



# Sydney Metro City & Southwest

Construction Compliance Report #4 (1 October 2018 to 31 March 2019)



<b>Project:</b>	City & Southwest	<b>Date:</b>	15 July 2019
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## 1. Executive Summary

This City & Southwest Construction Compliance Report #4 documents Sydney Metro's and its contractors' compliance as required by the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2018 to 31 March 2019.

Construction activity continued to increase during the reporting period. The Tunnels & Station Excavation contractor commenced Tunnel Boring Machine operations from two different site locations. Several other contractors either increased their construction activities (e.g. Central Station Main contractor) or commenced construction activities (e.g. Northern Corridor Works – Portion 7b and Martin Place Integrated Station Development contractors).

Onsite environmental performance was generally well managed across the project. Sixteen (16) Non-Compliances were raised during the reporting period, all of which have been closed. The total number of complaints however increased from 358 to 502, with 104 of these being unrelated to project works. Complaints were dominated by the TSE contractor, generating 67% of all complaints attributable to project works. Noise & Vibration complaints generated by the TSE contractor represented 37% of all complaints attributable to the project.

Zero incidents occurred during the reporting period that required notification to the Secretary or the Environment Protection Authority.

Contract Package	Ongoing Requirements (non-compliances raised)	Major Incidents (minor incidents)	ER Inspections (issues raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	206 (0)	0 (0)	0	0	0
NCW	166 (0)	0 (1)	1 (0)	1 (1)	62
TSE	258* (10)	0 (23)	21 (68)	6 (9)	265
CSM	261 (3)	0 (0)	13 (28)	1 (6)	38
SSJ	246 (0)	0 (2)	11 (27)	1 (3)	1
LW	650 (0)	0 (0)	0	0	0
CN ISD Design	116 (0)	0 (0)	0	0	0
VC ISD	242 (0)	0 (0)	0	0	0
MP ISD	251 (0)	0 (0)	4 (1)	1 (0)	0
SMEW	207 (0)	0 (0)	0	0	1
SMDS	0 (contract awarded outside reporting period)	0 (0)	0	0	0
Sydney Metro (including non-staged and Metron works)	210 (3) (3 against SM) (0 against Metron)	0 (1)	0	4 (6)	31
<b>Total</b>	<b>2,813 (16)</b>	<b>0 (27)</b>	<b>50 (124)</b>	<b>14 (25)</b>	<b>398 (502)</b>
<b>Total from Previous Report</b>	<b>1,569 (10)</b>	<b>1 (28)</b>	<b>39 (163)</b>	<b>6 (9)</b>	<b>264 (358)</b>

\* Excluding non-CSSI planning approval requirements.

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## Definitions and Abbreviations

	Definitions
<b>BS</b>	Barangaroo Station
<b>C2S</b>	Chatswood to Sydenham
<b>CCR</b>	Construction Compliance Report
<b>CEMP</b>	Construction Environmental Management Plan
<b>CN</b>	Crows Nest
<b>CSM</b>	Central Station Main
<b>CSSI</b>	Critical State Significant Infrastructure
<b>CTP</b>	Compliance Tracking Program
<b>Delta</b>	Delta Group
<b>EIS</b>	Environmental Impact Statement
<b>EPA</b>	Environment Protection Authority (of NSW)
<b>EPL</b>	Environment Protection Licence
<b>EP&amp;A Act</b>	<i>Environmental Planning and Assessment Act 1979</i> (NSW)
<b>ER</b>	(Independent) Environmental Representative
<b>ISD</b>	Integrated Station Development
<b>JHCPBG</b>	John Holland CPB Ghella (Joint Venture)
<b>JHLOR</b>	John Holland Laing O'Rourke (Joint Venture)
<b>LI</b>	Lendlease
<b>LOR</b>	Laing O'Rourke
<b>LW</b>	Line-Wide
<b>Metropolitan</b>	Metropolitan Demolitions
<b>MG</b>	Macquarie Group
<b>MP</b>	Martin Place
<b>NCW</b>	Northern Corridor Works
<b>NW</b>	Northwest
<b>POEO Act</b>	<i>Protection of the Environment Operations Act 1997</i> (NSW)
<b>REF</b>	Review of Environmental Factors
<b>REMM</b>	Revised Environmental Mitigation Measure (from a Preferred Infrastructure Report)
<b>S2B</b>	Sydenham to Bankstown
<b>Secretary</b>	The Secretary of the NSW Department of Planning and Environment
<b>SM</b>	Sydney Metro
<b>SMDS</b>	Southwest Metro Design Services
<b>SMEC</b>	SMEC Holdings
<b>SMEW</b>	Southwest Metro Early Works
<b>SC</b>	Systems Connect
<b>SSC</b>	Southwest Stations and Corridor
<b>SSD</b>	State Significant Development

	Definitions
<b>SSJ</b>	Sydenham Station Junction
<b>SYAB</b>	Sydney Yard Access Bridge
<b>TBM</b>	Tunnel Boring Machine
<b>TfNSW</b>	Transport for New South Wales
<b>TSE</b>	Tunnels and Station Excavation
<b>TSOM</b>	Trains, Systems, Operations and Maintenance
<b>VC</b>	Victoria Cross

## 2. Introduction

### 2.1. Purpose of this Report

The purpose of this Construction Compliance Report (CCR) is to document Sydney Metro and its contractors' compliance with the requirements of the City & Southwest (C&SW) Critical State Significant Infrastructure (CSSI) planning approvals (refer to Section 0 for details on the project's planning approvals). Construction compliance reporting on the Sydney Metro Northwest project will be provided in a separate report to the Secretary of the NSW Department of Planning and Environment (the Secretary). All Sydney Metro CCRs are available on the Sydney Metro website (<https://www.sydneymetro.info/>).

This report will be submitted to the Secretary for information every six (6) months. The scope of the reports will cover all activities that were subject to the C&SW CSSI planning approvals during each reporting period. This includes both the Chatswood to Sydenham (C2S) and Sydenham to Bankstown (S2B) planning approvals.

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2018 to 31 March 2019. 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 and Section 2
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.6
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 2.3.5
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.5
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.	This report
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. The Department must be notified of the commencement dates of Construction and Operation of the CSSI in the pre-Construction and pre-Operational compliance reports (respectively).	This report, the Pre-Construction Compliance Report and the Pre-Operation Compliance Report.



Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2

## 2.2. City & Southwest Project Overview

The New South Wales (NSW) Government is implementing Sydney’s Rail Future (Transport for NSW, 2012a) – a plan to transform and modernise Sydney’s rail network so that it can grow with the city’s population and meet the needs of customers in the future.

Sydney Metro is a new standalone rail network identified in Sydney’s Rail Future. This 21<sup>st</sup> century network will deliver 31 metro stations and more than 65km of new metro rail for Australia’s biggest city – revolutionising the way Sydney travels.

Sydney Metro currently comprises of four projects, all of which have been identified by the NSW Government as priority 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** – a 30 kilometre metro line extending metro rail from the end of Sydney Metro Northwest at Chatswood, under Sydney Harbour, through new Central Business District (CBD) stations and southwest to Bankstown. The project is due to open in 2024 with ultimate capacity to run a metro train every two minutes in the peak.
- **West** – the next significant railway infrastructure investment proposed to be delivered by the second half of the 2020s. This project would link the CBDs of Parramatta and Sydney and communities along the way.
- **Greater West** – a new railway line to service Greater Western Sydney and the new Western Sydney Airport. The railway is to be operational in 2026 to coincide with commencement of operations of the Western Sydney Airport. The railway will include a station at St Marys to allow customers to interchange with the rest of Sydney’s rail system.

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 two core components that are each subject to the CSSI planning approval pathway:

- **Chatswood to Sydneyham** (refer to Section 2.3.1.1), and
- **Sydneyham to Bankstown** (refer to Section 0).

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 (refer to Section 2.3.2), and
- Self-determinations and exempt development (refer to Section 2.3.3).

### 2.3.1.1. Chatswood to Sydenham (C2S)

The C2S component covers the construction and operation of the Sydney Metro railway between Chatswood and Marrickville. This includes the delivery of 7 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), was granted planning approval by the NSW Minister for Planning on 9 January 2017. Since then, six (6) 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 S2B CoAs, which was approved on 12 December 2018 (refer to Section 0). MOD6 was approved on 21 February 2019.



Figure 2: Artist Impression of a Tunnel Boring Machine beneath Sydney Harbour

### 2.3.1.2. Sydenham to Bankstown (S2B)

The 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 Preferred Infrastructure Report* and the *Sydenham to Bankstown Submission Report*, was granted planning approval by the NSW Minister for Planning on 12 December 2018.

### 2.3.2. State Significant Development Planning Approvals

The C&SW project comprises over-station developments that are subject to State Significant Development (SSD) planning approval processes under the EP&A Act.

Sydney Metro is seeking Stage 1 (Concept) SSD approvals for over-station developments at the Crows Nest, Victoria Cross, Pitt Street and Waterloo station sites (the Stage 1 SSD approval for the Martin Place Station site was sought by Macquarie Group). Stage 2 (Detailed) SSD approvals for over-station developments are being sought by Sydney Metro's Integrated Station Development contractors (refer to Sections 3.1.5 and 3.1.10.2).

This CCR does not cover any scope of work that is subject to SSD approvals.

### 2.3.3. Self-Determinations and Exempt Development

The C&SW project also comprises works that are self-determined or exempt development under the EP&A Act. The project currently comprises of the following self-determined or exempt development works:

- **Clyde Barging Facility** – Construction and operation of this temporary barging facility on the Parramatta River at Clyde, NSW will allow for barges to transport crushed rock and machinery from the Blues Point and Barangaroo Station sites and transfer onto trucks to transport to residential and commercial development project across Sydney. Transport for NSW (TfNSW) self-determined the Clyde Barging Facility *Review of Environmental Factors* (REF) under the EP&A Act on 24 April 2018.
- **Clyde Barging Facility Addendum** – Construction and operation of an additional temporary storage site at the Clyde Barging Facility. Sydney Metro self-determined the Clyde Barging Facility Addendum *Review of Environmental Factors* (REF) under the EP&A Act on 2 July 2019.
- **Exempt Development** activities (such as construction and operation of the White Bay Truck Marshalling Facility).

This CCR does not cover any scope of work that is subject to self-determinations or exempt development. Self-determination and exempt development works are subject to Sydney Metro's Integrated Management System and relevant planning approval requirements.

### 2.3.4. Planning Approval Register

Table 2 provides a register of planning approvals that the City & Southwest project is subject to (in order of approval date). Bold text indicates a CSSI planning approval.

**Table 2: Planning Approval Register**

Planning Approval	Type	Determining Authority	Approval Date
<b>Sydney Metro Trains Facility (formerly known as the Rapid Transit Rail Facility) (SSI_5931)</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>15 January 2014</b>
<b>C2S (SSI_7400)</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>9 January 2017</b>
<b>C2S MOD1 – Victoria Cross Station &amp; Artarmon Substation</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>18 October 2017</b>
<b>C2S MOD4 – Sydenham Station &amp; Metro Facility South</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>13 December 2017</b>
<b>C2S MOD2 – Central Walk</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>21 December 2017</b>
<b>C2S MOD3 – Martin Place Metro Station</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>22 March 2018</b>
Clyde Barging Facility REF <i>(not subject to this report).</i>	Self-Determination	Transport for NSW	24 April 2018
<b>C2S MOD5 – Blues Point Acoustic Shed</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>2 November 2018</b>
<b>S2B (SSI_8256)</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>12 December 2018</b>
<b>C2S MOD6 – Administrative Changes</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>21 February 2019</b>
Clyde Barging Facility Addendum REF <i>(not subject to this report).</i>	Self-Determination	Sydney Metro	2 July 2019

### 2.3.5. Consistency Assessments

A total of 45 Consistency Assessments have been endorsed by either TfNSW or Sydney Metro under the CSSI project planning approvals to date. Ten (10) 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
Central Station changes to Access and Temporary Laydown Areas - Addendum	C2S EIS	2 Oct 2018
Sydenham Station Junction Sydney Water Laydown Area	C2S EIS	25 Oct 2018
Central Station Office Relocation to Platform 0 - Addendum	C2S EIS	2 Nov 2018
Initial Closure of Frank Channon Walk from Nelson Street to Gordon Avenue	C2S EIS	2 Nov 2018
Extension of Temporary Closure of Frank Channon Walk	C2S EIS	12 Nov 2018
Integration of Waterloo Metro Quarter with Waterloo Station	C2S EIS	19 Nov 2018
Sydenham Traffic Changes to support Bussing Arrangements	C2S EIS	29 Nov 2018
Central Station Repurposing of Rooms	C2S EIS	18 Dec 2018
Victoria Cross (South) Over Station Development Integration	C2S EIS	21 Feb 2019
Design and Location Changes to Sydenham Pit Maintenance Access Ramp	C2S EIS	21 Feb 2019

### 3. Contract Packages

Figure 3 provides a high level overview of the latest C&SW delivery strategy (March 2019). This strategy is regularly reviewed and subject to change and refinement. Any changes to this strategy will be outlined in subsequent CCRs.

Refer to Section 3.1 and the Sydney Metro C&SW [Chatswood to Sydenham Staging Report](#) for further detail on the C2S contract packages.

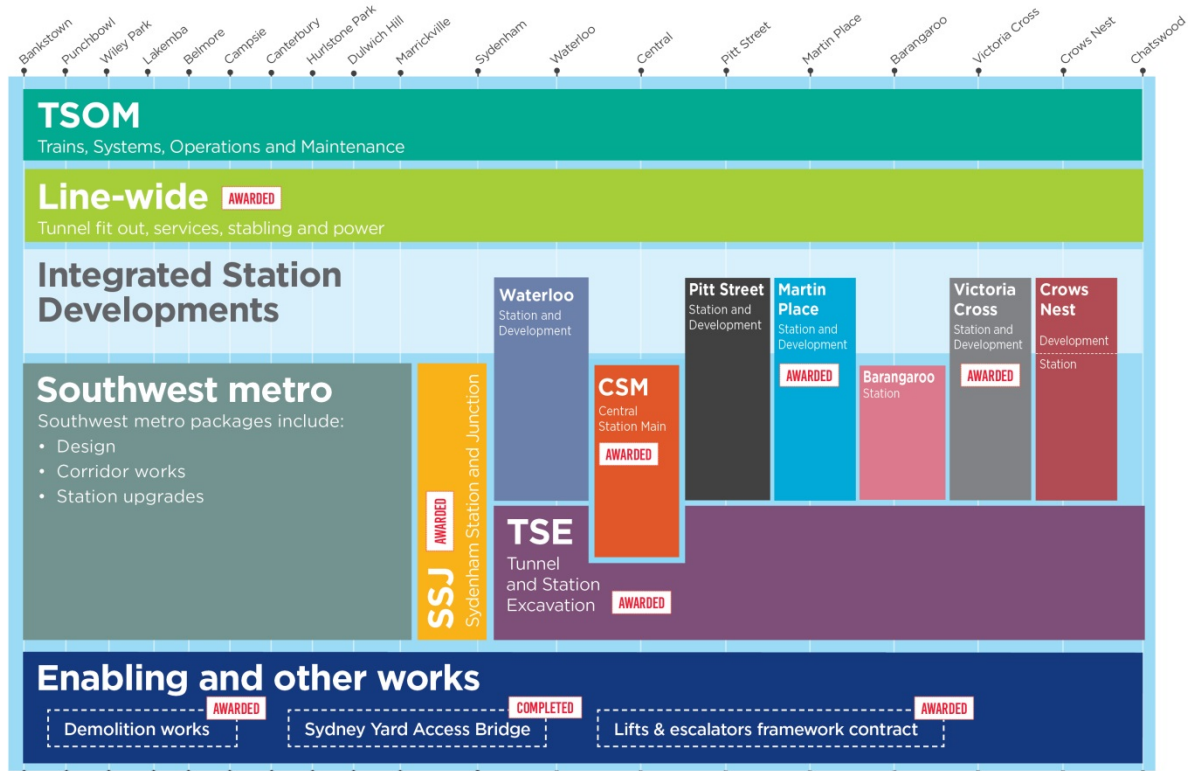


Figure 3: Latest City & Southwest Project Delivery Strategy (March 2019)



### 3.1. Contract Package Status Updates

Table 4 lists the status of City & Southwest contract packages as of May 2019.

Table 4: Status of Contract Packages

Contract Package	Contractor	Contract Award Date	Construction Status
<b>Sydney Yard Access Bridge</b>	Laing O'Rourke	20 Jan 2017	Physical works completed June 2018.
<b>Northern Corridor Works (Portion 7)</b>	Laing O'Rourke	1 Sep 2017	Construction* commenced on 7 May 2018 and remains ongoing.
<b>Tunnels &amp; Station Excavation</b> (including Demolition A and Demolition B contracts novated to TSE contractor on 22 June 2017)	John Holland CPB Ghella Joint Venture	22 Jun 2017	Demolition A (Delta) completed all physical works by September 2018. Demolition B (Metropolitan) completed all physical works by July 2018. TSE construction* commenced on 22 December 2017 and remains ongoing.
<b>Central Station Main</b>	Laing O'Rourke	7 Mar 2018	Construction* commenced on 4 Aug 2018 and remains ongoing.
<b>Sydenham Station &amp; Junction</b>	John Holland Laing O'Rourke Joint Venture	20 Sep 2017	Construction* commenced on 28 Aug 2018 and remains ongoing.
<b>Line-Wide</b>	Systems Connect – CPB UGL Joint Venture	21 Nov 2018	Yet to commence works.
<b>Crows Nest Integrated Station Development Design</b>	SMEC Holdings	28 Feb 2019	No works to be undertaken (design activities only).
<b>Victoria Cross Integrated Station Development</b>	Lendlease	20 Dec 2018	Yet to commence works.
<b>Martin Place Integrated Station Development</b>	Macquarie Group	12 Sep 2018	Construction* commenced on 19 December 2018 and remains ongoing.
<b>Southwest Metro Early Works</b>	John Holland Laing O'Rourke Joint Venture	23 Nov 2018	Low-impact works commenced and remain ongoing until construction* commencement.
<b>Southwest Metro Design Services</b>	Metron T2M	1 Apr 2019	No works to be undertaken (design activities only).
<b>Southwest Station &amp; Corridor</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Integrated Station Development Contracts:</b> - Crows Nest Construction - Pitt Street - Waterloo	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Barangaroo Station Construction</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Trains, Systems, Operations &amp; Maintenance</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		

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

### 3.1.1. Sydney Yard Access Bridge

The Sydney Yard Access Bridge (SYAB) contract package was awarded to Laing O’Rourke (LOR) on 20 January 2017. The package covers the construction of a bridge from Regent Street, Chippendale into the Central Station Yard to provide construction and maintenance access for both Sydney Trains and Sydney Metro.

All physical works onsite were completed in June 2018. A photograph of the structural completion of the bridge is provided in Figure 4.

During the reporting period, Sydney Metro approached the final stages of closing-out the planning approval requirements that were allocated to this contractor.



Figure 4: Completed Sydney Yard Access Bridge

### 3.1.2. Northern Corridor Works

The Northern Corridor Works (NCW) contract package was awarded to Laing O’Rourke (LOR) on 1 September 2017. The scope of the NCW contract package includes removal of the Hopetoun Avenue access ramp, demolition of the Nelson Street Bridge and design and construction of track slews, signalling and overhead wiring works, combined services routes, hi-rail and noise wall installations, drainage works and collision protections.

During the reporting period, the contractor:

- Continued construction activities on overhead wiring structures, security fencing and other rail systems infrastructure,
- Removed the Hopetoun Ave Ramp and Nelson St Bridge,
- Commenced onsite storm water detention and drainage works, and
- Commenced track works, including excavation of track formation, compaction and reconstruction.



Figure 5: Sydney Metro and Sydney Trains Rolling Stock at Chatswood Station

### 3.1.3. Tunnels and Station Excavation

The Tunnels and Station Excavation (TSE) contract package was awarded to John Holland CPB Ghella (JHCPBG) joint venture on 22 June 2017. This date also represented the novation of both Demolition contract packages (Demolition A and Demolition B) to JHCPBG, which are now being reported as part of TSE activities.

The scope of the TSE contract package includes demolition, the boring and lining of the twin tunnels, cavern mining and lining, excavation of station shafts and construction of the station structure at the Barangaroo Station Site.

During the reporting period, the contractor:

- Completed piling activities at the Chatswood Dive, Artarmon Substation, Victoria Cross Station and Blues Point sites.
- Completed archaeological investigations at the Blues Point and Barangaroo Station sites.
- Continued demolition activities at the Martin Place Station and Pitt Street South sites.
- Commenced construction of the acoustic shed at Blues Point, and completed construction of the acoustics sheds at the Chatswood Dive, Crows Nest and Victoria Cross North sites.
- Finalised assembly and launched all four Tunnel Boring Machines (TBMs). As of the end of April 2018:
  - 'Nancy' has bored approximately 3km after launching from the Marrickville Dive Site on 17 October 2018,

- 'Mum Shirl' has bored approximately 2.2km after launching from the Marrickville Dive Site on 12 November 2018,
- 'Wendy' has bored approximately 1.4km after launching from the Chatswood Dive Site on 16 January 2019, and
- 'Mabel' has bored approximately 400m after launching from the Chatswood Dive Site on 7 February 2019.
- Delivered and commenced pre-assembly works for TBM5 at the Barangaroo Station Site, and
- Commenced spoil barging activities at the Barangaroo Station site.



Figure 6: Breakthrough of Nancy at Waterloo Station



Figure 7: Barge Delivery of TBM5 to Barangaroo

### 3.1.4. Central Station Main

The Central Station Main (CSM) contract package was awarded to Laing O'Rourke (LOR) on 7 March 2018.

The Central Station Main (CSM) contract package comprises of various works in and around the Central Station area, including services relocations, temporary decommissioning of platforms and reinstatement, metro station box excavation, station structure and fitout (including mechanical and electrical works), and construction of Central Walk.

During the reporting period, the contractor:

- Completed vegetation removal and building demolition in Sydney Yard and established site compounds in the area,
- Continued construction activities, including:
  - Construction of the temporary Olympic Stairs and the installation of a pedestrian bridge on the upper Northern Concourse,
  - Removal and demolition roof canopies and platforms,
  - Reconfiguration of the Sydney Intercity tracks, piling works and commencement of archaeological investigations in the Metro Box,
  - Hoarding erecting at the Bounce Hotel, and
  - Installation and commissioning of rail systems infrastructure.

