitt Street Station	Noise & Vibration	The Kimpton Margot Hotel General Manager emailed the Gadigal ISD inbox to complain about noisy work on Thursday night by midnight, and that a vacuum truck was operational until around 3am in the morning.	Yes	5849	240912	C2S
28-Sep-24	SWMC	Dulwich Hill station	Noise & Vibration	Dulwich Hill resident complaining of location of generator at station	No	5850	236795	S2B
30-Sep-24	SWMC	Bankstown Station	Noise & Vibration	Bankstown resident complaining of noisy works close to residence during standard construction hours.	No	5851	101991	S2B
30-Sep-24	SWMC	Dulwich Hill station	Noise & Vibration	Dulwich Hill resident complaining works occurring early Monday morning	No	5853	236795	S2B