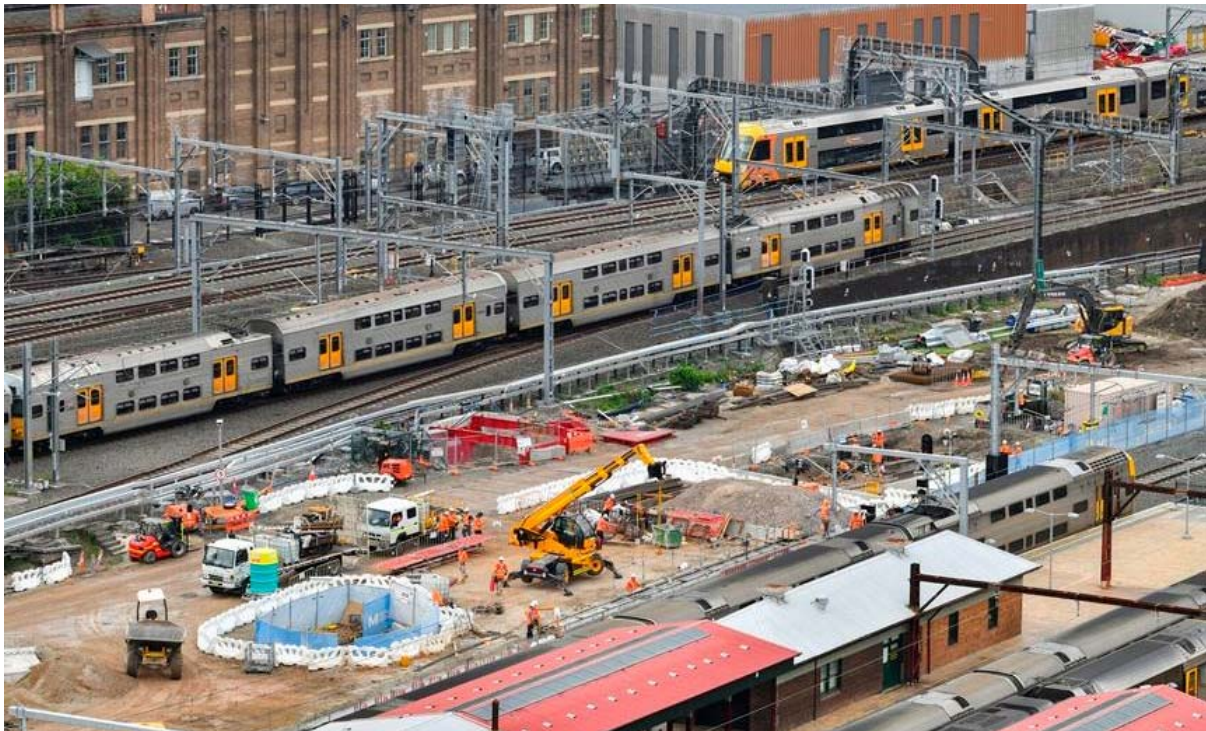


Figure 8: Construction at the Central Station Site

### 3.1.5. Sydenham Station Junction

The Sydenham Station Junction (SSJ) contract package was awarded to John Holland Laing O'Rourke (JHLOR) joint venture on 20 September 2017.

The SSJ contract package comprises of various works in and around Sydenham Station, including services adjustments and relocations, signalling works, construction of track and other rail infrastructure, services building and facilities, and station works.

During the reporting period, the contractor:

- Continued installation/commissioning of rail signals and services, utility works, underline crossings, overhead wirings and footing works,
- Commenced construction activities in the Sydenham Pit and demolition activities of 11 Sydenham Road,
- Obtained an Environment Protection Licence on the 17 January 2019, and
- Obtained Secretary approval of the Sydenham Station Interchange Access Plan on 20 February 2019.



Figure 9: Track-laying as part of Sydenham Station Junction

### 3.1.6. Line-Wide

The Line-Wide (LW) contract package was awarded to Systems Connect (SC) on 21 November 2018. SC is a joint venture between CPB and UGL.

The LW contract package includes construction of the Sydney Metro Trains Facility South and associated stabling works, track and tunnel services (including track-laying, drainage works, lighting, low and high voltage power supply and tunnel ventilation), station control systems, overhead line and traction supply, and electrical sub-stations.

LW also includes additional scope at the Sydney Metro Trains Facility located at Rouse Hill. This scope comprises of civil works, minor earthworks and formation (including drainage), new test track installations, expansion of the existing maintenance depot and associated roadworks. This scope is covered under the Sydney Metro Trains Facility EIS (formerly known as the Rapid Transit Rail Facility EIS) approved by the Secretary on 15 January 2014 for the Sydney Metro Northwest project.

No physical works were undertaken by the contractor during the reporting period.



Figure 10: The Sydney Metro Trains Facility at Rouse Hill

### 3.1.7. Integrated Station Development (Awarded)

The Integrated Station Development (ISD) contract packages each comprise of the simultaneous delivery of a new underground Sydney Metro station with over-station development. Each ISD contract package includes excavation of remaining station shafts, station structure and fit-out, and development structure and fit-out.

#### 3.1.7.1. Crows Nest ISD Design

The Crows Nest (CN) ISD contract package has been split between design and construction components. The design component was awarded to SMEC Holdings (SMEC) on 28 February 2019.

No physical works were undertaken by the contractor during the reporting period.

#### 3.1.7.2. Victoria Cross ISD

The Victoria Cross (VC) ISD contract package was awarded to Lendlease (LI) on 20 December 2018.

No physical works were undertaken by the contractor during the reporting period.

### 3.1.7.3. Martin Place ISD

The Martin Place (MP) ISD contract package was awarded to Macquarie Group (MG) on 12 September 2018.

During the reporting period:

- Low-impact works were undertaken in the form of surveys, geotechnical investigations, hoarding and site shed installations, utility works, erection of scaffolding and soft-strip of buildings to be demolished, and
- Demolition of the building at 9-19 Elizabeth Street, Sydney commenced and was almost completed.

### 3.1.8. Southwest Metro Early Works

The Southwest Metro Early Works (SMEW) contract package was awarded to John Holland Laing O'Rourke (JHLOR) joint venture on 23 November 2018.

The SMEW contract package comprises of early works along the existing Sydenham to Bankstown rail line, including geotechnical investigations, utility surveys and installations, general survey works and early design.

During the reporting period, the contractor:

- Commenced low-impact works between Sydenham and Campsie Stations in the form of design, geotechnical and utility investigations at stations and within the rail corridor, and
- Commenced preparation of its Construction Environmental Management Plan and associated sub-plans.

### 3.1.9. Southwest Metro Design Services

The Southwest Metro Design Services (SMDS) contract package was awarded to Metron T2M on 1 April 2019. T2M Metron is a joint venture between Arcadis and Mott MacDonald.

The SMDS contract package will deliver design services for the stations and railway corridor between Marrickville and Punchbowl. This includes the design of cabling systems, track and upgrades to bridges.

No works were undertaken during the reporting period (i.e. contract award was 1 April 2019).

### 3.1.10. Contract Packages yet to be Awarded

The following contract packages are yet to be awarded and thus have not undertaken any works.

#### 3.1.10.1. Southwest Station and Corridor

The Southwest Station and Corridor (SSC) contract package provides for the conversion of the existing Sydney Trains T3 Bankstown Line to a Sydney Metro railway between Marrickville and Bankstown stations. The package includes station works, corridor and bridge protection works, services buildings and facilities, low-voltage electrical works, cabling and services routing and other rail infrastructure.



### **3.1.10.2. Integrated Station Development (yet to be Awarded)**

The Integrated Station Development (ISD) contract packages that are yet to be awarded to a contractor are Crows Nest Construction, Pitt Street and Waterloo.

The ISD contract packages each comprise of the simultaneous delivery of a new underground Sydney Metro station with over-station development. Each ISD contract package includes excavation of remaining station shafts, station structure and fit-out, and development structure and fit-out.

### **3.1.10.3. Barangaroo Station**

The Barangaroo Station (BS) contract package covers the station construction and fit-out of Barangaroo Station, including mechanical and electrical works. This contract package does not include an over-station development component.

### **3.1.10.4. Trains, Systems, Operations and Maintenance**

The Trains, Systems, Operations and Maintenance (TSOM) contract package comprises of rolling stock, signalling system, central control, communications, Depot (stabling) and Operations Control Centre, systems integration, testing and commissioning, and operations and maintenance works.

### 3.2. Construction Environmental Management Plan Reviews / Amendments

Table 5 provides details of any Construction Environment Management Plan (CEMP) 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

Contract Package	Secretary CEMP Approval Date	Review / Amendment Comments
<b>Demolition A (Delta)</b>	5 June 2017 (excl. Victoria Cross Site) 24 June 2017 (incl. Victoria Cross Site)	This CEMP was made redundant prior to the reporting period commencing.
<b>Demolition B (Metropolitan)</b>	12 July 2017	This CEMP was made redundant prior to the reporting period commencing.
<b>SYAB</b>	9 June 2017	This CEMP was made redundant prior to the reporting period commencing.
<b>NCW</b>	7 May 2018	The CEMP was updated to address an increased scope of works. The ER endorsed the updated CEMP on 9 November 2018.
<b>TSE</b>	22 December 2017	The CEMP has not been amended as a result of any reviews since it was approved by the Secretary on 22 December 2017.
<b>CSM</b>	4 August 2018	The CEMP has not been amended as a result of any reviews since it was approved by the Secretary on 4 August 2018.
<b>SSJ</b>	28 August 2018	The CEMP has not been amended as a result of any reviews since it was approved by the Secretary on 28 August 2018.
<b>LW</b>	CEMP yet to be submitted to the Secretary. No construction* undertaken to date.	
<b>CN ISD Design</b>	CEMP not required for design activities.	
<b>VC ISD</b>	CEMP yet to be submitted to the Secretary. No construction* undertaken to date.	
<b>MP ISD</b>	19 December 2018 (for demolition activities)  18 April 2019 (for all other activities)	The CEMP covering demolition activities was updated to address an increased scope of works. The ER endorsed the updated CEMP on 2 April 2019.  The CEMP covering all other activities has not been amended as a result of any reviews since it was approved by the Secretary on 18 April 2019.
<b>SMEW</b>	CEMP yet to be submitted to the Secretary. No construction* undertaken to date.	
<b>SMDS</b>	CEMP not required for design activities.	

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

### 3.3. Planning Approval and Contract Package Relationships

Table 6 outlines the relationships between the planning approvals and contract packages.

**Table 6: Allocation of Planning Approvals to Contract Packages**

Planning Approval	Sydney Metro	SYAB	NCW	TSE	CSM	SSJ	LW	ISDs	SMEW & SMDS	SSC	BS	TSOM
<b>Sydney Metro Trains Facility</b> (formerly known as the Rapid Transit Rail Facility) <b>(SSI_5931)</b>	✓						✓					✓
<b>C2S (SSI_7400)</b>	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)	✓			✓			✓	✓				✓
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓
C2S MOD2 – Central Walk	✓				✓		✓					✓
C2S MOD3 – Martin Place Metro Station (Scope Changes)	✓			✓			✓	✓				✓
C2S MOD3 – Martin Place Metro Station (Administrative Modification)	✓			✓		✓	✓	✓				✓
C2S MOD4 – Sydenham Station and Metro Facility South	✓			✓		✓	✓					✓
C2S MOD5 – Blues Point Acoustic Shed	✓			✓								
C2S MOD6 – Administrative Changes	✓		✓	✓	✓	✓	✓	✓			✓	✓
<b>S2B (SSI_8256)</b>	✓						✓		✓	✓		✓
<b>Clyde Barging Facility</b>				✓								
<b>Clyde Barging Facility Addendum</b>				✓								

### 3.4. Environment Protection Licences

In accordance with the NSW *Protection of the Environment Operations Act 1997* (POEO Act), Sydney Metro's contractors may be required to obtain and hold EPLs or comply with Sydney Trains' EPL as required. Sydney Metro and Sydney Trains have entered into a Collaboration Agreement to define compliance responsibilities for all Sydney Metro works undertaken in the Sydney Trains rail corridor.

Table 7 lists the City & Southwest EPLs that have been active during the reporting period.

**Table 7: Status of City & Southwest Environment Protection Licences**

Licencee	Contract Package	Activity Type	EPL #	Status
<b>John Holland Pty Ltd</b> (JHCPBG)	TSE	Concrete works, railway systems activities	20971	Issued 28 September 2017 and currently active
<b>Laing O'Rourke Australia Construction Pty Ltd</b> (LOR)	CSM	Railway systems activities	21148	Issued 28 November 2018 and currently active
<b>Laing O'Rourke Australia Construction Pty Ltd</b> (LOR)	SSJ	Railway systems activities	21147	Issued 17 January 2019 and currently active
<b>Sydney Trains</b>	All works within the Sydney Trains corridor	Railway systems activities	12208	Sydney Trains Collaboration Agreement

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

## 4. Environment and Compliance Management

### 4.1. Compliance Management

Sydney Metro is accountable for ensuring compliance with all of the City & Southwest 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 of time 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 11 provides a schematic diagram of how requirements are tracked on the project.

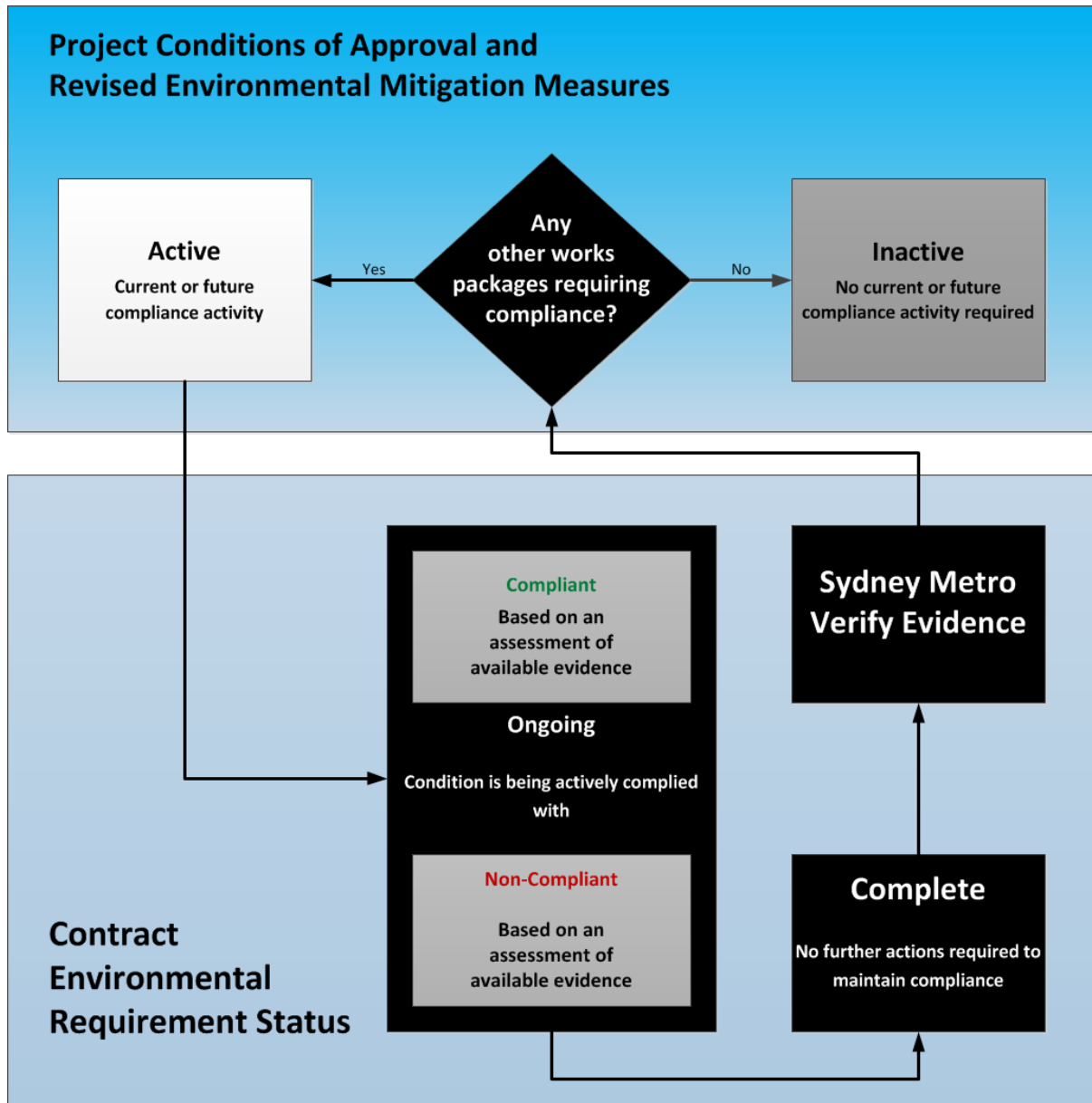


Figure 11: Tracking of Environmental Requirements

## 5. Environmental and Compliance Performance

The total number of City & Southwest CSSI ongoing compliance requirements at the end of the reporting period was 2,813 – inclusive of Metron’s design-related requirements (refer to Section 5.1.1 for information on Metron). There were a total of sixteen (16) non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 11. There were no major (Class 1 or 2) environmental incidents during the reporting period.

### 5.1. Overview

A summary of the results of the City & Southwest compliance monitoring activities during the reporting period are provided in Table 8. Figure 12 graphs the ‘Non-Compliance Rate’ and the number of environmental requirements that were applicable for each month over the last year (Metron requirements are included under ‘Sydney Metro’). The Non-Compliance (NC) Rate is calculated each calendar month using the following formula:

$$NC\ Rate = \left( \frac{NCs\ raised\ in\ month + Open\ NCs\ from\ previous\ months}{Total\ Number\ of\ Ongoing\ Requirements} \right) \times 100$$

Table 8: Compliance Summary for the Reporting Period

Contract Package	Ongoing Requirements (non-compliances raised)	Major Incidents (minor incidents)	ER Inspections (issues raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	206 (0)	0 (0)	0	0	0
NCW	166 (0)	0 (1)	1 (0)	1 (1)	62
TSE	258* (10)	0 (23)	21 (68)	6 (9)	265
CSM	261 (3)	0 (0)	13 (28)	1 (6)	38
SSJ	246 (0)	0 (2)	11 (27)	1 (3)	1
LW	650 (0)	0 (0)	0	0	0
CN ISD Design	116 (0)	0 (0)	0	0	0
VC ISD	242 (0)	0 (0)	0	0	0
MP ISD	251 (0)	0 (0)	4 (1)	1 (0)	0
SMEW	207 (0)	0 (0)	0	0	1
SMDS	0 (contract awarded outside reporting period)	0 (0)	0	0	0
Sydney Metro (including non-staged and Metron works)	210 (3) (3 against Sydney Metro) (0 against Metron)	0 (1)	0	4 (6)	31
<b>Total</b>	<b>2,813 (16)</b>	<b>0 (27)</b>	<b>50 (124)</b>	<b>14 (25)</b>	<b>398 (104)</b>

\* Excluding non-CSSI planning approval requirements.

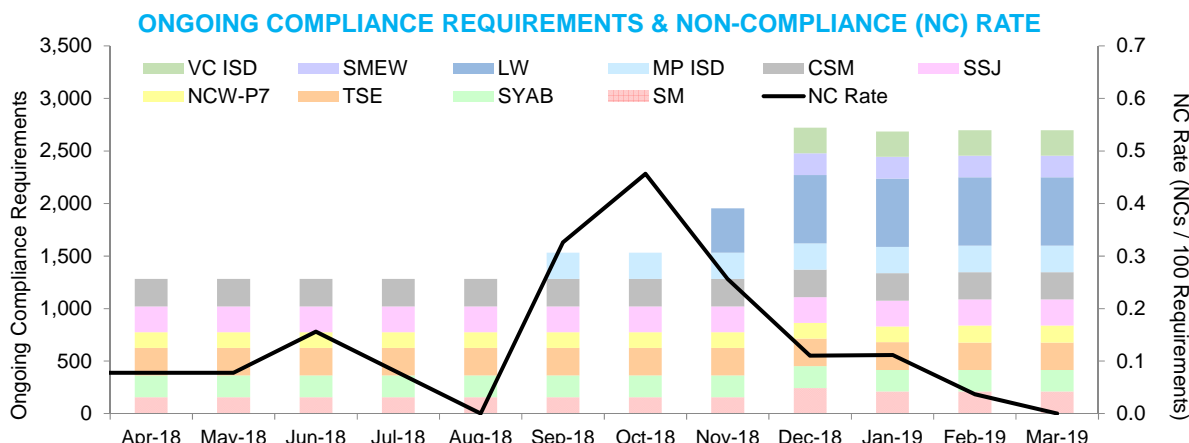


Figure 12: Compliance Load and Non-Compliance Rate

### 5.1.1. Design Compliance (Metron)

Sydney Metro has contracted the Metron consortium to undertake designs of many aspects of the City & Southwest project. Metron comprises Foster and Partners, Architectus and Robert Bird Group, led by the joint venture of Arcadis and Mott MacDonald. The design consortium is responsible for designing:

- Stage 1 (preliminary design) of the City & Southwest Chatswood and Marrickville dive structures (including the Sydney Metro Trains Facility South),
- Stage 1 (preliminary design) of Artarmon Substation and all underground stations (excluding Martin Place Station and Central Station), and
- Stages 1 to 3 (full detailed design) of the final Barangaroo Station.

Sydney Metro (via Metron) retains responsibility for complying with the design obligations generated by the planning approval conditions and the Revised Environmental Mitigation Measures (REMMs) during the reporting period.

The tracking of compliance against the project’s design obligations is undertaken as part of the formal compliance reviews of planning approval requirements in accordance with the applicable compliance tracking/monitoring program(s). These reviews of Sydney Metro-held compliance requirements (including that of design requirements being undertaken by Metron) are undertaken in consultation with the ER at a general frequency of every six months.

The last formal compliance review of Sydney Metro-held compliance requirements was undertaken in the first quarter of 2019. The ER did not identify any non-compliances that needed to be raised as a result of the review. This was documented in the ER’s Compliance Report dated 4 March 2019.

Metron has now completed all Stage 1 designs and will continue to develop the Stage 2 and 3 designs for Barangaroo Station. The development of Metron’s Stage 1 designs beyond Stage 1 is now the responsibilities of the ISD and LW contractors following contract award.



### 5.1.2. Compliance Documentation

The CSSI planning approvals require various documents to be prepared, endorsed by the Environmental Representative (ER) and submitted to the Secretary for either information only or approval. Table 9 provides a non-exhaustive tally of Out of Hour Work Approvals and document submissions to the Secretary for information only and approval under the CSSI planning approvals as of the end of March 2019. More than 318 documentation submissions have been made to the Secretary over the last 27 months (i.e. more than ten submissions per month).

Table 9: Out of Hour Work Approvals and Submission to the Secretary

Contract Package	Total Number of Out of Hour Work Approvals (minimum)	Documentation Submissions to the Secretary for Information (minimum)	Documentation Submissions to the Secretary for Approval (minimum)
<b>SYAB</b>	37	4	10
<b>NCW</b>	30	8	12
<b>TSE</b>	142 (excluding approvals under EPLs)	62	48
<b>CSM</b>	20	6	23
<b>SSJ</b>	18	13	18
<b>LW</b>	0	0	0
<b>CN ISD Design</b>	0	0	0
<b>VC ISD</b>	0	0	0
<b>MP ISD</b>	5	4	14
<b>SMEW</b>	5	1	1
<b>SMDS</b>	0	0	0
<b>Sydney Metro</b> (including non-staged and Metron works)	48	61	33
<b>Totals</b>	<b>+ 305</b>	<b>+ 159</b>	<b>+ 159</b>

### 5.2. Non-Compliances

There were sixteen (16) non-compliances raised during the reporting period, all of which are now closed.

Table 10 provides a breakdown of the following non-compliance information for each contract package:

- *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 (refer to Section 4.1.1).

Table 10: Non-Compliances and Compliance Loads during the Reporting Period

Contract Package	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances	Compliance Load at end of Reporting Period
SYAB	0	0	206
NCW	0	0	166
TSE	10	0	258*
CSM	3	0	261
SSJ	0	0	246
LW	0	0	650
CN ISD Design	0	0	116
VC ISD	0	0	242
MP ISD	0	0	251
SMEW	0	0	207
SMDS	0	0	0 (contract awarded outside reporting period)
Sydney Metro (including non-staged and Metron works)	3 against Sydney Metro (0 against Metron)	0	210
<b>Totals</b>	<b>16</b>	<b>0</b>	<b>2,813</b>

\* Excluding non-CSSI planning approval requirements.

Table 11 provides details on the non-compliances that were raised during the reporting period.

Table 11: Non-Compliances raised during the Reporting Period

Date Raised	Contract	CoA / REMM	Type	Description	Status and Actions taken or to be taken
12 Sep 2018	TSE	C2S CoA C11	Noise & Vibration	Access to real-time noise and vibration monitoring results was not provided.	<b>Closed –</b> 1) Access provided.
13 Sep 2018	TSE	C2S CoA A8	Traffic, Transport & Access	An update to the Barangaroo Construction Traffic Management Plan was implemented prior to approval.	<b>Closed –</b> 1) Approval obtained 28 Aug 2018 (update implemented prior to approval for safety reasons).
26 Sep 2018	TSE	C2S CoA A8	Traffic, Transport & Access	Spoil haulage trucks were parked in Castlereagh St, in breach of the Pitt St North Construction Traffic Management Plan.	<b>Closed –</b> 1) Contractor to award new spoil haulage sub-contracts for greater oversight and control of behaviours.

Date Raised	Contract	CoA / REMM	Type	Description	Status and Actions taken or to be taken
27 Sep 2018	TSE	C2S CoA C11	Noise & Vibration	Access to real-time noise and vibration monitoring at the Martin Place site was not provided and monitoring reports were not uploaded to website in accordance with Construction Noise & Vibration Management Plan.	<b>Closed –</b> 1) Given Metropolitan novated contract has been completed, Sydney Metro to upload all-time monitoring reports to website.
28 Sep 2018	TSE	C2S CoA C8	Noise & Vibration	Vibration levels at the Waterloo Congregational Church exceeded the limit set in the Construction Noise & Vibration Management Plan several times.	<b>Closed –</b> 1) Plan updated to revise management of vibration impacts on church (refer to plan on website for comprehensive list of mitigation measures).
12 Oct 2018	Sydney Metro	C2S CoA B4	Community, Stakeholder & Business	Minor updates to the Sydney Metro Early Works Community Communications Strategy were not approved by the Secretary prior to implementation.	<b>Closed –</b> 1) Latest version of plan submitted to the Secretary and approved 12 Oct 2018.
15 Oct 2018	TSE	C2S CoA C8	Noise & Vibration	Out of Hour Works undertaken outside of EPL approval pathway, in breach of Construction Noise & Vibration Management Plan.	<b>Closed –</b> 1) Toolbox Talk undertaken on Crows Nest work crew, identifying EPL Out of Hour approval pathway. 2) Out of Hour requirements added to agenda of daily pre-start meetings. 3) Pre-Out of Hours monitoring template updated to reflect EPL approval pathway.
22 Oct 2018	CSM	C2S CoA E59	Management Systems	Pre-condition building survey reports not provided to owners/council.	<b>Closed –</b> 1) Reports submitted to stakeholders as required by C2S CoA E59.
22 Oct 2018	CSM	C2S CoA E90	Management Systems	Pre-condition road survey reports were not provided to council.	<b>Closed –</b> 1) Reports submitted to council.
25 Oct 2018	TSE	C2S CoA A8	Traffic, Transport & Access	Spoil haulage trucks were parked in Pitt St, in breach of the Pitt St North Construction Traffic Management Plan.	<b>Closed –</b> 1) Toolbox Talk undertaken to advise that no parking is permitted in the Sydney CBD unless within site premises. 2) Supervisor commenced regular surveillance checks. 3) Sub-contractors advised that any future breaches will result in instant dismissal.

Date Raised	Contract	CoA / REMM	Type	Description	Status and Actions taken or to be taken
25 Oct 2018	Sydney Metro	C2S CoA A40	Management Systems	Independent Environmental Audit report was not submitted to the Secretary within required timeframe.	<b>Closed –</b> 1) Report submitted to the Secretary on 25 Oct 2018.
20 Nov 2018	TSE	C2S CoA E54	Noise & Vibration	Vibration level criteria exceeded during trial blasting at the Victoria Cross site.	<b>Closed –</b> 1) Receiver of exceedance subject to additional structural assessment to confirm no impact. 2) Review of blast design undertaken to avoid recurrence. 3) Additional monitoring equipment installed for future blasts.
22 Nov 2018	Sydney Metro	C2S CoA E64(d)	Community, Stakeholder & Business	The Small Business Owners' Support Program was administered by Sydney Metro, rather than a Retail Advisory / Support Panel.	<b>Closed –</b> 1) Retail Advisory / Support Panel procured.
23 Nov 2018	TSE	C2S CoA E54	Noise & Vibration	Vibration level criteria exceeded during trial blasting at the Victoria Cross site.	<b>Closed –</b> 1) Review of future blasting undertaken to determine feasibility (including a new blast schedule). 2) Additional structural engineering assessment undertaken (no damage confirmed). 3) Further community engagement undertaken, including commencement of basement condition surveys as requested.
9 Feb 2019	TSE	C2S CoA E54	Noise & Vibration	Vibration level criteria exceeded during trial blasting at the Victoria Cross site.	<b>Closed –</b> 1) Relief trench and more robust dewatering to be implemented for any future trails.
15 Feb 2019	CSM	C2S CoA C8	Soil & Water	Access routes were not concreted in breach of the Construction Soil & Water Management Plan requirements.	<b>Closed –</b> 1) Sweeper to be deployed during and after rain events. 2) Project team briefed to maintain greater awareness of erosion and sediment control risks. 3) Traffic controllers briefed to ensure wheel-washing is occurring and to report any mud-tracking events immediately. 4) Review timing of access routes to be concreted.

### 5.3. Incidents

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

A total of 27 minor (Class 3) environmental incidents occurred on the project during the reporting period. Table 12, Figure 13 and Figure 14 provide breakdowns of all City & Southwest minor environmental incidents that have occurred during the reporting period.

Table 12: All Incidents that Occurred during the Reporting Period

Contract Package	Class 1 and 2 (Major) Incidents	Class 3 (Minor) Incidents
<b>SYAB</b>	No physical works (all complete).	
<b>NCW</b>	0	1
<b>TSE</b>	0	23
<b>CSM</b>	0	0
<b>SSJ</b>	0	2
<b>LW</b>	0	0
<b>CN ISD Design</b>	No physical works (design only).	
<b>VC ISD</b>	0	0
<b>MP ISD</b>	0	0
<b>SMEW</b>	0	0
<b>SMDS</b>	No physical works (design only).	
<b>Sydney Metro (including non-staged works)</b>	0	1
<b>Totals</b>	<b>0</b>	<b>27</b>

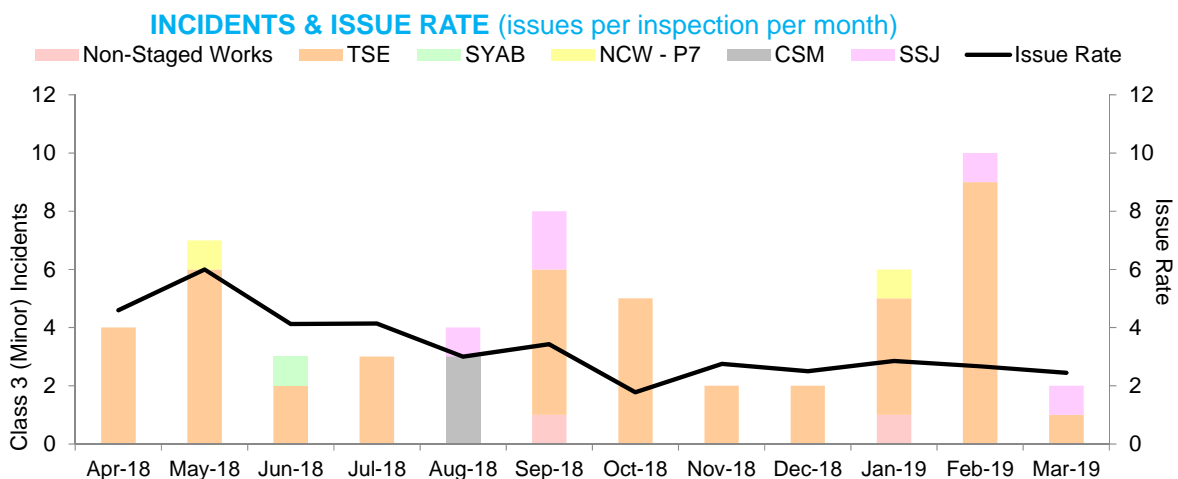


Figure 13: Incidents and Issue Rate (issues per inspection per month)

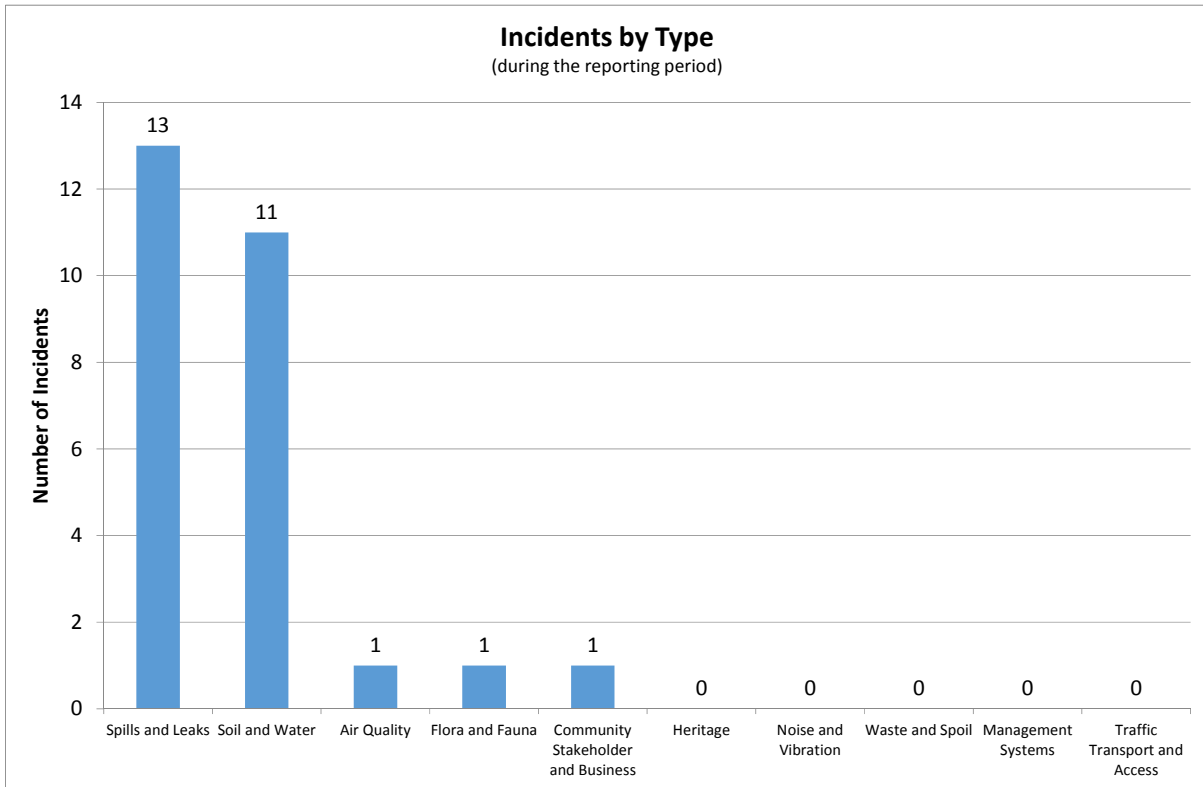


Figure 14: Incidents by Type during the Reporting Period

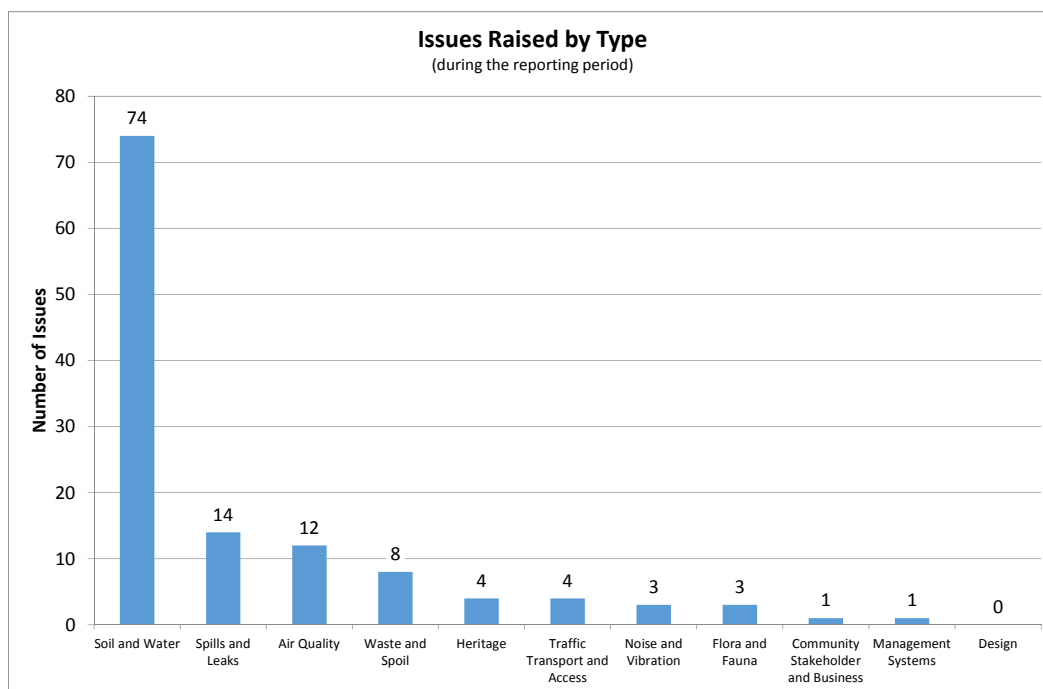
### 5.4. Independent Environmental Representative Inspections

Three (3) Independent Environmental Representatives (ERs) conducted 50 environmental inspections and raised 124 environmental issues during the reporting period. Table 13 provides a breakdown of the frequency, number of ER inspections and number of issues raised as a result of ER inspections for each of the active contract packages during the reporting period.

**Table 13: Independent ER Inspection Frequencies, Number of Inspections and Issues Raised**

Contract Package	General Frequency	Inspections	Issues
<b>SYAB</b>	Last inspection held 6 Jul 2018.		
<b>NCW</b>	As Required	1	0
<b>TSE</b>	Weekly	21	68
<b>CSM</b>	Fortnightly	13	28
<b>SSJ</b>	Fortnightly	11	27
<b>LW</b>	Yet to commence works.		
<b>CN ISD Design</b>	No physical inspections.		
<b>VC ISD</b>	Yet to commence works.		
<b>MP ISD</b>	Monthly	4	1
<b>SMEW</b>	Minimal works undertaken to date.		
<b>SMDS</b>	No physical inspections.		
<b>Totals</b>	-	<b>50</b>	<b>124</b>

Figure 15 provides a breakdown of environmental issues raised by the independent ERs by type during the reporting period.



**Figure 15: Environmental Issues Raised by Type during the Reporting Period**

## 5.5. Environmental Audit Findings

### 5.5.1. Open from Previous Reporting Period

Seven environmental audit findings were reported as 'open' in the previous reporting period, all of which have since been closed. These are summarised in Table 14.

Table 14: Environmental Audit Findings Open from Previous Reporting Period

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
14 Sep 2018	JHLOR (SSJ) Environmental Audit – General	Waste tracking to be improved, including revision of the waste register to demonstrate that material disposal complies with relevant requirements.	Environment Manager to assign waste-tracking responsibility, implement waste-tracking practices, assign training and provide oversight.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	No definitive traffic, public or pedestrian related Incident Response Plan.	Develop contract-wide Incident Management Plan addressing responses and planning around construction traffic related incidents, and implement preparedness planning arrangement at all sites.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	Inconsistencies between the Construction Traffic Management Plan and the Construction Traffic Management Framework.	Review and update the Construction Traffic Management Plan to reflect current project arrangements/ procedures and address/clarify any compliance obligations, and align future site-specific Construction Traffic Management Plans with contract-wide Construction Traffic Management Plan requirements.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	Project compliance data demonstrating truck movement minimisation during peak periods was not collated, reported and reviewed.	Site to establish and implement systems to collate and report truck movement data against site-specific plan predictions and commitments.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	Supporting evidence demonstrating management of cumulative traffic impacts from surrounding developments / construction sites was not available.	Provide Traffic Control Group meeting minutes and report tabling cumulative analysis details and recommendations.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	Not all utilised Road Safety Auditors were registered with Sydney Metro as required by the Construction Traffic Management Plan.	Solicit response from Road Safety Auditors confirming provision of NSW Registered Auditors to future assignments and ensure Road Safety Audit Reports reflect required registrations.	Closed
19 Sep 2018	JHCPBG (TSE) Construction Traffic Management Plan	Traffic Control Plan Checklists did not always evidence required RMS Manual monitoring frequencies (i.e. set-up, mid-shaft and pack-up).	Checklist to be revised to ensure three inspections are undertaken as required by RMS Manual, and remove obsolete checklists from use and implement new arrangements.	Closed



### 5.5.2. This Reporting Period

A total of 14 environmental audits were undertaken during the reporting period:

- Four were undertaken internally by Sydney Metro contractors, and
- Ten were undertaken by the Independent Environmental Auditor.

The 14 audits resulted in a total of 25 findings. Table 15 summarises the environmental audits undertaken during the reporting period and Table 16 details the audit findings.

'Findings' include any items raised through an audit that are categorised as 'Low' or higher (i.e. do not include 'opportunities for improvement' or 'observations'). **Bold** rows indicate Independent Environmental Audits.

**Table 15: Environmental Audits undertaken during the Reporting Period**

Auditee	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
<b>JHCPBG (TSE)</b>	<b>Construction Heritage Management Plan</b>	<b>Independent Environmental Audit</b>	<b>8 Nov 2019</b>	<b>0</b>	<b>0</b>	<b>0</b>
JHCPBG (TSE)	Air Quality Management Plan	Internal Contractor Audit	30 Nov 2018	0	0	0
<b>JHLOR (SSJ)</b>	<b>Early Works and Construction Systems, Planning &amp; Implementation</b>	<b>Independent Environmental Audit</b>	<b>4 Dec 2018</b>	<b>3</b>	<b>3</b>	<b>0</b>
<b>LOR (CSM)</b>	<b>Construction Heritage and Spoil &amp; Waste Management Plans</b>	<b>Independent Environmental Audit</b>	<b>5 Dec 2018</b>	<b>6</b>	<b>5</b>	<b>1</b>
JHCPBG (TSE)	Construction Environmental Management Plan	Internal Contractor Audit	10 Dec 2018	3	3	0
<b>ER</b>	<b>ER Obligations, Responsibilities and Service Provisions</b>	<b>Independent Environmental Audit</b>	<b>17 Dec 2018</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>JHCPBG (TSE)</b>	<b>Barangaroo Spoil Barging &amp; Readiness</b>	<b>Independent Environmental Audit</b>	<b>18 Dec 2018</b>	<b>4</b>	<b>4</b>	<b>0</b>
JHCPBG (TSE)	Construction Noise & Vibration Management Plan	Internal Contractor Audit	20 Dec 2018	0	0	0
JHCPBG (TSE)	Construction Waste & Spoil Management	Internal Contractor Audit	20 Jan 2019	2	2	0
<b>AA</b>	<b>AA Obligations, Responsibilities and Service Provisions</b>	<b>Independent Environmental Audit</b>	<b>21 Jan 2019</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>Sydney Metro</b>	<b>Environmental Incident Notification &amp; Reporting</b>	<b>Independent Environmental Audit</b>	<b>25 Jan 2019</b>	<b>3 (plus one finding relevant to NW project)</b>	<b>3</b>	<b>0</b>

Auditee	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
MG (MP ISD)	Construction Noise & Vibration and Heritage Management Plans	Independent Environmental Audit	12 Mar 2019	0	0	0
LOR (NCW)	Construction Noise & Vibration Management Plan	Independent Environmental Audit	22 Mar 2019	1	1	0
Sydney Metro	Business Management Plan	Independent Environmental Audit	25 Mar 2019	2	1	1
<b>Totals</b>				<b>25</b>	<b>22</b>	<b>3</b>

Table 16: Environmental Audit Findings during the Reporting Period

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
4 Dec 2018	JHLOR (SSJ) Early Works and Construction Systems, Planning & Implementation	Construction Site Supervisors have not been provided training in the Community Communications Strategy requirements.	Training sessions for all Supervisors to be organised.	Closed
4 Dec 2018	JHLOR (SSJ) Early Works and Construction Systems, Planning & Implementation	No formalised recording of toolbox talks.	Toolbox talk form to be updated to include topics covered and records to be made available.	Closed
4 Dec 2018	JHLOR (SSJ) Early Works and Construction Systems, Planning & Implementation	Internal audit finding on 31 Jul 2018 had not been fully actioned or closed, with key details and requirements not well defined.	Requirements to close-out internal audit finding better defined and requirements implemented.	Closed
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Maintenance, functionality and time delays in implementing the interim Waste Tracking System was compromising verification and reporting compliance.	Implement processes to ensure contractors provide disposal dockets in a timelier manner and engage resource to conduct a waste disposal record gap analysis to identify missing/mislaid records, obtain these from contractors and file these as project compliance records.	Closed
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Spoil Management Plan commitments such as a Sydney Yard weighbridge and the Voyage Waste Tracking database were yet to be provided and/or implemented.	Install weighbridge prior to commencement of bulk excavation, and include the Spoil Tracking System as part of the Waste Tracking System.	Closed

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Review and approval of waste and spoil removal Hold Points specified in the Construction Environmental Management Plan had not been implemented.	Implement alternative process to confirm that routine classification and lawful disposal arrangements are correctly implemented, and provide audit reports and supplementary compliance evidence to the Environmental Representative as basis for decision-making around deleting the Hold Point in the Construction Environmental Management Plan.	Closed
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	The Construction Heritage Management Plan Hold Point process around recommendations specified in Conservation Actions Schedules (CAS) could not be evidenced.	Update the Construction Heritage Management Plan and CAS to redefine the 'Hold Point' as a 'Witness Point', collate project compliance evidence of Witness Points to date, and maintain evidence for future project Witness Points.	Closed
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Sydney Metro Construction Environmental Management Framework commitments detailing requirements for a 'Register of Spoil Receipt Sites' had not been fully implemented as yet.	Include register of approved Spoil Receiver Sites as an appendix to the Construction Waste & Recycling Management Plan.	<b>Open</b> – Contractor addressing action / resolution.
5 Dec 2018	LOR (CSM) Construction Heritage and Spoil & Waste Management Plans	Not all documents required by Planning Approvals were uploaded on the project website.	Upload missing documents and ensure that the quarterly compliance tracking process verifies the update and maintenance of the website.	Closed
10 Dec 2018	JHCPBG (TSE) Construction Environmental Management Plan	Inconsistent dates found in the environmental policy included in the policy contained in Appendix A of the plan and that displayed onsite.	Policies / Certificates to be established and latest versions displayed and communicated in plans and onsite.	Closed
10 Dec 2018	JHCPBG (TSE) Construction Environmental Management Plan	System Improvement Notices process is not detailed in the CEMP.	Process to be detailed in the CEMP.	Closed
10 Dec 2018	JHCPBG (TSE) Construction Environmental Management Plan	Actions resulting from incidents are not tracked.	Actions resulting from incidents are to be tracked.	Closed
18 Dec 2018	JHCPBG (TSE) Barangaroo Spoil Barging & Readiness	Physical sediment or silt control measures needed to be enhanced in the vicinity of the conveyor loading point, alongside or near the wharf / water edge (contravention of CoA E65).	Hard barriers to be installed around the top edge of the load out area, plus a line of sandbags on the inside edge. Silt curtains to be installed in the gap between wharf/barge. Old sandbags and materials to be removed from the area.	Closed

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
18 Dec 2018	JHCPBG (TSE) Barangaroo Spoil Barging & Readiness	The Barangaroo Site Environmental Plan (070037) did not reflect all actual and envisaged controls, such as a silt curtain, marine spill kits and absorbent booms as yet.	Update Barangaroo Site Environmental Plan and to ensure that provided protection measures are correctly reflected.	Closed
18 Dec 2018	JHCPBG (TSE) Barangaroo Spoil Barging & Readiness	The (draft) Barging Work Activity Pack document required finalising, review, approval and implementation, including induction / awareness training prior to trial barging commencement.	Update and finalise Work Activity Pack for functional area sign off and conduct training prior to commencement of barging.	Closed
18 Dec 2018	JHCPBG (TSE) Barangaroo Spoil Barging & Readiness	The contractor's Pollution Incident Response Drill in the Marine Works Activity Pack Risk Assessment needs to be conducted.	A Pollution Incident Response Drill to be undertaken prior to routine barging operations commencing. This may be included as part of a Work Health & Safety drill or separate.	Closed
20 Jan 2019	JHCPBG (TSE) Construction Waste & Spoil Management	The spoil checklist is not signed by the ER or Spoil Manager and the reference number/advisement of the contracts team is not included. These should be updated for each approved tip site that is using the new format of the checklist.	The spoil checklists are to be updated for each approved tip site to include signature by the ER or Spoil Manager and the reference number/advisement of the contracts team.	Closed
20 Jan 2019	JHCPBG (TSE) Construction Waste & Spoil Management	Receipt from Receiver Site TSE_92 was not available at the time of audit.	Required receipts to be readily available.	Closed
21 Jan 2019	AA Obligations, Responsibilities and Service Provisions	A Services Management Plan has not been prepared in accordance with the Sydney Metro Services Brief.	AA to prepare a Services Management Plan in accordance with Sydney Metro's Services Brief requirements.	<b>Open</b> – AA addressing action / resolution.
25 Jan 2019	Sydney Metro Environmental Incident Notification & Reporting	Assessment of contractor Incident Notification & Reporting procedures was not entirely effective in ensuring that incident classifications were consistent with Sydney Metro classifications.	Secretary-approved procedures to be reviewed for consistency and updated where possible. SM to increase awareness of staff reviewing contractor plans to ensure consistency requirements are checked prior to submission of documents to Secretary for approval.	Closed
25 Jan 2019	Sydney Metro Environmental Incident Notification & Reporting	Incidents were sometimes inconsistently classified as issues and non-conformances, and vice versa, both by Sydney Metro and contractors alike.	Refinements to classifications outlined in revised SM Incident and Non-compliance Classification and Reporting Procedure v5.0. Regular assessments for consistency of incident classification and management also implemented.	Closed

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
25 Jan 2019	Sydney Metro Environmental Incident Notification & Reporting	The TSE contractor did not proactively make Synergy based Incident Forms readily available to Sydney Metro.	The requirement for the written submission of an Incident Report within 48 hours will be reiterated to the TSE contractor to improve visibility of events causing environmental harm.	Closed
22 Mar 2019	LOR (NCW) Construction Noise & Vibration Management Plan	Access to real-time noise and vibration monitoring has not yet been made available to the specified stakeholders in accordance with C2S CoA C11.	Provide real-time access to noise and vibration monitoring to Sydney Metro, who will make it available to the Environmental Representative, Acoustic Advisor and regulators.	Closed
25 Mar 2019	Sydney Metro Business Management Plan	No small business has been 'escalated' to the Small Business Owners Support Program (SBOSP). One candidate demonstrated significantly reduced income, however no Business Action Plan had been provided in the last 18 months.	Compile a list of small businesses recorded as being adversely affected by the project and table this list at the Retail Advisory / Support Panel (RASP) meeting, develop Business Action Plans based on RASP advice, and implement other components of the SBOSP (including independent business surveys).	<b>Open – SM</b> addressing action / resolution.
25 Mar 2019	Sydney Metro Business Management Plan	Current versions of key documents had not replaced outdated versions on project websites.	Upload an Environmental Representative endorsed SBOSP to the project website and instruct the TSE contractor to upload the latest versions of their Community Communications Strategy and Business Management Plan to their project website.	Closed

## 5.6. Environmental Monitoring

In accordance with the C2S conditions of approval, 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),
- Groundwater (quality) – CoA C9(d), and
- Business – CoA E64(f).

Table 17 indicates the applicability of the associated construction monitoring programs to each stage of the project in accordance with the Sydney Metro City & Southwest [Chatswood to Sydenham Staging Report](#). Grey rows indicate monitoring programs that are either not applicable or yet to commence construction (and therefore not subject to construction monitoring activities).

During this reporting period, the NCW, TSE, CSM, SSJ & MP ISD contractors each undertook construction activities that were subject to at least one type of monitoring program. A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Sections 5.6.1 to 5.6.5.

Table 17: Environmental Monitoring Program Applicability to each Project Stage

Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)	Business Impacts – CoA E64(f)
<b>SYAB</b>	Works completed prior to the reporting period.				
<b>NCW</b>	Applicable to Portion 7b works only.	N/A	N/A	N/A	N/A
<b>TSE</b>	Applicable	Applicable	Applicable	Applicable	Applicable
<b>CSM</b>	Applicable	Applicable – However no blasting has been undertaken nor planned.	Applicable	Applicable	Applicable
<b>SSJ</b>	Applicable	N/A	Applicable	N/A	Applicable
<b>LW</b> (construction yet to commence)	Applicable for C2S component	N/A for C2S component	Applicable for C2S component	N/A for C2S component	Applicable for C2S component
<b>CN ISD Design</b>	No construction activities.				
<b>VC ISD</b> (construction yet to commence)	Applicable	N/A	N/A	Applicable	Applicable
<b>MP ISD Demolition Stage</b>	Applicable	N/A	N/A	N/A	Applicable
<b>MP ISD</b> (no construction during reporting period)	Applicable	N/A	N/A	Applicable	Applicable
<b>CN ISD Construction</b> (construction yet to commence)	Applicable	N/A	N/A	Applicable	Applicable
<b>Pitt Street ISD</b> (construction yet to commence)	Applicable	N/A	N/A	Applicable	Applicable
<b>Waterloo ISD</b> (construction yet to commence)	Applicable	N/A	N/A	Applicable	Applicable
<b>BS</b> (construction yet to commence)	Applicable	N/A	N/A	N/A	Applicable
<b>TSOM</b> (construction yet to commence)	Applicable for C2S component	N/A for C2S component	N/A for C2S component	N/A for C2S component	Applicable for C2S component

### 5.6.1. Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable for the NCW, TSE, CSM, SSJ and MP ISD Demolition stages. Table 18 and Table 19 provide a noise and vibration summary and analysis at each City & Southwest site for construction activities undertaken during the reporting period.

**Table 18: Noise Monitoring Results Summary and Analysis**

Site (north to south)	Management Level Exceedances	Comments
<b>Chatswood Dive (TSE)</b>	67	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Surface Track Works (NCW)</b>	223	All exceedances occurred and were consistent with the predicted levels assessed for each Out of Hour Works period, and mitigated against in accordance with the Construction Noise & Vibration Management Strategy.
<b>Artarmon Substation (TSE)</b>	0	
<b>Crows Nest Station (TSE)</b>	5	Four exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Victoria Cross Station (TSE)</b>	19	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Blues Point (TSE)</b>	0	
<b>Barangaroo Station (TSE)</b>	15	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Martin Place Station (TSE)</b>	34	26 exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Martin Place Station (MP ISD Demolition)</b>	0	
<b>Pitt Street Station (TSE)</b>	17	Eight exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Central Station (CSM)</b>	Generally not exceeded	Construction noise was either inaudible or mostly consistent with the ambient noise levels at the nearest receiver.
<b>Waterloo Station (TSE)</b>	19	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Marrickville Dive (TSE)</b>	8	All exceedances were attributed to non-TSE activities (surrounding traffic being the dominant source).
<b>Sydenham Station &amp; Surface Track Works (SSJ)</b>	33	Fifteen exceedances were attributed to surrounding traffic (road, rail and air).



Table 19: Vibration Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
Chatswood Dive (TSE)	1	The exceedance was recorded in Mowbray House. The room where the monitor was installed was being used for a meeting at the time of the recorded exceedance.
Surface Track Works (NCW)	0	
Artarmon Substation (TSE)	0	No high impact vibratory activities undertaken.
Crows Nest Station (TSE)	0	
Victoria Cross Station (TSE)	3	All exceedances were recorded at 243 Miller St (mostly as a result of trial blasting).
Blues Point (TSE)	0	
Barangaroo Station (TSE)	1	Exceedance expected to have been caused by renovation works being undertaken on the building containing the monitor.
Martin Place Station (TSE)	13	All exceedances were recorded at 60 Castlereagh St. Twelve exceedances were confirmed not to have been attributed to TSE works. Seven of which were likely to have been caused by occupants interacting with the monitor as confirmed by occupant.
Martin Place Station (MP ISD Demolition)	2	The two exceedances were recorded at 50 Martin Place. The building manager confirmed no vibration was perceived at the time. Subsequent investigation confirmed that cleaners had knocked the monitors.
Pitt Street Station (TSE)	6	Five exceedances were confirmed not to have been attributable to TSE works.
Central Station (CSM)	0	Construction vibration impacts were within management levels.
Waterloo Station (TSE)	0	
Marrickville Dive (TSE)	0	
Sydenham Station & Surface Track Works (SSJ)	0	

### 5.6.2. Blasting

During the reporting period, a blasting program/strategy was applicable to the TSE stage.

Three trial blasting events were undertaken at the Victoria Cross North Site during the reporting period. Table 20 provides a summary of the highest recorded vibration levels at each of the monitoring locations / receivers during each of the trial blasting events.

Table 20: Highest Recorded Vibration Levels during Trial Blasting Events

Monitoring Location / Receiver	27 Oct 2018 Highest Recorded Vibration Level (mm/s)	17 Nov 2018 Highest Recorded Vibration Level (mm/s)	9 Feb 2019 Highest Recorded Vibration Level (mm/s)
243 Miller St (Chevaliers Residence)	10	35.6	12.26
243 Miller St (Chevaliers Stables)	15.4	38.3	8.2
200 Miller St	1.9	13.7	7.16
237 Miller St	5.05	17.8	4.72
168 Walker St	2.85	14.5	3.24
41 McLaren St	2.25	4.75	1.5

### 5.6.3. Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable for the TSE, CSM and SSJ stages.

#### 5.6.3.1. TSE

In accordance with the TSE *Construction Soil, Water and Groundwater Management Plan*, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 21.

Table 21: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period

Location	Average Acidity* (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Upper Scotts Creek	8.0	1.0	33.7	<10	7
Lower Scotts Creek	7.6	10.9	5.8	<10	1
Upper Flat Rock Creek	No water present at monitoring location.				
Lower Flat Rock Creek	8.0	25.4	24.0	<10	8
Milsons Park	8.3	32.0	32.5	<10	11
Blues Point	7.2	49.5	0.1	<10	4
Farm Cove	7.5	50.3	0.5	<10	4
Barangaroo	7.1	48.2	0.3	<10	3
Alexandra Canal	7.8	0.3	72.4	<10	301
Eastern Channel	7.4	0.2	415.5	<10	84

\* Does not include one set of monitoring data obtained during 2019 Q1 due to faulty equipment.

Of the parameters presented in Table 21, the TSE *Construction Soil, Water and Groundwater Management Plan* adopts 'visible oil and grease' as the trigger value for the 'Oil & Grease' parameter, and the 80<sup>th</sup> percentile of baseline monitoring results as the trigger value for the acidity, electrical conductivity, turbidity and TSS parameters.

In the event that a monitoring result meets one of these trigger values, the plan states that an investigation will be undertaken to assess the possible cause/source of the exceedance. If the cause/source is attributable to the project and there is a risk of adverse or significant effect on the receiving environment, the result will be re-tested for verification. If verified, a secondary investigation of the exceedance will be undertaken and actions will be proposed as required.

Of all the monitoring results that were obtained during the reporting period for each of the parameters presented in Table 21:

- 14 acidity results were greater than the trigger value,
- 8 electrical conductivity results were greater than the trigger value,
- 9 turbidity results were greater than the trigger value, and
- 3 TSS results were greater than the trigger value.

### 5.6.3.2. CSM

The CSM monitoring program is provided in the *Construction Soil and Water Management Plan*, which was approved by the Secretary on 4 August 2018. Section 7 of the plan states that:

- All stormwater and construction water runoff from the Metro Box will be captured, managed, treated onsite by a Water Treatment Plant and monitored prior to any discharge in accordance with any applicable EPL. Other waters will be treated by in-drain sediment devices.
- There are no receiving water courses to site that require monitoring and therefore no monitoring of adjacent creeks or watercourses will be undertaken.

There has been no discharge (and therefore monitoring prior to discharge) during the reporting period. Other waters were treated by in-drain sediment devices.

### 5.6.3.3. SSJ

In accordance with the SSJ *Construction Soil and Water Management Plan*, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 22.

Table 22: Results Summary of Key Surface Water Monitoring Parameters during the Reporting Period

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Eastern Channel 1 (Upstream)	7.6	1.0	106.7	No visible oil or grease	85
Eastern Channel 2 (Downstream)	7.7	0.6	88.4	No visible oil or grease	147

Eight Nephelometric Turbidity Unit (NTU) results (four upstream and four downstream) were in excess of the ANZECC Guidelines. These results were consistent with the baseline monitoring results, which revealed that water upstream of the construction site did not meet ANZECC Guidelines (especially during wet weather events).

#### 5.6.4. Groundwater Quality

During the reporting period, groundwater quality monitoring programs were applicable for the TSE and CSM stages.

##### 5.6.4.1. TSE

The TSE monitoring program is provided in the TSE *Construction Soil, Water and Groundwater Management Plan*, which was approved by the Secretary on 22 December 2017. Section 6.2 of the plan states that:

- Groundwater inflow into sites will be captured and collected with onsite surface water and monitored prior to discharge.
- No additional groundwater quality monitoring will be undertaken for environmental management purposes (monitoring for geotechnical modelling and settlement analysis is undertaken in accordance with the Monitoring and Protection Plan).

##### 5.6.4.2. CSM

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

The Metro Box is yet to commence excavation activities.

### 5.6.5. Business Impacts

During the reporting period, business impact monitoring was undertaken for the TSE, CSM, SSJ and MP ISD Demolition stages.

Table 23 provides a summary and analysis of business impact monitoring results during the reporting period.

**Table 23: Business Impact Monitoring Results Summary and Analysis**

Stage	Construction Activity & Impact Awareness	Access & Visibility Maintenance	Minimisation of Noise & Vibration Impacts
TSE	<ul style="list-style-type: none"> <li>478 email communications and 10 monthly updates issued.</li> <li>100% of notifications issued on time.</li> <li>249 briefings, information sessions and/or doorknocks undertaken.</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> <li>Zero complaints received from businesses relating to lack of information about construction activities and impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Approximately 39 businesses and/or building managers had mitigation measures agreed in advance to address impacts prior to specific works commencing (including Martin Place pedestrian bridge and tower crane installations, Nelson St Bridge removal and TBM operations).</li> <li>100% of agreed business mitigation measures were implemented (including traffic controllers briefed, additional wayfinding signage and re-direction signage at business entrances when temporarily closed).</li> <li>Zero repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity.</li> </ul>	<ul style="list-style-type: none"> <li>Non-standard mitigation measures implemented include noise-cancelling headphones and agreed respite periods.</li> <li>Zero referrals to SM.</li> <li>Zero repeat complaints from noise sensitive receivers relating to noise and vibration impacts.</li> </ul>
CSM	<ul style="list-style-type: none"> <li>16 notifications issued.</li> <li>100% of notifications issued on time.</li> <li>4 briefings, information sessions and/or doorknocks undertaken.</li> <li>Two unavoidable complaints received from one local business regarding loss of business following closure of the Bounce Hostel.</li> <li>One compliment received from a business regarding engagement ahead of and during weekend works.</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> </ul>	<ul style="list-style-type: none"> <li>Discussions ongoing with business owners that may experience access and visibility impacts.</li> </ul>	<ul style="list-style-type: none"> <li>No noise and vibration generating works impacted businesses.</li> <li>Zero complaints received from businesses regarding noise and vibration.</li> </ul>

Stage	Construction Activity & Impact Awareness	Access & Visibility Maintenance	Minimisation of Noise & Vibration Impacts
<b>SSJ</b>	<ul style="list-style-type: none"> <li>Businesses adjacent to the 11 Sydenham Rd demolition site contacted to explain potential impacts and address any concerns.</li> <li>Businesses adjacent to Bolton St excavations consulted prior to works.</li> <li>2 unavoidable complaints received from a business along Garden St regarding vibration work and loss of car spaces.</li> </ul>	<ul style="list-style-type: none"> <li>Pedestrian flow and visibility along the Burrows Ave pedestrian route access constantly monitored.</li> <li>One business complained about access to car parks.</li> <li>Zero obstruction to businesses occurred.</li> </ul>	<ul style="list-style-type: none"> <li>One complaint received from business regarding vibration impacts.</li> </ul>
<b>MP ISD Demolition</b>	<ul style="list-style-type: none"> <li>15 notifications issued (including combined with TSE).</li> <li>100% notifications issued on time.</li> <li>14 briefings, information sessions and/or doorknocks undertaken.</li> <li>100% of businesses identified as potentially being affected by works were contacted prior to the works commencing.</li> <li>Zero complaints received from businesses relating to lack of information about construction activities and impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Zero businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues.</li> <li>Zero repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity.</li> </ul>	<ul style="list-style-type: none"> <li>6 businesses with agreed mitigation measures to address noise and vibration impacts.</li> <li>Zero repeat complaints from noise sensitive receivers relating to noise and vibration impacts.</li> </ul>

## 5.7. Complaints

A total of 502 complaints associated with the City & Southwest project CSSI planning approvals were received during the reporting period. Of these, 398 complaints were determined to be attributable to project works following investigation. Figure 16 to Figure 19 provide a breakdown of the complaints by month, type, site and contract package.

Full details on each complaint received during the reporting period are provided in Appendix 1. Each complaint has been actioned and resolved in accordance with the Construction Complaints Management System.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 60% of all complaints attributable to project works.

The TSE contractor generated the majority of complaints (67% of all complaints attributable to project works). Of these, 147 were Noise & Vibration related (representing 37% of all complaints attributable to the project).

Works at the Chatswood Dive and Northern Corridor Works generated the most number of complaints during the reporting period (72 and 62 respectively, representing 34% of all complaints attributable to the project).

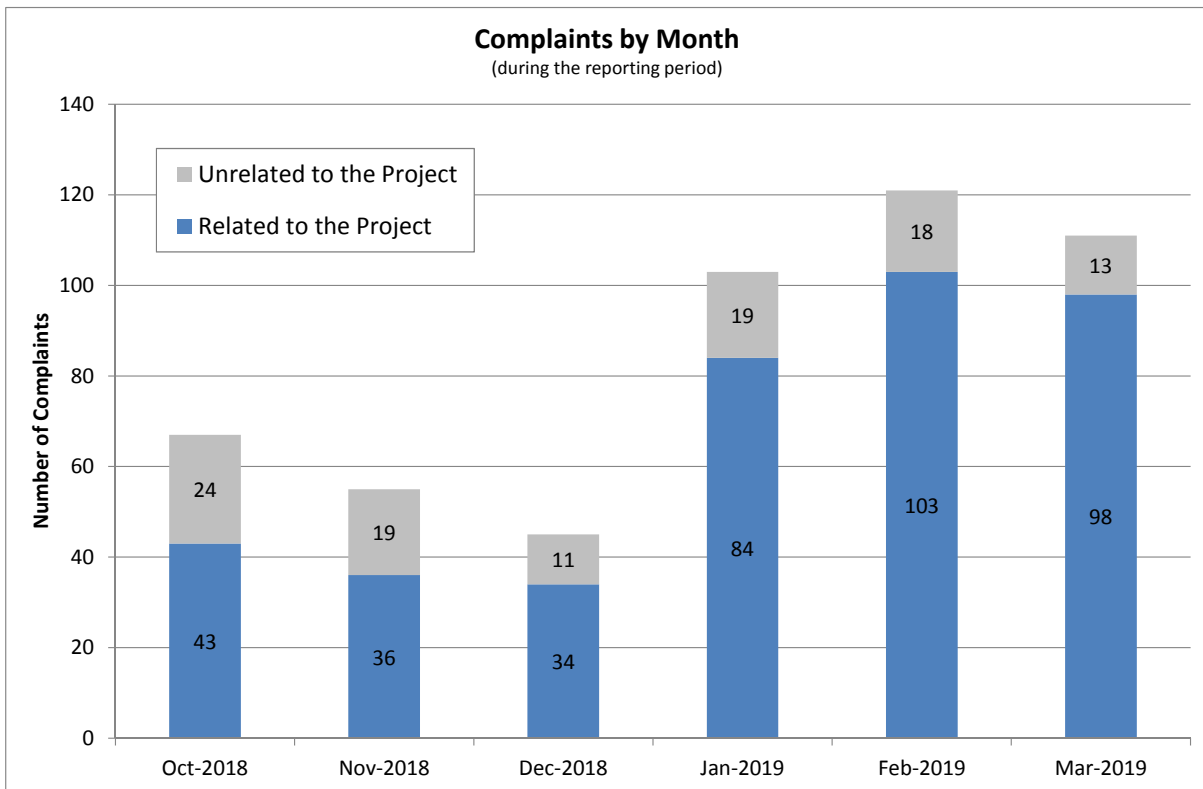


Figure 16: Complaints by Month during the Reporting Period

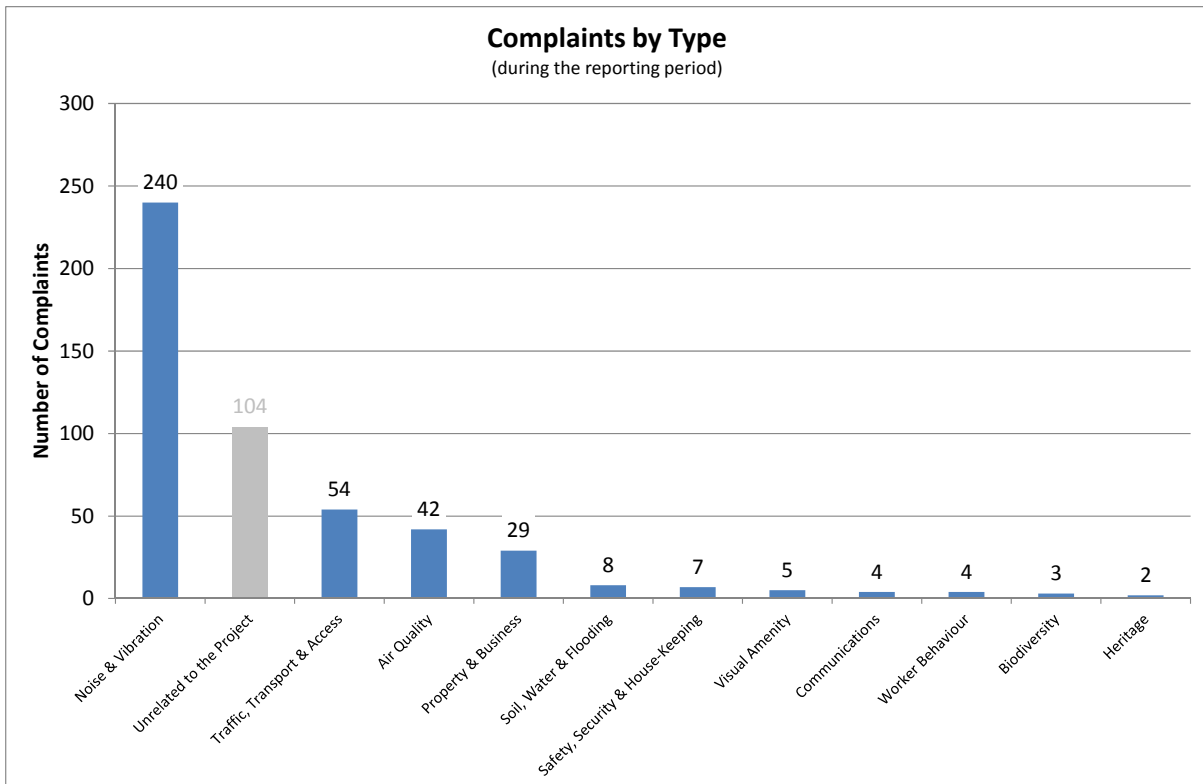


Figure 17: Complaints by Type during the Reporting Period



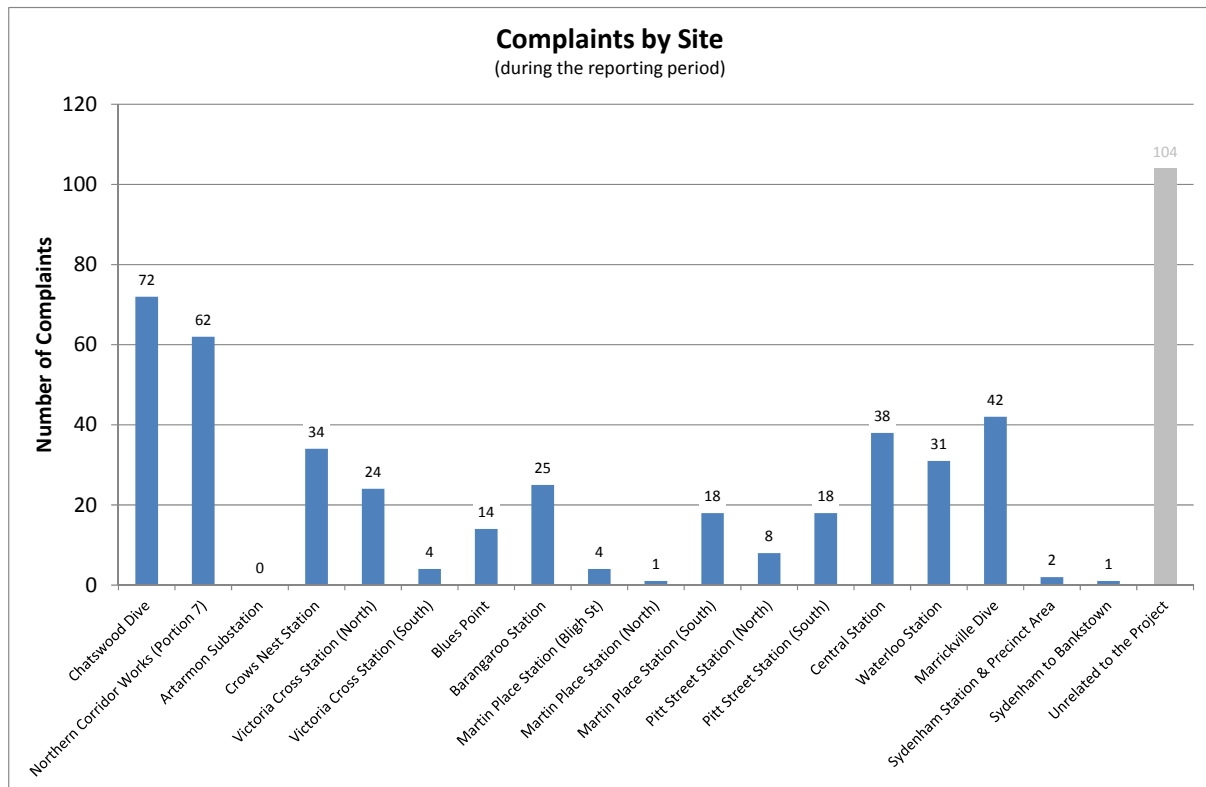


Figure 18: Complaints by Site during the Reporting Period

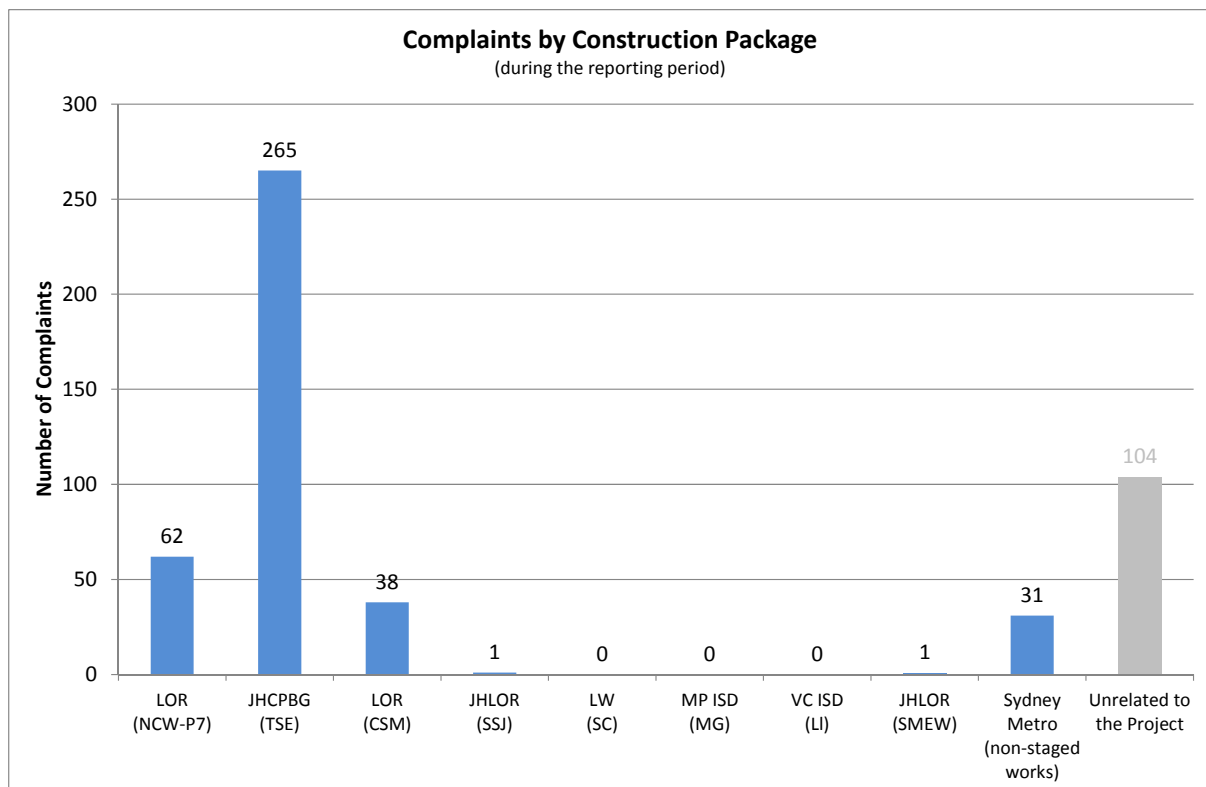


Figure 19: Complaints by Contract Package during the Reporting Period

## 6. Sustainability and Environmental Initiatives

Sydney Metro is committed to achieving sustainable outcomes throughout project delivery and operations. This has already been evidenced in the sustainability achievements of the Northwest project thus far, as well as the numerous sustainability industry awards the Northwest project has received to date.

Sydney Metro plans to continue its commitment to sustainability throughout the delivery and operation of the City & Southwest project. This has been established in the [City & Southwest Sustainability Strategy](#). The strategy outlines the sustainability objectives and targets that the City & Southwest project seeks to achieve. The objectives and targets have also been embedded into project contract requirements.

### 6.1. Sustainability Reports

Sydney Metro published its second Sustainability Report in December 2018, highlighting Sydney Metro's commitment to building a responsible and resilient transport system by minimising our environmental impact and maximising our socio-economic benefits.

The [Sustainability Report 2018](#) covers Sydney Metro's sustainability performance for the 2018 financial year (i.e. 1 July 2017 to 30 June 2018). The Sydney Metro Sustainability Reports demonstrate Sydney Metro's outcomes in delivering reliable and innovative infrastructure that is best practice in sustainability.

### 6.2. Sustainability Ratings

A program of sustainability ratings is being implemented on the City & Southwest project, which considers the scope and size of each contract package:

- The major contract packages are required to achieve a minimum *Infrastructure Sustainability Council of Australia* Design and As Built Rating of 65.
- The smaller contract packages are required to achieve a minimum 'Silver' level rating using TfNSW's Sustainable Design Guidelines.
- Each of the underground metro stations is required to achieve a minimum Green Star Rating Design and As Built rating of 5 Stars. This is to be achieved using a Green Star Rating tool that has been customised for Sydney Metro underground stations.

### 6.3. Reduction of Greenhouse Gas Emissions

Greenhouse gas emission reduction targets have been outlined in the Sustainability Strategy and mandated through contractual targets. Examples of these targets include:

- Minimum 20% reduction in carbon emissions and 25% electrical demand offset associated with construction of the project (compared to 'business as usual').
- Minimum 20% reduction in carbon emissions and 100% electrical demand offset associated with operations of the project (compared to 'business as usual').
- 15% improvement to building designs (stations and stabling buildings) over the performance requirements set out in the *National Construction Code* (Section J).
- Minimum 15% reduction to the environmental footprint of materials used on the project.

## 6.4. Waste Recycling and Reuse

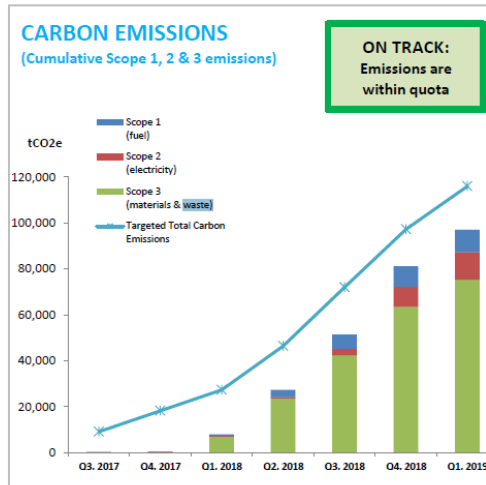
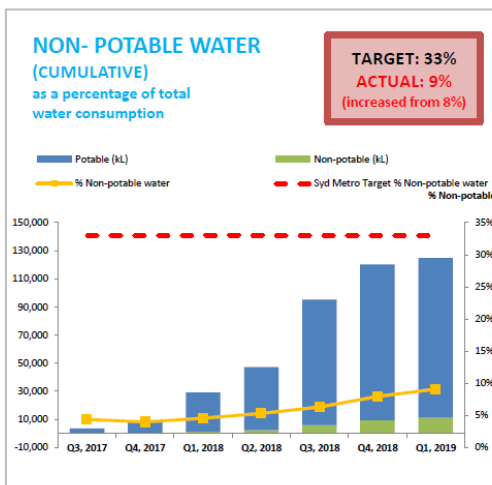
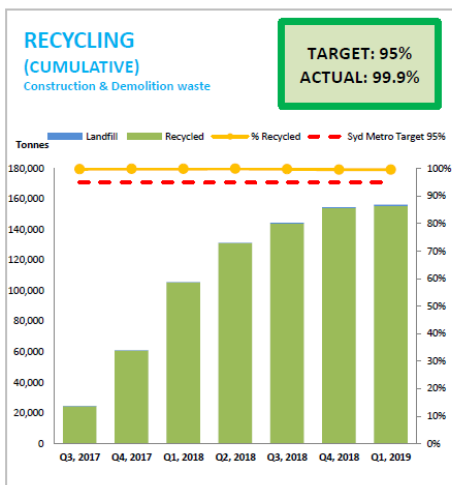
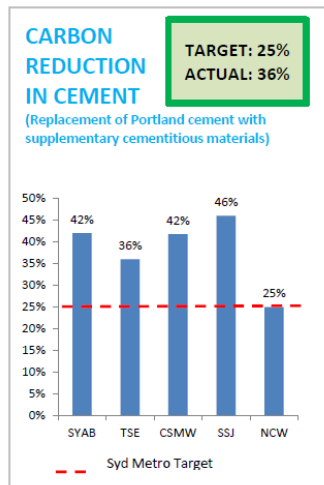
Several contractual mandates have been applied to the management of wastes generated by the contractors. These include:

- 100% beneficial reuse of usable spoil.
- Recycle or reuse 90% of recyclable construction and demolition waste.
- Recycle or reuse 60% of office waste during the construction phase.

## 6.5. Sustainability Achievements to Date

The March 2019 City & Southwest Sustainability Dashboard is provided in Figure 20. The dashboard provides key sustainability data statistics across the project, including:

- 100% of over 150,000t of construction and demolition waste recycled, exceeding the project target of 95%.
- 100% of over 1,300,000t of reusable spoil has been beneficially reused, meeting the project target of 100%.
- All awarded contracts currently meeting or exceeding the replacement of Portland cement with low-carbon alternatives target of 25%.



### Use of Renewable Energy During Construction

**Contract Requirement:** identify and implement feasible opportunities for using onsite sources of renewable energy

**What renewable energy is being used during construction?**

- > White Bay Truck Marshalling Facility powered 100% by PV & battery system (TSE)
- > Solar & Hybrid lighting towers (SSJ)

### MATERIAL USE TO DATE

- Concrete = 122,000 tonnes**
- Steel = 17,000 tonnes**
- Spoil = 1,337,000 tonnes**
- Water = 125,000kl**

### DESIGN UPDATE

#### GeoGrid Track Stabilisation

SSJ scope includes reconditioning of existing track formation, usually requiring replacement of subgrade. Instead, SSJ has gained approval to place a geo-composite membrane ('geogrid') on existing formation subgrade to stabilise it, and replace the capping layer. Advantages include;

- > avoid excavation and replacement of ~3500m3 of unsuitable fill, also reducing the chance of utility strike
- > reduced possessions and associated community impacts
- > extend the life of track formation by ~20years
- > improved flood resilience (reduced ballast washout)

### CONSTRUCTION INITIATIVE

#### TSE's bottle donation

TSE has rolled out a "Return to Earn" container deposit scheme across all sites to improve recycling of single use drink containers. They have partnered with social enterprise Citizen Blue, a not for profit who provides a collection services. The initiative is expected to raise \$25,000/year, all of which will go towards supporting seriously ill children via charity Bear Cottage.

Figure 20: March 2019 City & Southwest Sustainability Dashboard

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## Appendix 1 – Complaints during the Reporting Period

Date	Construction Package	Site	Type	Description
02-Oct-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - EPA has received the following Environment Line complaint from an anonymous caller. The complaint relates to alleged significant soil / sediment tracking on Mowbray Road and onto the Pacific Highway from the Chatswood dive site. Could you please arrange for an inspection of the area immediately and appropriate corrective / preventative measures but in place as necessary. Investigation - In response to the complaint Mowbray road was inspected by site staff, who noted that there was a visible staining from sediment on the roadway but no evidence of large clumps of mud or soil. The site street sweeper immediately mobilised onto Mowbray road and conducted a number of passes along the road to remove sediments. Resolution - Advice was provided to the EPA on 24/4/2018 that on the morning of the complaint an inspection of the Chatswood site had been conducted by the project independent environmental representative, TfNSW and JHCPBG environmental team. Sediment tracking was not raised as an issue at the time of the inspection. It was noted that the wheels of all vehicles were being washed down prior to them exiting site. Note: Originally reported as '181003FRIE'
03-Oct-2018	LOR (CSM)	Central Station	Property & Business	Complaint - Stakeholder called Place Manager about impacts of the construction on his business. Place Manager advised he provide his concerns in writing. Investigation - Place Manager responded to the complainant's follow-up email, confirming what had been discussed and offering to meet again and go over concerns in more detail. Resolution - Complaint is unavoidable and ongoing. Communications with stakeholder continue.
03-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Construction trucks queuing outside apartment building in a no stopping zone, affecting access to driveway. Investigation - Place Manager attended site immediately and noticed trucks however also saw them pull away and into another construction site unrelated to Sydney Metro. Place Manager was also able to speak to a driver to advised Sydney Metro had given the residents an undertaking that their trucks would not queue there and requested this be passed on to drivers in their company as well which the driver undertook to communicate. Resolution - Complainant advised of the outcome and satisfied with the response.
04-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained of basement being flooded. Investigation - Project Manager confirmed that there has not been any work by the project in the specified area, nor have any changes been made to the stormwater or water networks in the area. Resolution - Confirmed with complainant and closed out.
04-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of trucks and provided a description. Investigation - The Project Manager had also noted trucks unrelated to the project and made a further check confirming the trucks observed by the resident were unrelated to the project. Resolution - Closed out with complainant.
05-Oct-2018	LOR (CSM)	Central Station	Heritage	Complaint - Stakeholder emailed the community inbox expressing his disappointment of a Heritage building near the site being demolished. Investigation - Place Manager worked with Environmental Manager to provide relevant information to explain the reasons for its demolition. Place Manager encouraged complainant to attend the next Community Forum. Resolution - Complaint is unavoidable and has been closed out with complainant.
06-Oct-2018	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Drilling causing excessive and disruptive noise pollution as well as odour from diesel on station platform. Investigation - The noise was determined to be from the saw cutting on platform 21 which was very short in duration, followed by the vac truck operation to clear the trenches and the rock breaking to get the material out for the slit trench holes. Complaint was assessed at the time and noise levels were measured and determined at safe levels. Resolution - Email to complainant to inform of investigation and outcome and measures put in place to specifically identify future noise, dust and vibration specific to activities that could impact third parties.
06-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	NOTE: This is likely a cumulative complaint between Northwest and City & Southwest Contractors - Noise and reversing quakers (LoR) and highrail vehicles travelling to the work train parked in this area (NRT - Northwest) Complaint - Noise and vibration that was more impactful than they had been notified. Complainant was very distressed by the construction occurring. Investigation - Place Manager contacted the stakeholder and apologised for the interruptions. Place Manager explained to complainant that the works were not expected to be as loud as they were. Resolution - Future notifications will provide more detail on the level of noise expected. Offered alternative accommodation for next noisy weekend by NRT (19-22 October)

Date	Construction Package	Site	Type	Description
06-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to complain about their tap water being discoloured. Investigation - On-call Place Manager contacted the team working in the area, and it was concluded that no utilities works were being conducted in the area. Resolution - Place Manager referred complainant on to Sydney Water as they were conducting works near the area. Note: originally reported as '181006JAME'
06-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder contacted the Place Manager directly to complain about their water flow being disrupted. Investigation - Place Manager contacted the Sydney Metro contractors doing various works in the area, and it was confirmed that no utilities works were being carried out by the project. Resolution - Place Manager contacted the complainant to explain the findings of the investigation. The complainant's water had already been reconnected again by this time, and was appreciative of the help. Note: originally reported as '181006ANON'
06-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Caller phoned to ask why works were being undertaken over the weekend. Investigation: Numerous attempts were made to contact the caller and messages were left to try to obtain more information. Resolution: As there were no project works scheduled or being carried out at that time, the complaint is classified as unrelated.
07-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint: Caller reported a pothole had formed in the Frank Channon walk. Investigation: This was inspected by the Site Superintendent who found the recent heavy rain had affected the temporarily reinstated area that was the site of previous utility investigations. Resolution: The area was flagged off to alert and detour footpath users around the hazard until repairs were undertaken to reinstate the path the next morning.
07-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Noise and reversing quakers (LoR) and highrail vehicles travelling to the work train parked in this area (NRT - Northwest) Complaint - Stakeholder called to complain about the excessive noise and light outside of their residence. Requested for information about when works would be finished. Investigation - On-call Place Manager contacted the complainant and explained that multiple contractors were working in the area. Place Manager provided a timeline of work hours and was ensured to be kept informed. Resolution - The complainant was satisfied with the information provided.
08-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Stakeholder emailed and asked if a small dead tree had been removed by the project from an area adjacent to their property and with whose authority? Investigation: It was investigated and confirmed that it was not removed by the Sydney Metro contractor. Resolution: The complainant was advised of the outcome of the investigation. Closed out.
10-Oct-2018	JHCPBG (TSE)	Blues Point	Traffic, Transport & Access	Complaint: Resident complained via council of footpath being destroyed by utility works and that an electrical kiosk is dangerous in emitting electromagnetic radiation, as well as raising concerns a parked truck driver was using his phone Investigation: Place Manager explained the works and were for Telstra cable relocation and the approach to maintaining pedestrian safety and reinstatement of footpath. Resolution: Safety officer reviewed the issue of mobile phone use and found the driver of truck was legally parked in an area demarcated by the Road Occupancy Licence and was complying with NSW road rules.
10-Oct-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint: Hotel stakeholder advised that a number of guests had complained of noise. Investigation: Analysis of the noise monitor reading from the night showed that the noise of work was lower than the levels predicted in the endorsed CNVIS. Resolution: Complainant was contacted to communicate the findings. The hoarding team was briefed in their pre-start to ensure that the team undertakes work professionally and as quietly as possible. He was advised the works were for hoarding removal and that the workers would be toolboxed to modify the methods to reduce noise.
10-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint: Hotel operations advised the noise from hoarding installation was disturbing guests Investigation: Hotel operations advised the noise from hoarding installation was disturbing guests. The supervisor reviewed and determined to suspend works. Resolution: Supervisor rescheduled remaining for next week as well as modifying the use of power tools to be inside acoustic shed where possible with work carried out as early as possible in the night.
10-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Stakeholder reported pothole on the road Investigation: The site the complainant was referring to was discovered to be unrelated to Sydney Metro works. Resolution: Complainant was referred to City of Sydney.

Date	Construction Package	Site	Type	Description
10-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Stakeholder was enquiring about noise over the past several months and had received a notification. He wondered if what he had been hearing was related to the TSE works. Investigation: Stakeholder could not provide more detail and there were numerous contractors working. Resolution: He was advised that now he had TSEs contact details, to ring at the time of any disturbance so that if it is related to the works it can be addressed.
11-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - General noise and drilling impacts occurring at Victoria Cross station, the lack of overall planning that occurs on NSW Government infrastructure projects across different project teams and a general dissatisfaction with the project. Investigation - Place Manager confirmed construction methodology and the associated work undertaken on a nearby construction site, not related to Sydney Metro. Resolution - Complainant sent detailed information and rationale on change to construction methodology.
16-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Stakeholder complained of noise from dive site. Investigation - Only low noise work including electrical and scaffold installation inside the dive was occurring. Local area road works including profiling, asphaltting and use of a roller were more likely the source of noise. Resolution - Monitoring showed noise levels were compliant with the predicted levels in the endorsed CNVIS. Stakeholder did not answer calls to provide this explanation.
16-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Stakeholder complained of noise from concrete works for new kerbs and that he had not been relocated. Investigation - Stakeholder Manager who had spoken with the resident before the works explained the family would be relocated for subsequent high noise impact resurfacing later in week, but that this would not apply for the concrete works. Monitoring of the works demonstrated compliance. Resolution - The complainant's location is not identified in the CNVIS for alternative accommodation for any works, but this has been provided a number of times voluntarily.
16-Oct-2018	JHCPBG (TSE)	Martin Place Station (South)	Property & Business	Complaint - Stakeholder reported an issue with a sewage leak in the basement of his building. Investigation - This was investigated and found to be related to tunnelling works. Resolution - Repairs arranged in consultation with the complainant.
16-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained from noise from street sweeper and vacuum truck during the day. Investigation - Stakeholder Manager explained the equipment was being used to manage water flow and tracking of mud as a result of the very wet weather. As weather improves the use will reduce and the sites water treatment plant was due to be commissioned in three weeks. Resolution - Validation monitoring was undertaken and the sound power level recorded was consistent with the levels in the endorsed CNVIS.
16-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Stakeholder complained of noise from street sweeper and vacuum truck during the day. Investigation - Stakeholder Manager explained the equipment was operating more frequently to ensure there is no water overflow and to prevent tracking of mud during the heavy rain event. Resolution - The frequency of use will reduce when the weather improves and when the water treatment plant is fully commissioned.
16-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident adjacent to site complained about noise and vibration during the day last Friday and that light during the night was also disturbing the family. Investigation - Stakeholder Manager advised shed panels were being installed today that would contain light at night. The hammering works for the lift shaft were expected to continue for two weeks with the existing respite periods. Resolution - Noise and vibration monitor installed at the house did not indicate any exceedences. Stakeholder wanted it noted she was very supportive of blasting being approved and used as soon as possible.
16-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant reported water coming into switch room and pump room and wondered if this was related to construction. Investigation - Senior Project Engineer reviewed monitoring data and had survey carried out at set control points around the site confirming that no ground settlement has occurred since excavation of access shaft started in June. Resolution - The complainant was informed and that the conclusion was that the water issue was unrelated to the works
16-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident called complaining of hammering noise. Investigation - No activities involving hammering were being undertaken at the site. Supervisor observed that an unrelated residential development in the area was using a hammer and this was likely to be the source of the noise. Resolution - Place Manager contacted complainant to provide an update on outcome of investigation



Date	Construction Package	Site	Type	Description
16-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of being disturbed at night by tunnelling. Investigation - There is no tunnelling being undertaken in this suburb and the nearest site, 800m away, is not undertaking any night works. Resolution - Place Manager contacted the resident to confirm that Sydney Metro tunnelling had not started and there were no night works taking place at the Waterloo site.
19-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Complaint about adjacent concrete works had left his building entry in an unsatisfactory state of appearance. Investigation - Place Manager arranged for area to be cleaned up. Resolution - Place Manager contacted site engineer to advise the sub-contractor about the complaint and ensure thorough clean up occurs at the end of each shift. Complainant satisfied with the response.
19-Oct-2018	JHCPBG (TSE)	Pitt Street Station (South)	Property & Business	Complaint - Property damage claim received. Complainant believes cracks in the tiles are possible due to the Stydny Metro works and would like to proceed with an investigation. Investigation - Place Manager acknowledged the claim and sought access for an engineering inspection. Resolution - The TSE Property Damage Claim Process will be followed to assess the claim and determine any follow up action. This complaint closed accordingly.
19-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to odour from site area. Investigation - Lend Lease were undertaking works in the area contributing to the odour in the air. Resolution - Resident was advised complaint had been referred to Lend Lease who are undertaking remediation work in the tents described by her as the source of the odour.
19-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of a loud banging noise that sounded like metal on metal at 4.30 am and assumed it came from within the acoustic shed. Investigation - Noise monitoring data was reviewed and showed no spikes at the time of the complaint. Additional attended noise monitoring done overnight showed noise levels were compliant and also noted an unrelated garbage collection activity in the area was very loud at 4.30am. Resolution - The resident was advised there was no evidence of the type of noise she described.
20-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Biodiversity	Complaint - Complaint made to the traffic barrier supplier that barriers were left in an area on top of plants. Investigation - Investigation found the barriers were in a cordoned off section of the road reserve area near an intersection upgrade. Resolution - The barriers are due to be moved at the end of night shift. Closed out with complainant.
20-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Noise from work being undertaken on Saturday morning believing it should be done during the week, and that the acoustic shed is not yet complete. Investigation - Stakeholder Manager responded explaining the standard construction hours and respites, and that recent heavy weather had delayed some work. Resolution - Place Manager also outlined the alternative controlled blasting methodology designed to reduce impacts from hammering and encouraged the resident to sign up for email updates that provide information on changes to scheduled work.
21-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to out-of-hours work and noise impacts. Investigation - Complainant was located more than a kilometre away from works. Place Manager explained mitigation measures and that residents near the site had not reported any disturbance. Resolution - Explained to complainant, deemed the impact not related to Sydney Metro project.
21-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Reported localised flooding in the street. Investigation - Issue was investigated and found to have resulted from runoff from badly damaged gutters and downpipes on a nearby warehouse unrelated to the project. Resolution - Stakeholder Manager advised the complainant that the site had not made any modifications to cause water run off and drainage and environmental controls were in place to capture and prevent water from leaving site.
22-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Complaint from stakeholder to Council was referred by DPE. The stakeholder complained of footpath closures and inadequacy of signage. Investigation - Signage directs pedestrians in accordance with the approved Traffic Management Plan. Resolution - Stakeholder Manager responded and explained the works were to upgrade the intersection including new pram ramps at crossings.
22-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise complaint from out-of-hours works. Investigation - The contractor was not conducting out-of-hours work in the area at the time of the complaint. Resolution - Referred resident to Sydney Trains who were undertaking works in the rail corridor.
22-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to see if trucks parked in front of garage were related to the project and sent registration details. Investigation - Stakeholder Manager checked with site who confirmed that no truck and trailers were being used on site at the time of the complaint and the vehicles were unrelated to the works. Resolution - The stakeholder was notified of the outcome.

Date	Construction Package	Site	Type	Description
24-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Closure of Nelson Street will add to travel time for local residents, received by TSE contractor. A separate email was sent to RMS. Investigation - The reason for the closure has already been thoroughly investigated and described. Resolution - Place Manager responded with information about the reason for the closure and alternative routes. Sydney Metro has responded with similar background information after the RMS complaint was referred.
24-Oct-2018	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Loud noise occurring around 4am in the morning. Noise occurring for about 15 minutes. Noted this same noise had been happening over the past four weeks. Investigation - The complainant was aware, from notifications that JHCPBG has been undertaking utilities work in the area. Place Manager advised the Project Manager, Utilities Supervisor and Environment Officer. It is not clear if the noise being heard is related to the works being carried out as there was no saw cutting at the time the complainant heard the noise, though other activities were taking place. Arrangements were made for attended monitoring to be undertaken when similar works are scheduled. Resolution - Place Manager advised the complainant to call the hotline at the time she hears the noise to assist in investigating the source.
24-Oct-2018	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	Complaint - Adjacent stakeholder from Fire and Rescue reported a platoon member had observed some dust. Investigation - The Environment Officer attended immediately and saw only minor evidence of dust. Resolution - A monitor will be installed near the location of the current works, further screening would be installed and water suppression would be reviewed if required. Complainant was satisfied with the actions taken.
24-Oct-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Vibration impacting the building. Investigation - Concrete was being broken in the station box. This was a one-off activity that would be complete within the hour. Resolution - Place Manager advised complainant of investigation and that the vibration monitor installed within the adjacent building had not registered any exceedances.
24-Oct-2018	LOR (CSM)	Central Station	Air Quality	Complaint - Stakeholder sent an email to complain about strong fumes on station platform. Investigation - Investigation determined the strong smell was in relation to a resin used on top of blinding (called bond breaker, a thin strip is used to prepare the concrete pour, and ensure a flat surface). The resin is not toxic, and not a health hazard. Though it is correct, the smell is very similar to diesel smell. Resolution - Place Manager phoned customer to advise of the origin of the smell and that the material would be used until the following week on the platform. Customer agreed to receive updates via email, including the invitation to the next community forum in November.
24-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Report of vehicle being damaged while parked in a street near the construction site. Investigation - There were no site-related activities taking place in the relevant street. Resolution - Place Manager advised complainant of the outcome of the investigation.
24-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Contractor was parked on street that is residential parking only, stopping resident from parking out the front of their property. Investigation - Place Manager to confirm team members responsible. Place Manager was informed by complainant that the contractor identified himself as working for Laing O'Rourke as part of the Sydney Metro project completing fencing works. Resolution - Additional briefing will be given to all project team members prior to next possession.
25-Oct-2018	LOR (CSM)	Central Station	Air Quality	Complaint - Strong fume smell in the air on the platform. Investigation - Investigation determined cause was from a generator. Resolution - The generator was switched off and replaced with a smaller unit which is not as noisy and generates less fumes.
25-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complaint was referred by EPA regarding issues related to noise monitoring, dust and air pollution and vibration from project works taking place in rail corridor by multiple contractors for the Sydney Metro project Investigation - Communications Manager reviewed all previous interactions with the complainant and found that all of the issues and concerns raised with the EPA had already been responded to Communications Manager responded to the EPA with all requested information. Resolution - Complaint closed out with the EPA. No further issues raised.

Date	Construction Package	Site	Type	Description
26-Oct-2018	JHCPBG (TSE)	Barangaroo Station	Soil, Water & Flooding	Complaint - Stakeholder contacted both Sydney Metro and Barangaroo Delivery Authority complaining not enough was being done to prevent build up of dirt on Hickson Road. Investigation - Place Manager investigated the measures taking place to mitigate sediment on the road. Resolution - Place Manager responded to the complainant, outlining the various measures being used at the site including regular street sweepers and water trucks, the progressive sealing of internal haulage roads and that as work moved underground and with barging to be used in the coming months, there would be many fewer trucks from the Metro site.
26-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident had approached the Supervisor of out-of-hours work and asked about work hours. Investigation - Place Manager followed up with Site Supervisor and confirmed ongoing works. Resolution - Place Manager contacted the complainant the next day (26/10/18) and explained the vacuum truck was being used in the concrete cutting for utility work, to ensure the water did not flow into drains. She also explained the curfew for use of this truck is from midnight to minimise impacts and the next night's work would not need to use this truck.
26-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident had complained on 21/10/18 of not being offered alternative accommodation for works unrelated to TSE was followed up by the TSE Place Manager and the stakeholder asked for a complaint to be registered about noise disturbance from Sydney Metro works in the area. The stakeholder has not provided specific details of specific works causing disturbance. Investigation - Place Manager explained selected TSE works are being carried out based on noise assessments showing the activities generate no more than 5dB above background noise and are considered low impact. Resolution - Place Manager arranged for additional noise monitoring to be undertaken for noise work due to be carried out in the coming week.
26-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained of noise from out-of-hours works over two nights and sent in a video with evidence. Investigation - The scheduled works for the night were cancelled pending the investigation of the complaint. It was found that the video was of construction noise from Nelson Street Bridge and works occurring at the dive site. This work was approved and a notification was provided prior. All noise monitoring was compliant with licence conditions. Resolution - Results of investigation were communicated to the complainant.
26-Oct-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	UPDATE TO CLOSE COMPLAINT previously reported on 26/10/18. Night work was cancelled on 26/10/18 to allow an investigation. A response was provided to the resident detailing that the work was approved, noise assessment carried out and onsite verification monitoring at the start of. Monitoring was carried out on 30/10/18 which demonstrated compliance and additional monitoring will continue during the work. Mitigation measures were detailed including along the boundary adjacent to the resident which includes a 5m timber noise wall, 8m secondary shipping container noise barrier and the cladding of the acoustic shed on the side closest to the resident. The very large acoustic shed will be completed in the next few weeks.
26-Oct-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - During a proactive doorknock, stakeholder said he thought dust had increased and requested cleaning. Investigation - Place Manager informed the stakeholder of the dust mitigation strategies on site including sprinklers and ongoing sweeping of internal and external roads and use of water cart. Also explained that neighbouring businesses were undertaking renovations which may have contributed to dust. Resolution - Place Manager said she would give feedback to the team to consider any additional strategies that could be implemented. The Place Manager would investigate cleaning options get back in contact. Note: Originally recorded as '181026ANON'
26-Oct-2018	LOR (CSM)	Central Station	Worker Behaviour	Complaint - Complaint that staff member was using profane language in the construction area near the platforms in close proximity to complainant's children. Caller declined to give personal details as he wished to remain anonymous. Investigation - As there were no details of who this staff member was, it could not be identified. Resolution - A reminder was sent to the Site Supervisor and Managers to address the complaint at pre-starts.
26-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from construction activities taking place within the rail corridor. Investigation - Laing O'Rourke are undertaking works that require the use of jackhammers. Work is being conducted within standard working hours, within the rail corridor and are compliant with EPL. Resolution - Place Manager informed complainant that the team would be complete by 5pm, if not earlier, and are working within standard working hours.
26-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Operator of hotel had received complaints of guests being disturbed by counting over a PA System for what might have been an evacuation drill in early hours of the morning. Investigation - Business Relationships Manager explained there was no PA system and no drills were carried out. Resolution - It was concluded the disruption was not TSE related.

Date	Construction Package	Site	Type	Description
26-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Constant truck noises and beeping noises in the rail corridor. Investigation - Stakeholder Manager discussed the issue with the complainant who described noise occurring at times when there was no activity in the rail corridor by either TSE or SSJ. Resolution – It was concluded the works were not Sydney Metro related.
27-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from the operation of a vacuum truck near house at 8am. Investigation - Operator on-site stopped the vehicle when requested. Resolution - Work was carried out in standard construction hours and due to limited work area it is difficult to locate the equipment away from residents and so as to maintain safe traffic control. Team was reminded to make every effort to minimise noise disturbance where possible.
29-Oct-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint: Stakeholder adjacent to the acoustic shed complained of noise and vibration. Investigation: The Stakeholder Manager contacted the complainant and explained that there was hammering taking place near the building on particularly hard rock and that monitoring demonstrated compliant levels of noise and vibration. Resolution: The Stakeholder Manager said that the respite period agreed by the community will be used when hammering this section of rock which is expected over the next three weeks.
29-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Noise and a lack of information about scheduled works. Investigation: Place Manager checked with the Site Supervisor who had observed an unrelated contractor was hammering approximately 150m from the TSE works and had a vacuum truck on standby. Resolution: Findings of investigation communicated to the complainant.
30-Oct-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint: Noise from potholing for instrumentation and monitoring installation and asked why it could not be done during the day. Investigation: The on-call Place Manager confirmed he had received the notification. Explained the nature of the works and the need to carry out work at night. Advised the high noise work is completed before midnight, with a limit to the number of nights work in any given location. Resolution: The Place Manager followed-up with the complainant and gave an update of the work schedule.
30-Oct-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant was woken by excessive noise from the rail corridor. Investigation - Confirmation from project team that works are associated with piling being undertaken near Hopetoun Avenue. Resolution - Place Manager called complainant to outline upcoming works. All works are within approved scope and EPL requirements. Confirmed that similar noisy activities will be occurring on later in the week.
31-Oct-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint – Reversing sensors on trucks using high frequency reversing beepers on trucks as opposed to low frequency. Complainant said he was not seeking alternate accommodation or a return call – he just wanted the noise to stop. Investigation - On-call Community Manager advised environment team member and also phoned the Site Engineer to ask them to check vehicles. The Site Engineer said that while equipment was being unloaded site personnel realised it was not fitted with non-tonal alarms. Resolution - The equipment was not used and removed from the site. Community Manager spoke to the Stakeholder Manager (South) and confirmed that the complainant had been informed of the activities that would be taking place. Complainant was offered relocation on Thursday and Friday night when road resurfacing is occurring near his property.
31-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Access to building being blocked. Investigation: The Business Relationship Manager met with the complainant. The TSE utilities team reported they were more than 100m away and that Ausgrid work, unrelated to the project, was being carried out near the business. Resolution: The complainant was updated on the outcome of the investigation.
31-Oct-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint: Reported hotel guest complaints of a banging noise late at night. Investigation: The on call Community Manager confirmed with the Environment Officer that monitoring had been carried out and site work (excavator operating 15 metres underground) was compliant. Resolution: The Site Supervisor undertook a perimeter search in response to the complaint and found another unrelated contractor was carrying out utilities work with an excavator. The report also noted that she had observed other contractors.

Date	Construction Package	Site	Type	Description
01-Nov-2018	LOR (CSM)	Central Station	Air Quality	Complaint - Customer contacted another agency on 23 October to complain about fumes on the platform related to project works. The agency passed the complaint to the project community team on 1 November. Investigation - Place manager unable to follow up with customer as incorrect contact details supplied. Project team investigated fumes and smell on platform. Resolution - Since customer's initial complaint, measures to mitigate fume and smell had been implemented including using a smaller generator, respite during peak periods and noise blanket.
01-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise complainant regarding inconsiderate workers, loud talking, slamming doors and very loud deliveries at midnight. Investigation - Place Manager detailed works taking place with project team. Confirmed works were being undertaken by Laing O'Rourke. Appropriate approvals and notifications were in place for work. Resolution - Team provided detailed summary of work to take place for the rest of week and committed to conducting a thorough pre work briefing to remind contractors to be community minded. Place Manager followed up with complainant.
02-Nov-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complaint about noise from reversing beepers Investigation - All machinery was checked and found to be fitted with non-tonal reversing beepers Resolution - Place Manager advised complainant that non-tonal beepers are used to reduce the high tones, while still complying with legislation.
02-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise complaint related to construction related activities in the rail corridor. Investigation - On duty place manager spoke with the project team to confirm the work activities occurring. Confirmed the works comply with approvals and did not trigger alternative accommodation and the majority of the work will not occur after midnight. Resolution - Place Manager communicated this information to the complainant.
03-Nov-2018	LOR (CSM)	Central Station	Heritage	Complaint - Resident complained about the planned demolition of nearby heritage-listed building and requested information about community consultation and planning process. Investigation - Place Manager worked with Environmental Manager to draft a response and to provide further relevant information. Place Manager also encouraged the customer to attend upcoming Community Forum focussing on demolition activities and to meet the team to answer heritage-related queries. Resolution - Place Manager will communicate information once received.
04-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise complaint related to construction related activities in the rail corridor. Investigation - On duty place manager spoke with the project team to confirm the work activities occurring in the rail corridor. Resolution - Place Manager emailed through an offer for respite to the complainant.
04-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complaint about excessive noise from out-of-hours work. Investigation - Community Place Manager advised no work was being undertaken by Sydney Metro. RMS has been working on traffic lights at Oxley Street Resolution - Place Manager sent complainant an email update providing details of Sydney Metro works
05-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise complaint associated with fencing works. Team are removing vegetation which is making it difficult for complainant to work. Earplugs provided by Sydney Metro are insufficient noise mitigation. Investigation - Confirmation that fencing works are taking place by Laing O'Rourke. Some vegetation is in the way of the fence alignment, as such this needs to be removed. Vegetation removal is being undertaken within standard working hours and will not continue past today. Noise mitigation earplugs were offered as a goodwill offer only and used as a trial mitigation for noise, they were not provided as official respite. Resolution - Place Manager will communicate findings to complainant.
05-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Strata Manager referred complaint from local resident in relation to the Barangaroo casino worksite. Investigation - Community Relations Manager explained the casino site was not associated to the Metro project and referred the complaint to Barangaroo Delivery Authority and Lend Lease. Resolution - No further action required
05-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller reporting receiving Sydney Train SMS alert in the early morning Investigation - Community Place Manager confirmed Sydney Metro and JHCPBG do not generate Sydney Train SMS alerts Resolution - Place Manager suggested he contact Sydney Trains directly.
06-Nov-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Stakeholder is seeking compensation relating to business relocation relating to the noise impacts of construction Investigation - Place Manager investigated the issue and found the project was compliant with all planning approvals. Resolution - Investigation communicated to complainant in an email.

Date	Construction Package	Site	Type	Description
06-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from intersection upgrade work. Said he had not been notified and no alternative accommodation was offered Investigation - Place Manager contacted resident to explain alternative accommodation is offered during ongoing high impact activities and the work did not fall into that category. Complainant confirmed he had received the email update. Noise monitoring indicated levels were compliant with CNVIS Resolution - Place Manager again offered specialised earplugs to the resident. Also advised that traffic signals will be commissioned in the following week
06-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Pedestrian access closed as part of the Bedwin Road intersection upgrade work Investigation - Place Manager explained the footpath closure was required to deter pedestrian from using an existing pedestrian crossing which had been removed because of modifications to pedestrian refuge islands Resolution - No further contact from complainant
06-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller reported trucks travelling along Hickson Road on Sunday night through Pottinger Street. No contact details were provided for a call back Investigation - Approved truck route for TSE work is south on Hickson Road and Napoleon Street, not Pottinger Street Resolution - As no registration or contact details were provided no further action required
06-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller reported excessive noise coming from a work site after midnight. He said he was unsure if works are being carried out by TFNSW. Investigation - Business Relationships Manager advised no work was being undertaken by Sydney Metro at that location Resolution - OOH work is being undertaken by other contractors in the Martin Place area. Complainant was provided with an update on upcoming TSE work in the Martin Place area
06-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller reporting worker cutting timber with circular saw near the Commonwealth Bank when she was leaving work at 4am, which she thought could have been done at another time Investigation - Community Place Manager advised there are numerous contractors working in the area and confirmed the work was not associated with TSE work Resolution - Complainant was provided with an update on upcoming TSE work in the Martin Place area
07-Nov-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Complaint about work hours being extended to 10pm weekdays and 6pm Saturdays Investigation - Place Manager confirmed the activities were permitted as they had been assessed as having low noise impact, being less than 5 decibels above background noise levels. The work involves movement of spoil to site surface and concrete work activities. Resolution - Complainant satisfied with response. Ensure future communication materials are clearly written to avoid misinterpretation about potential impacts
07-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about poor truck driver behaviour in local side street. Resident noted the driver seemed lost and probably was not associated to the Sydney Metro project. Investigation - Place Manager explained the approved truck route for the Blues Point site follows Blues Point Road and it would be difficult for drivers to get lost. All drivers are provided with details of the approved truck route Resolution - Complainant satisfied with response. No further action required ##originally reported as GABR
07-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainants personal contractors were unable to access their driveway due to project vehicles blocking access Investigation - Place Manager spoke to project team who said the property manager for the property arrived on site, and requested other project managers to meet them. This resulted in three vehicles on site at the same time as the residents contractors attempted to access the site Resolution - No further action required
09-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complaint relating to noise from high impact out-of-hours work Investigation - Place Manager explained that high impact work would cease at midnight, the complainant was added to the email distribution list to receive updates on upcoming work Resolution - Validation monitoring has previously been undertaken by the JHCPBG environment team for local area works on Edgeware Rd and was found to be compliant with predicted noise levels in the endorsed CNVIS
09-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complaint about possible vibration from nearby tunnelling in the middle of the previous night. The resident is approximately 60m from the TBM1 alignment Investigation - Confirmed tunnelling was in progress, that the activities would stop for a week for the team to carry out tunnelling support activities and recommence at the end of next week, however, the TBM would be moving further away from his property Resolution - The Place Manager again offered noise reducing ear moulds to the resident and he agreed to have them fitted. Monitoring of the current activities has been undertaken at properties closer to the alignment

Date	Construction Package	Site	Type	Description
09-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint made via project Facebook page relating to excessive noise Investigation - Place Manager confirmed no work was taking place, site engineer confirmed he saw another contractor carrying out work for City of Sydney setting up traffic control Resolution - Left voicemail message replying with details and asking for call back if further information was required Note: Originally reported as '181109EMMA'
12-Nov-2018	JHCPBG (TSE)	Blues Point	Traffic, Transport & Access	Complaint - Complaint that trucks working on the project were travelling at an excessive speed. Investigation - Place Manager confirmed the registration of the trucks and said he would update the stakeholder with any further information. GPS truck tracking was provided by the haulage contractor. Place Manager was able to confirm that the two trucks in question had not broken any speed limits on Blues Point Road, and that their average speed was well below the speed limit. Resolution - Place Manager updated the stakeholder with this information.
12-Nov-2018	JHCPBG (TSE)	Waterloo Station	Soil, Water & Flooding	Complaint - Stakeholder sent photos and was concerned about dirty water going into storm water drain and cleanliness of the street. Investigation - Following an investigation by the senior environment coordinator, the Place Manager responded that the water in the gutter was associated with a leaking pipe not associated with the site and this had been reported to Sydney Water. Resolution - It was also explained the drain had an internal drainage cover to prevent sediment entering, and that this was regularly inspected, as well as describing other measures including wheel washing on site, rumble grid, use of street sweeper with water cart.
12-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant responded to a notification of upcoming work expressing dissatisfaction that his sleep would again be interrupted over the weekend Investigation - The Place Manager responded asking the resident to call to discuss, with no response Resolution - As recent similar complaints in this area were caused by works unrelated to TSE, pending any further specific information, it is assumed this complaint of past sleep disturbance is also unrelated to the TSE works
13-Nov-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Shed door of site has been left open and the additional noise as result is very loud. Investigation - Supervisor advised there was an issue with the door latch, which had since been repaired. Resolution - Contacted the complainant and provided information about door and other night works. Closed out.
13-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise complaint about constant banging noise and cutting equipment at dive site. Requested soundproofing of doors and windows. Investigation - The Project Manager of the works confirmed that similar activities had been undertaken on numerous occasions during TBM assembly over the last 3 months along with out-of-hour deliveries. This has been featured in regular community notifications. Regular monitoring is being undertaken and demonstrates compliance with CNVIS. Resolution - Closed out with resident. Stated that works do not trigger attenuation treatment.
13-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained of emergency exit being blocked during utility works. Resolution - The works were being done by Optus.
14-Nov-2018	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - Increased dust and noise from nearby construction. Stated can no longer work from home and seeking compensation. Investigation - Compensation is not paid for impacts from approved project activities, and all necessary noise and dust mitigation processes had been put in place. Resolution - Place manager responded to complainant's email with details of investigation.
14-Nov-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise complaint relating to adjacent out-of-hours work Investigation - Crew were using a vacuum truck next to property as part of the relocation of a water main. Temporary noise blankets were in place and the vacuum truck was due to stop work at midnight (in 10 minutes) in accordance with the approval conditions. Resolution - The complainant acknowledged receiving the notifications and indicated their doorbell does not work, which is why she has not answered doorknock attempts.
15-Nov-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Relating to noise from inside shed, complainant advised possibly sounds like a helicopter noise. Investigation - When called back at 1.40am, complainant said noise had stopped. Place Manager spoke with Senior Project Engineer, who confirmed a tear had occurred in the ventilation system overnight at about 1.00am. The tear was suspected to have caused a chopping noise and was repaired immediately. Place Manager will confirm details with the night shift supervisor when he returns to work in the afternoon on 15/11. Resolution - Complaint considered unavoidable.

Date	Construction Package	Site	Type	Description
15-Nov-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Complaint received via EPA relating to noise from out-of-hours median strip replacement works. Investigation - Monitoring of the Metro work last night showed that noise levels were compliant with the predicted noise levels in the endorsed CNVIS and that high impact work had stopped by midnight. Resolution - A detailed report is being compiled and will be provided to the EPA. Note: originally reported as '181115WILL'
15-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Concrete truck parked outside the property, had been idling for 5 minutes. Investigation - Investigated and found not to be associated with TSE work. Resolution - Resident appreciated follow-up.
16-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Loud drilling during OOH work. Investigation - Supervisor checked site and there was no audible work. Monitoring showed noise level was compliant. Resolution - Communicated to manager as guest was asleep.
17-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the rail corridor. Investigation - Confirmed this was work related to Portion 7a excavation of Hopetoun Access Ramp. Place Manager detailed works taking place and committed to confirming compliance with on-site team. Resolution - Complainant was frustrated but understanding that works were taking place. Place Manager confirmed with on-site team that the works were restricted to low impact noise and were compliant with EPL restrictions. Complainant did not want a return call following investigation.
17-Nov-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in rail corridor and access impacts to property. Investigation - Confirmed work within the corridor is related to Portion 7a excavation of Hopetoun Access Ramp. Confirmation that works were compliant with EPL. Access impacts under investigation by TSE. Resolution - Confirmation of compliance communicated to complainant. TSE commitment to ensure access to property at all times. Contact details and process to ensure access provided to complainant.
17-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Vehicles (suspected to be work utes) were parked in private property car parks. Investigation - Place Manager followed up with all contractor teams working this weekend. Vehicles did not belong to any of the Sydney Metro project contractors. Resolution - Complainant was confident vehicles did not belong to Sydney Metro following conversation with Place Manager. The vehicles left not long after investigation began. Complainant thanked Place Manager for assistance.
18-Nov-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Responded to email blast update and that house had shaken and was worried about fabric. Investigation - Investigation into blast event ongoing. Resolution - Further communications will be provided as more information about blasting and future work becomes available.
21-Nov-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint: General concerns about noise and dust near Hickson Road. Investigation: All dust and noise mitigation measures were being implemented daily on site. Resolution: Place Manager explained daily dust and noise mitigation measures implemented and the regime of regular inspections and monitoring. Complainant also said that during inspections it has been noted that ambient noise and dust exists in the environment from a number of different sources not associated with the project. Complainant also requested blinds to be fitted to his window and was advised that this is not a feasible mitigation for these construction issues.
21-Nov-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident living on approved haulage route complained about some, though not all the trucks travelling toward the Dive site and one in particular, using air brakes. He provided registration details of one truck. Investigation - Stakeholder Manager confirmed the truck was working on the project and advised the resident that the Project Manager has arranged for a supervisor to speak with the driver. Resolution - The site has logged the use of engine brakes in residential areas in the worksite issue register and requested the trucking subcontractor to brief drivers on the appropriate use of engine brakes when travelling in built up areas.
23-Nov-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Resident complained about machinery parked on Nelson Street affecting property access and sun reflecting off the machinery's windscreen causing a traffic hazard. Investigation - The machinery is within a laydown area on a public road reserve, surrounded by a 2.4m fence with noise blankets for noise attenuation and visual screening. The site area does not affect the main entrances to the property, and arrangements for access to a maintenance driveway were negotiated with the Strata Manager and communicated to all residents in advance. The piece of machinery referred to by the complainant was due to be moved that day. Resolution - An email response was sent to the complainant



Date	Construction Package	Site	Type	Description
23-Nov-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident asked about noise impacts from work and monitoring process. Was followed by another email asking why respite period were not in place. Investigation - Noise monitoring at nearest sensitive receiver showed levels were compliant. Resolution - Returned email with information about licence and monitoring (including where reports are available online), that respite is implemented as per the licence and provided further details about purpose of shed and that it is opened for trucks to enter.
24-Nov-2018	JHCPBG (TSE)	Waterloo Station	Soil, Water & Flooding	Complaint - Water going underneath hoarding into Raglan St Investigation - Found water possible from leak in hose used for dust suppression. Small amount passed through sediment controls. Water was found to have entered storm water system, no sediment was found. Resolution - Contacted resident to notify of investigation result and that leak would be fixed.
25-Nov-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from TBM installation or placement work. Investigation - The Place Manager contacted the resident for further information, the source of noise couldn't be determined. Apart from TBM building activities (which had finished for the day), only low impact work was continuing. Resolution - Called customer back twice to advise with no answer, left voicemail with information and contact details.
26-Nov-2018	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - cyclist complained about unsafe truck driver who travelled along Hickson Road before turning into Barangaroo site. Initial call was followed up with an email including video footage of the truck. Investigation - complaint was initially received by Lendlease before being forwarded to JHCPBG. Place Manager immediately contacted construction manager who is making enquiries with the responsible truck company. Resolution - Place Manager has sent update to complainant
26-Nov-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise and dust impacts of work being carried out at the rear of complainant's home along the rail corridor. Also disturbed by workers talking and laughing loudly. Investigation - Place Manager provided details of work activities and timing, along with dust and noise mitigation measures. Resolution - Workers will be briefed to be more mindful of neighbours and radios will be used to reduce the noise from workers communicating with each other about work activities.
26-Nov-2018	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Building manager reported that a number of tenants had complained of noise from demolition. Investigation - Place Manager advised that this was the first day of full structural demolition at 300 Pitt Street and referred the caller to the notification. He also investigated with environment and construction team whether noise blankets could be used to reduce impacts. Resolution - It was found that noise blankets would not make a discernible difference and the stakeholder was updated accordingly. Place Manager also provided an update on the demolition program and respite periods from high noise impact activities.
26-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Construction noise at night time Investigation - Place Manager contacted the construction team. No works were being carried out at the time. Work was due to commence at 10pm. It was noted road works were occurring on the Pacific Highway. Resolution - Place Manager called complainant to advise no Sydney Metro work was being undertaken at the time of the complaint. Explained regular update emails provide details of upcoming activities along with other works being carried out in the area.
27-Nov-2018	JHCPBG (TSE)	Martin Place Station (South)	Safety, Security & House-Keeping	Complaint - Complainant advised that he had tripped on a wooden ramp in the underground walkway at Martin Place and was concerned it was potentially a safety hazard. Investigation - A safety inspection was undertaken and no issues were found. Resolution - Business Relationships Manager provided an update to the caller.
28-Nov-2018	JHCPBG (TSE)	Pitt Street Station (South)	Soil, Water & Flooding	Complaint - Place Manager was contacted by building manager during significant rain event saying there was water entering the basement from the wall next to the site. Investigation - Place Manager alerted site team who investigated immediately. Small amount of sediment found on basement floor near drain. Resolution - Water ingress found to be via buiding's own stormwater plumbing. Adequate sediment controls in place for regular rain events
28-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Large amount of noise, especially considering distance from site Investigation - Believed to be related to Sydenham rail corridor work closer to property. Resolution - Noise not related to Sydney Metro work at Marrickville Dive Site or Sydenham Station but potentially from Sydney Trains work in the corridor.
28-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Relating to large crack on the outside of the building. Investigation - Environmental Manager confirmed no high vibration levels had been received, and tilt monitors showed no movement. A check of Google Earth confirmed visible cracking prior to the project starting. Resolution - Closed out with complainant via email after being unable to make contact via phone.

Date	Construction Package	Site	Type	Description
29-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Night time vibration impacts on property Investigation - Place Manager confirmed with LOR and TSE contactors that no night work is taking place currently. Resolution - Place Manager called complainant who confirmed the noise was caused by a fan in a ground floor apartment. Not related.
30-Nov-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Intermittent humming noise coming from within the acoustic shed Investigation - Monitoring was been arranged and an inspection of the surrounding area. All levels were found to be compliant. Resolution - The stakeholder was updated with the outcome of the complaint.
30-Nov-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to traffic control at Marrickville site, and that two trucks turned right at a red light. Investigation - Investigation took place but could not confirm if vehicles were from dive site. Resolution - Haulage team has been briefed on importance of taking care around new signals. Complainant updated on outcome.
03-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise complaint relating to jack hammering to install new traffic signals. Investigation - The work had been notified and noise monitoring has demonstrated compliance with predicted levels. Resolution - Complainant was advised the high noise work would stop at midnight and quieter work would continue and was provided 24/7 contact details.
04-Dec-2018	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Stakeholder expressed concerns about noisy work at the station during peak hours, dust suppression measures and hoarding impacts. Investigation and resolution - Meeting was held with project manager to discuss further and commit to extra noise monitoring during peak and report back with any extra mitigation measures.
05-Dec-2018	JHCPBG (TSE)	Barangaroo Station	Visual Amenity	Complaint - Light shining into bedroom at night Investigation - Confirmed that the light is required to ensure safe ladder access to the water treatment plant along the Barangaroo foreshore where access is needed 24/7. Resolution - Electrician will tilt light further towards the ground to minimise spill while not compromising safety for workers. Complainant updated with outcome.
05-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Road plates installed the previous night were creating noise. Investigation - It was confirmed the plates are in the traffic lane over a large excavation and must remain until a new water main is commissioned next week. Work crews have installed the plates in accordance with the Road Safety Standard and crews are briefed at the start of each shift to secure the plates as best as possible to reduce noise. The plates are monitored until removed. Resolution - Complainant updated with the outcome of the investigation and reported noise had reduced.
05-Dec-2018	Sydney Metro (non-staged works)	Sydenham Station & Precinct Area	Traffic, Transport & Access	Complaint - Contractor vehicles not complying to parking signage, and impeding delivery vehicles access to a distribution centre. Investigation - The team referred to Sydney Metro as the area is not in their scope of work. Place Manager contacted complainant and committed to investigating illegal parking in Saywell and Shirlow streets, near the mono tower relocation work. Place Manager confirmed the contractors were parking in the location. Resolution - The contractors have been informed that they are not permitted to park illegally in the future. Place Manager called the complainant who was satisfied with the complaint management, and encouraged to take photos to identify vehicles and send to Metro in future.
05-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise and property complaint related to work over the last three nights Investigation - Place Manager contacted tunnelling contractor to confirm no out of hour works had been undertaken Resolution - Place Manager called stakeholder to confirm no work has been undertaken and it was likely Westconnex Utilities work.
05-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant located more than 2.8km from TSE work areas complained of jackhammering noise. Investigation - Confirmed with surrounding contractors and Project Manager that there were no Sydney Metro works occurring in the area at the time of the complaint. Resolution - Complainant advised there were no Sydney Metro works in her location.
06-Dec-2018	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Caller advising that pedestrian control is required permanently at the crossing between gates along Sussex St near the Crown Plaza. Caller advised due to blue mesh fencing, contractors leaving the site are unable to see oncoming pedestrians. Investigation - All traffic controls have been installed near the existing pedestrian crossing at Hickson Road as per the approved Construction Traffic Management Plan for the Barangaroo Station site. Resolution - Complainant updated with the outcome of investigation.
06-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complainant asked that existing relocation offer be used to move to alternative property due to approved adjacent construction noise. Investigation - Relocation offer is open and the suggested property is deemed comparable. Resolution - Emailed response the complainant who is required to sign Sydney Metro agreement to begin process.

Date	Construction Package	Site	Type	Description
07-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Construction noise from adjacent property to site. Temporary noise blankets have been removed. Stated would seek injunction if not resolved. Investigation - High winds caused fence to blow over the previous day, so posts were being secured, with one blanket per four being removed to safely carry out the work. Monitoring shows work conducted is within approved levels. Resolution - Emailed response to complainant, with additional contact details relating to the open relocation offer.
07-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Concerned at the appearance of cracks within units following controlled blasting for the Victoria Cross Station North Site. Investigation - The property in reference is some distance from blasting, and monitoring showed that properties closer showed no damage. Resolution - Advised complainant of the results of monitoring, and recommended to contact other closer construction projects.
08-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant called and left a message about drilling and excessive noises. He requested a call back. Investigation - Place Manager called complainant who explained the workers were cutting timber, drilling planks of timber together and installing hoarding. Explained there had been no respite from this work all week and requested alternative accommodation. Place Manager called the JHCPBG Site Supervisor, who inspected the area and identified work being carried out at an opposite site. Resolution - Place Manager contacted complainant and confirmed the work was not related to Sydney Metro. Suggested to contact City of Sydney Council who had works happening in the area.
10-Dec-2018	JHLOR (SSJ)	Sydenham Station & Precinct Area	Traffic, Transport & Access	Complaint – The closure of various parking spaces around Sydenham Station, raising concern about no available parking. He asked for advice on whether alternative parking arrangements are being made? Investigation – Place Manager confirmed some public parking was removed on 26 November to make way for construction of an aqueduct in this location. Once the upgrade of the station is completed in mid-2021 some parking in this location may be reinstated, however the number of parking spots is yet to be confirmed as the Urban Design and Landscape Plan is not finalised. Resolution: Complainant updated with results of investigation.
10-Dec-2018	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Anonymous complaint about noisy works. Caller did not want a call back, just requested the noise to stop. Investigation - Place Manager on call investigated. It was confirmed a small tipper was banging the tailgate to remove the last portion of spoil. Resolution - Tipper driver was advised of the complaint and was told of a revised methodology to stop the noise.
11-Dec-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint: A truck travelling over 40km speed limit. The complainant said that he could not get the registration number of the vehicle but was confident the truck was associated with the project as he watched the vehicle drive over towards the dive site. Investigation: The issue was raised with the dive site team who would speak to the trucking contractor to remind drivers about their responsibilities. The resident was informed that the site team have access to truck monitoring data to ensure drivers adhere to speed limits, truck routes and fatigue management. Resolution: The team would conduct random audits to ensure the drivers met their responsibilities.
11-Dec-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint: Stakeholder complained about a truck blocking traffic as it moved through a roundabout near the Marrickville dive site gate. Investigation: The resident was informed the trucking manager would make enquiries with the site and the community place manager would update the resident after this had occurred. Resolution: Detailed response from Place Manager with outcome of investigation, including trigger of car jumping in front of truck at give way sign. Complaint ID originally reported as 181211ANNO
12-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint – High level of noise from adjacent work and request for further information about noise proofing done prior to his tenancy Resolution – Liaison Officer sent email with details about property treatment and background.
12-Dec-2018	JHCPBG (TSE)	Martin Place Station (South)	Safety, Security & House-Keeping	Complaint – Complainant explained she was walking to the bus stop outside construction site and skidded on some stones and debris on the floor. She said she landed on her right knee and had a deep graze across her knee and shin. Investigation – Place Manager contacted the complainant and left a message. Place Manager notified Project Manager and relevant team members. Place Manager requested a site representative to walk around site perimeter and ensure there are no loose stones or debris from site. Resolution – Place Manager emailed complainant to request further details.

Date	Construction Package	Site	Type	Description
12-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint – Complaint regarding construction noise. Investigation –Place Manager (CPM) reviewed schedule of out-of-hours work for Pitt Street Station and, having identified that no activity could be aligned with the noise complaint, called the complainant. Resolution – Not related to TSE. Communicated with resident.
13-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint – Noise complaint about jack hammering at night Investigation – Jack hammering confirmed at the site. Resolution – Place Manager spoke to the resident and confirmed that the jack hammering activity had ended and the remaining work would be less noisy.
13-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint – Complainant emailed about noise and a vacuum truck. He questioned respite periods. Investigation – Place Manager responded to email explaining a vacuum excavation truck is operating within the work area to safely locate underground bridge anchors. This work is expected to continue during standard construction hours for the next couple of days. Noise monitoring undertaken of this activity was compliant and noise blankets are in place along the boundary fence of the work area. Resolution – Complainant updated with investigation.
13-Dec-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint: Noise and requesting alternate accommodation. Complainant was very distressed and claimed that his home was uninhabitable due to noise and dust from ongoing construction. Investigation: Place Manager confirmed that TSE could not provide alternative accommodation during daytime hours. Resolution: Place Manager offered the complainant purpose fitted ear mounds to lessen the impact, which was agreed to. Place Manager also would investigate voucher as additional respite during the works. Complainant updated about the construction progress and road header work at the worksite. Place Manager also requested the site workers be diligent on ensuring the worksite gate is kept closed wherever possible to lessen the impact to residents.
14-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint – Noise complaint from local business with feedback about traffic and increased congestion. Investigation – Investigation found impacts due to cumulated impact of various projects and traffic changes within CBD environment Resolution - Place Manager provided summary of noise monitoring results and traffic control measures put in place as part of SM work.
14-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about loud humming noise, impacting TV reception Investigation - Project team confirmed site had closed at 6pm and no ventilation fans were left running Resolution - Signed complainant to email distribution list (Complaint ID originally report as 181214DIPT)
15-Dec-2018	LOR (CSM)	Central Station	Traffic, Transport & Access	Complaint - Council officers visited and inquired about mud on the road coming from site. Investigation - Confirmed the mud was from project site. Remedial measures immediately deployed to clean up the road and controls ensuring all vehicles leaving site have their tyres washed down. Resolution - To prevent reoccurrence a regular road sweeper has been arranged. Complainant updated with outcome.
16-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - changes in services over the festive season Investigation - Sydney Metro is not in operation. Complaint refers to operational transport provider Resolution - referred to Sydney Trains
17-Dec-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Request for backfilling and road plate remediation to be prioritised due to noise. Resolution - Place Manager responded that backfilling was expected to take place the following night.
17-Dec-2018	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Request for alternate accommodation based on noise from OOH work Investigation - Monitoring undertaken previous night was compliant. Monitoring at his property was offered and accepted. Undertaken with windows open and door. Shown to be compliant with Condition E41. Resolution - Offer of AA was not made to resident, results and outcome discussed. Resident has since responded with detailed letter.
18-Dec-2018	JHCPBG (TSE)	Crows Nest Station	Property & Business	Complaint - Photos of cracks of suite in windows adjacent to site and request for compensation. Resolution - Place Manager responded with details of claim process.
18-Dec-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Noise at night causing sleep disturbance and other issues. Investigation - Work to remove slab ongoing but source of noise found to be other work outside of project, trucks, hoarding. Resolution - Previous internal monitoring of activity found to be within limits. Offer extended to undertake monitoring again.
18-Dec-2018	Sydney Metro (non-staged works)	Waterloo Station	Noise & Vibration	Complaint - Complaint about noisy works on Botany Road Investigation - Place Manager currently investigating works carried out on Botany Road. Noise monitoring reflects predicted levels. Resolution - Closed out with resident.

Date	Construction Package	Site	Type	Description
19-Dec-2018	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Noise from adjacent demolition. Investigation - Work due for completion Dec 21. Activities are approved. Resolution - Subscribed for email updates about other information.
19-Dec-2018	JHCPBG (TSE)	Pitt Street Station (South)	Property & Business	Complaint - Complainant stated that several cracks had appeared in various locations in the adjoining wall between between properties. Investigation - An external Structural Engineer was brought to site by the TSE team. The Structural Engineer's verbal assessment was that there were no safety concerns. A formal report will be received. Vibration data was reviewed for the monitor installed immediately adjacent to this area. The monitoring results demonstrate compliance for all the works to date. Resolution - Place Manager outlined the process for making a property damage claim.
19-Dec-2018	Sydney Metro (non-staged works)	Waterloo Station	Noise & Vibration	Complaint - Noisy works that were not notified for. Complainant had just got back from a holiday and was upset with the level of noise being made after 10.30pm. Investigation - Place Manager confirmed that the address had been adequately notified in advance about the utilities investigation works. However, the date of the notification the complainant received was dated differently. Alternative accommodation was offered, but declined. Resolution - An email will be sent out to all residents located within the affected area to update on future works.
20-Dec-2018	JHCPBG (TSE)	Pitt Street Station (North)	Worker Behaviour	Complaint - Construction worker grabbed complainant's arm quite firmly to stop him from walking and was swearing. Claimed the worker was aggressive and threatening to caller. Caller has a photo of the worker. Investigation - Three statements were taken which all stated that the complainant breached the security barrier, his wrist was grabbed in reaction by the worker, and that the complainant initiated the swearing and heated verbal exchange, provoking a verbal reaction from the guard. Resolution - A toolbox talk for Traffic Controllers and Security Guards was delivered by the Place Manager and Site Operator, focusing on topics of communicating with the public, appropriate language, maintaining a professional attitude even when being sworn at, and appropriate physical contact.
20-Dec-2018	JHCPBG (TSE)	Pitt Street Station (South)	Soil, Water & Flooding	Complaint - Water and mud entering loading dock. Investigation - Significant rain event had recently occurred, and sediment controls were in place. Resolution - Due to event, additional controls were put into place, and the complainant was responded to.
20-Dec-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint- Working outside of hours, occasions of works until 9pm. including heavy vehicle movements until early hours. Also concerned about dust. Investigation - no trucks leave site after 6 pm, spoil is stored and removed the next day. Waterloo is not operating 24 x 7 therefore an acoustic shed is not required. Other investigation works are being carried out in the area which is required at night due to licencies and approvals to close roads for the safety of workers. Dust is managed by sprinklers water hoses and water carts. Resolution - Resident has been placed on the distribution list to be kept informed about the project.
20-Dec-2018	LOR (CSM)	Central Station	Air Quality	Complaint - Complained to traffic controller about dust and dirt on road near site. Investigation - Traffic controller informed Place Manager, who investigated and spoke with the complainant. Resolution - Road sweeper immediately deployed with water cart to rectify the issue. Road sweeper has been in operation all day.
20-Dec-2018	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Construction team using rattle gun within hoarding on station platform. Weather was extreme rain and hail, peak time on platform. Caller advised sound was loud and should be stopped until after peak. Investigation - The rattle gun was not used until later after the peak. Resolution - Place Manager left voice mail for complainant and called Station Duty Manager to confirm action. Complaint closed out.
20-Dec-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Property & Business	Complaint - Complaint received that wires were tied to newly painted fence, and vehicles inappropriately parked in No Parking areas in cul de sac. Complainant asked owners of vehicles to move cars and they yelled obscenities. Also, a trailer is parked, blocking flow of water causing flooding in street. Complainant felt unsafe and recorded part of the interaction due to safety concerns. Investigation - Place Manager called on site surveillance officer to inspect the property, remove vehicles and wires and to take photos. Surveillance Manager confirmed damage to fence has occurred and all vehicles and worker are identified as belonging to the project working on drainage. Resolution - Place Manager has requested photos and video of incident. Team will identify and remove team member responsible from project area. Place Manager apologised for incident and committed to ensuring the fence is repaired by Sydney Metro. Complainant was grateful for immediate action and commitment by the team to ensure safety.

Date	Construction Package	Site	Type	Description
20-Dec-2018	Sydney Metro (non-staged works)	Waterloo Station	Noise & Vibration	Complaint - No Notification for noisy work out side complainants units on Botany Road. Investigation - Information was provide about the delivery of notification and emails. Information was provided about the work which is now finished in this location until next year. Details for future work will be provided in January Resolution - Added email to distribution list for information. The complainant was appreciative for the information.
21-Dec-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Excessive noise impacting sleep. Investigation - Place Manager investigated with the project team and confirmed the excessive rain fall required the use of an electric pump. Resolution - Place Manager confirmed the diaphragm air pump was removed and and replaced with a quiet, electric pump.
22-Dec-2018	LOR (CSM)	Central Station	Property & Business	Complaint - Sydney Trains advised two ceiling panels were loose and needed refixing in the Southern Baggage Tunnel at the end of platform 4-5 southern stairs. Investigation - Team investigated and reattached the temporary panels. Resolution - Place Manager called Duty Manager back who thanked them for the quick response.
22-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant had lost power and thought it may be due to the construction work nearby Investigation - No interruption to services was found related to the site as acitivites were taking place. Resolution - Place Manager called back to advise.
22-Dec-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant regarding loud noise in the rail corridor between 2-4am this morning. Investigation - Place Manager called Laing O'Rourke to investigate complaint. Team were not on site beginning work until 7am. Sydney Trains had undertaken a rail drop to Mowbray Road at this time. Confirmed this would have been the source of noise. Team confirmed that loud noise was complete during the day and tonight noise should be less impactful. Resolution - Place Manager called resident to confirm tonight's scope of work and explain the source of noise Place Manager also sent respite vouchers to resident.
01-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - out of service tickets machines and Central to airport train running late, resulted in complainant missing flights. The complainant is seeking compensation. Investigation - complaint not related to Sydney Metro Resolution - have provided complainant with Sydney Trains' contact details
02-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant heard loud noise at 2pm from dive site. Investigation - JHCPBG restarted work on Frank Channon Walk at approximately 2.20pm today, which is after the time the noise was heard. Resolution - Place Manager proactively followed up with other contractors working in the area to ensure secondary AA offer was made for upcoming noisy period. Place Manager called stakeholder back and informed them that the noise was not related to Sydney Metro work however a reminder for upcoming noisy work and relocation offer was made due to complainants concerns about noise. Complainant was satisfied with the offer and will consider accepting.
02-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Worker at Campsie Station was rude to complainant, causing her distress. Investigation - Worker would be employed b Sydney Trains as Sydney Metro is not operational at Campsie station. Resolution - Complaint has been redirected to Sydney Trains team for resolution.
04-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Portable toilets outside property are creating odour. Investigation - Confirmed toilets belong to TSE works. Currently under investigation. Resolution - As an immediate action the portable toilet was turned around so the door is facing the rail tracks, rather than towards the property. The portable toilet will be replaced with a toilet housed within a demountable building in the next two weeks to improve visual appearance.
04-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Stakeholder contacted hotline to with concerns at a previous tree removal, dust and noise. He was not complaining of the current work activities. Investigation - Place Manager called stakeholder to get further details of his complaint but he was not able to talk at that time. Contacted resident 7/1/19. Resolution - CPM explained there are various contractors working in the rail corridor as part of Sydney Metro. JHCPBG is working on the western side closest to his property to widen the corridor and this work will be ongoing until early 2020. All rail corridor widening work will be done during standard daytime construction hours. JHCPBG uses a range of measures to manage and mitigate dust leaving the construction site including regularly wetting down the site with water and putting geofabric over stockpiles. Noted there has not been any activity or vehicles accessing the site on the western side between 22 December and 6 January due to the holiday shutdown and exposed areas were covered up during this time.

Date	Construction Package	Site	Type	Description
04-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the rail corridor. Request for noise mitigation. Investigation - Place Manager returned call. Offer of alternate accommodation had previously been made to property. This offer was made again. Resolution - Resident will review AA offer and potentially take up for rest of work period. Letter had potentially been taken by roommate and not distributed to all residents.
04-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the rail corridor. Investigation - Confirmed scope of works belong to Laing O'Rourke as per approved out of hours application. Complainant was understanding but requested that future possessions try and minimise high impact night work. Resolution - Confirmed scope of works and provided direct contact details for out of hour complaints. Apologised for disruption and confirmed team are trying to finish earlier to reduce impact.
04-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Complaint about cumulative impacts of project on health and general lifestyle. Complainant specified recent holiday works as being particularly impactful. Increased traffic on street is hindering property access and commitment to keeping street clear has decreased. Investigation - Place Manager is investigating with various project teams. Resolution - Follow up email send detailing response to multiple issues raised.
05-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise disrupting sleep. Investigation - Complainant is located more than 600 metres from the rail corridor where work was taking place. Place Manager provided an overview of works and general project. Resolution - Complainant was added to email distribution lists for future updates.
06-Jan-2019	LOR (CSM)	Central Station	Traffic, Transport & Access	Complaint - Complaint from station staff that access walkway off the end of platform had been partially obstructed by orange barriers. This was despite previous assurance that this would not occur. Investigation and resolution - Issue was rectified immediately with fortress fencing installed, stairs moved and the walkway re-marked out. Complaint closed out.
07-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Worker Behaviour	Complaint - Resident reported workers in the rail corridor speaking loudly and using occasional bad language Investigation - Advised that all workers receive induction and that they will be tool boxed before the next shift on 09-Jan-19. Resolution - Supervisor and Project Manager are making further enquiries and resident will be updated.
07-Jan-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Question about noisy activities taking place during perceived respite hours. Investigation - Place Manager reminded complainant that now that the acoustic shed is in place the respite hours no longer apply and that noise is managed in line with the project's EPL. Resolution - Referred the stakeholder to email dated 26 November 2018 and the copy of the EPL attached to this. This outlined the EPL conditions under which high impact noise is managed.
07-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	*ID updated from 190107ANON to 190107KATH Complaint - Potholes in Hickson Road Resolution - Complainant was advised this had been reported to relevant road authority, Barangaroo Delivery Authority for their attention.
07-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - RMS complaint was referred for traffic hold up on King Street on 01-Jan-19. Investigation - TSE contractor had no works on King Street or road closures for other works that would affect King Street. Resolution - Voicemail left for stakeholder. Stakeholder is yet to return call.
08-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Communications	Complaint - Change to tunnelling drop-in session location at late notice. Investigation - Change was made due to forecast wet weather, emails and posters explaining the change had been implemented. Resolution - Community Place Manager apologised for inconvenience and offered a personal briefing at the resident's home or at the site office.
08-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Communications	Complaint - Non-resident owner complained of communication on the tunnelling information session being forwarded via strata manager. Resolution - He has been added to the email distribution list.
08-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident complained of trucks starting at 4am in their street. Investigation - Resident was updated on the monitoring instruments carried by heavy vehicles to record location, speed and other data and that recent observational audits had found most trucks using May Street were unrelated to the project. Subsequently an audit of the monitoring data for 07-Jan-19 showed the earliest project truck on May Street was 4.44am and all trucks were travelling at 50km/hr or below. The monitoring did not register any alarms for harsh braking or acceleration. Trucking contractor is observing a voluntary speed limit reduction to 50km/hr in the posted speed limit zone for May Street which is 60km/hr. Resolution - A further observational audit will be carried out in the early hours of 09-Jan-19 and the stakeholder will be updated on the outcomes of the audits.

Date	Construction Package	Site	Type	Description
08-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Resident complained on behalf of residents of May Street and forwarded comments made on Facebook regarding "B-doubles" travelling from 4am on May street. Investigation - An audit of the monitoring data for 07-Jan-19 showed the earliest project truck on May Street was 4.44am and all trucks were travelling at 50km/hr or below. Resolution - A further observational audit will be carried out in the early hours of 09-Jan-19 and the stakeholder will be updated on the outcomes of the audits.
08-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Resident complained of noise from trucks from 4am onwards in their street and said there was one every five minutes. Investigation - an audit of the monitoring data for 07-Jan-19 showed the earliest project truck on May Street was 4.44am and all trucks were travelling at 50km/hr or below. Resolution - A further observational audit will be carried out in the early hours of 09-Jan-19 and the stakeholder will be updated on the outcomes of the audits.
08-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business owner in building adjacent to the site called to advise the roller door had been damaged by vibration sometime between July and November 2017 and that someone had photographed the damage and there had been no follow up regarding repairs. Investigation - Initial investigation and enquiries being made. Resolution - The property owner was not able to pinpoint a time when the damage to a roller curtain bracket occurred which was sometime between July and November 2017 . During this time demolition was occurring. Enquiries made with TfNSW and other records did not provide any insight into the claim . The complaint is closed and will be reopened if additional relevant information is provided.
09-Jan-2019	JHCPBG (TSE)	Blues Point	Property & Business	Complaint - Resident emailed to express concern that utility works might cause damage to private retaining wall. Complaint also made directly to workers. Resolution - Community Place Manager explained the nature of the work and that pre-construction survey had been carried out to ensure any potential property damage caused by the project can be assessed and rectified if necessary at no cost to the owner.
09-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Bulldozer near house causing noise disruption. Investigation - Excavator work taking place adjacent to property as part of corridor works to create additional space for new metro services. Resolution - Phone call and email to close out with resident.
09-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complaint about noise from the delivery of material via Gordon Avenue on 09-Jan-19 at 7am disrupting complainants sleep. Requested that work not start at 7am moving forward. Investigation - Place Manager explained the project's approved work hours are Monday to Friday 7am to 6pm and Saturday 8am to 1pm and that high impact noise work starts at 8am. Resolution - Stakeholder confirmed they receive community emails.
09-Jan-2019	LOR (CSM)	Central Station	Air Quality	Complaint - EPA referred a complaint about dust from drilling activity blowing onto station platform. Caller concerned project has not installed adequate protective barrier. Investigation - Environmental Manager is following up with construction team. EPA has requested a report by COB Fri 11-Jan-19 Investigation confirmed that hosing of dust from piling activity was not undertaken in all circumstances. Resolution - Environmental manager reinforced vigilance in continual use of dust controls at all times. Hording will be installed along platform to assist with the management of dust.
09-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Air-conditioning lines funded by TfNSW not hooked up correctly. Investigation - After speaking with manager, it is thought that contracted work undertaken by the hotel needs to be followed up with the installer. Resolution - Will forward any claims to TfNSW.
10-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Caller advised has received notice from Ausgrid stating an 11 hour power outage on 17-Jan-19. Caller advised they require Sydney Metro to ring asap as weather predicted for that day is 38 degrees and also the food will spoil as per guide lines. Caller would like to know what assistance they will be receiving. Investigation - Contacted Ausgrid to confirm timings. Resolution - Explained the timing of the outages is set by Ausgrid based on network requirements and JHCPBG/Sydney Metro do not have any control over this. The notified duration is very conservative and every effort will be made to complete the work quicker and restore the power supply.
10-Jan-2019	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Pathway was blocked off due to jack hammering. Caller unable to recall date but advised to be a couple of week ago. Caller not happy with the volume of noise, vibrations Investigation - Stakeholder does not live in or work in close proximity to the site, however did like to come into Martin Place and sit outside the MLC building area to observe city happenings. Resolution - Stakeholder was satisfied with information provided.



Date	Construction Package	Site	Type	Description
11-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Workers talking loudly at night. Investigation - Place Manager telephoned stakeholder and explained there is ongoing out-of hours work occurring within the Chatswood dive site to assemble the TBMs, conveyor system and other site set-up activities. These works have been assessed as generating low levels of noise, which means the levels are similar to the existing background noise levels in the area. Resolution - Toolbox talk undertaken with crew before work next night to remind them about keeping voices down and use radios for communication where possible, particularly when working at heights.
11-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Gate damaged while accessing internal road to remove spoil. Investigation - Specific details of truck were not obtained. Resolution - The complaint will now be managed under the Property Damage claim process.
11-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Difficulty accessing property due to machinery on Nelson Street Investigation - Confirmed trucks belong to NCW Portion 7 works. Traffic control have been set up on Nelson Street to allow access for residents at all times. Residents are encouraged to discuss their access needs with traffic control to ensure access is as easy as possible. The project have reserved car parks to allow residents to park their car on the street for easier access. Resolution - Place Manager returned residents call and encouraged them to discuss access needs with traffic control. Committed to following up with resident next week and discussing with project team.
11-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Visual Amenity	Complaint - Stakeholder disappointed about the final colour of the noise wall along the rail corridor at Chatswood. Investigation - Place Manager investigated the final colour choice with the project team and ascertained the bilby shade was a darker grey than initially discussed. Resolution - Place Manager emailed the stakeholder with a link to the colour choice.
12-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Safety, Security & House-Keeping	Complaint - Caller advised a person is on the structure who has no hard hat or workers PPE on. Investigation - Checked with site supervisor, who confirmed that all workers were inducted and wearing appropriate PPE. Resolution - Contacted resident and confirmed.
12-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Stakeholder requested alternative accommodation if there was going to be night works as they have returned from holiday and are jet lagged. Investigation - Place Manager confirmed no night works occurring during the weekend. Resolution - On duty Place Manager returned call to stakeholder and confirmed there are no night works occurring during the weekend.
12-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about the noisy work behind the property they lived in. Investigation - Place Manager noted there were a couple of other projects working in the area and committed to call back with further information based on the caller's description of the noise and location. Further investigation confirmed the noise was caused by another project in the area. Resolution - Place Manager returned call, confirmed the work was not the project and passed on the community number for the other project.
12-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Vehicle parked on middle of Hume St and men skateboarding Investigation - Further discussions found people to be on public road. Resolution - As local issue not related to site, resident was provided with North Sydney Police details for escalation.
14-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Complaint about power outage this work as part of Ausgrid work Investigation - Timing of the outages is set by Ausgrid based on network requirements and JHCPBG/Sydney Metro do not have any control over this. Resolution - As goodwill gesture the resident was offered alternative accommodation. Accepted offer.
14-Jan-2019	JHCPBG (TSE)	Martin Place Station (South)	Safety, Security & House-Keeping	Complaint - Complainant went to the Martin Place Station between Castlereagh Street and Elizabeth Street and tripped on a wooden step, landed on wrist which resulted in 4-5 wrist fractures. Members of Public sat with complainant and called an Ambulance, and their partner who came to meet them. Investigation - Occurred on 21/12 (reported on 14/1) Found that complainant tripped on the wooden step in the underground walkway. An ambulance was called and complainant was taken to hospital. Resolution - The incident has been referred to the JHCPBG commercial team.
14-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Communications	Complaint - Did not receive alternate accommodation offer until after the noisy work period. Was upset they did not receive Accommodation. Investigation - Place Manager hand delivered letter offering four nights of accommodation on 18 December 2018. Place Manager also attempted to door knock property, however residents were overseas until 27 December 2018. Letter was only discovered on 13 January 2019. Complainant wishes to transfer alternate accommodation to different period. Resolution - Alternate accommodation offers are not transferable and must be accepted during the period it is triggered.

Date	Construction Package	Site	Type	Description
15-Jan-2019	JHCPBG (TSE)	Crows Nest Station	Property & Business	<p>Complaint - Stakeholder had previous problems with glass door, had it readjusted at the time and then in June 2018 they replaced the door as they came in one day and it had shattered. They have now found the new door is also sagging/getting stuck and believe it may be due to vibration from the construction work.</p> <p>Investigation - The Senior Environmental Advisor has reviewed real-time vibration data recorded for the Crows Nest site over the preceding few months, and has noted that vibration levels have been TSE compliant. Vibration levels have been well below those that have the potential to cause any form of structural damage.</p> <p>Resolution - As the Crows Nest Place Manager is on leave, another stakeholder manager called the complainant to acknowledge receipt of her email. Explained the Crows Nest Stakeholder Manager will be in contact on Monday to discuss further.</p>
15-Jan-2019	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Complaint that jackhammering was taking place in respite hours of 1-2pm.</p> <p>Resolution - CPM reminded Stakeholder that the agreed respite periods for weekdays for Pitt Street South are 11am to 12pm, and between 2 to 3pm - not 1 to 2pm. Stakeholder admitted that he had confused the Saturday finish of work time (1pm) with the weekday respite.</p>
15-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Concerns about water flow filling the lift pits at a property at Clarke Street Crow Nest across the road from the Metro build.</p> <p>Investigation - The leak appears to be above the level of activities currently taking place at the closet point to the worksite.</p> <p>Resolution - Site team and Place Manager will continue to investigate issue and continue to liaise with stakeholder to see if the leak abates and if its source can be determined.</p>
16-Jan-2019	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Alleged that truck driver on the project ran a red light and nearly collided with 2 pedestrians at 2.55pm on 11-Jan-19</p> <p>Investigation - Stakeholder spoke with a traffic controller (TC) and inform them they wished to make a formal complaint. Traffic controller provided the 1800 hotline number card and expected complaint to be lodged via that number.</p> <p>Updated 24/1: Statement received from driver, denied running through a red light and stated that often pedestrian activity limited the time available for trucks to safely negotiate the turn.</p> <p>Resolution - Place Manager said that safety of the public is critically important to the Project and that they will update Stakeholder as enquiries progress. Update 24/1: Driver to be reinstated as no third party witness was available, Driver had been stood down for a week, and a clear message had been given to the trucking contractor and to Driver about safety and project standards and expectations.</p>
16-Jan-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	<p>Complaint - Large amount of dust in the air and covering my house and yard during works, interested in seeing any reports available.</p> <p>Investigation - investigation not required</p> <p>Resolution - Detailed response broken into sections relating to dust and air quality, vibration monitoring, out-of hours work relating to JHCPBG and other contractors.</p> <p>Note: originally recorded as '190116LOU'</p>
16-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	<p>Complaint - Call from station staff representative to inform about noise complaints received from Sydney Trains staff.</p> <p>Investigation and resolution - Place manager investigated an corrective actions were undertaken and shared with station representative:</p> <ul style="list-style-type: none"> <li>• Revise methodology to undertake noisy activities after PM peak and finishes light work during day time</li> <li>• Noise blanket on fencing still on fencing (until commissioning)</li> <li>• Noisier activities will be undertaken at nights where possible (eg: bolts cutting)</li> </ul>
16-Jan-2019	Sydney Metro (non-staged works)	Waterloo Station	Noise & Vibration	<p>Complaint - Resident complained about excessive noise associated with utility investigations. It was not what they had been advised.</p> <p>Investigation - On duty Place Manager spoke with the project manager, onsite survey team and manager to confirm when works would be finished and demobilized.</p> <p>Resolution - On duty Place manager relayed information to the stakeholder about utility works, approvals, licensing and the notification process, at which time the stakeholder ended the call. Place manager did not get the opportunity to let the complainant know that demobilisation would occur at 2AM.</p>
17-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Noise complaint relating to hammering work at 1am</p> <p>Investigation - Called resident for further information</p> <p>Resolution - Explained the Chatswood dive site is operating 24/7 to support tunnelling and this will continue for the next 18 months while tunnelling is underway. A range of noise mitigation measures have been implemented at the site to minimise noise from site tunnelling operations including noise walls, shipping container noise barriers, acoustic sheds and acoustic cladding on required equipment.</p> <p>Noise monitoring to be undertaken during out-of-hours work on 17-Jan-19.</p>

Date	Construction Package	Site	Type	Description
17-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complaint that noise from night work was impacting sleep for third night that week. Investigation - Hand tools are permitted to be used out-of-hours and banging metal on metal is encouraged to be avoided if possible. An investigation is underway, awaiting night shift crew to return to work, to ascertain the potential cause of the noise and assess whether any modifications to the work can be made. Resolution - Alternate accommodation was provided and accepted. Toolbox talk undertaken to minimise metal on metal noise. Noise monitoring on 18/1/19 demonstrated compliance.
17-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Stakeholder was concerned about truck drivers speeding and blocking intersection when leaving the site. Investigation - Stakeholder Manager explained truck management measures including on-board instruments that allowed speed, harsh braking and acceleration to be monitored. Resolution - Discussed complaint with logistics manager to see if possible improvements can be made at the exit gate. Caller didn't want a call back-just wanted to alert the team to a potential safety issue.
17-Jan-2019	LOR (CSM)	Central Station	Air Quality	Complaint - Call from station staff representative to inform about dust complaint received from Sydney Trains staff. Investigation and resolution: Place Manager investigated and corrective actions undertaken and shared with station representative: • Grinding activities for Olympic Stairs completed
17-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Station staff member spoke to Site Supervisor about noise generated by demo activity. Activity took place over 10 minutes. Investigation and resolution: Services and structure being investigated - requiring small detailed excavator. Spoke to station staff representatives to confirm the activity and duration. Confirmed that activity would continue the next day and emailed information through to pass on to staff.
17-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Call from station staff representative to inform about noise complaints received from Sydney Trains staff. Investigation and resolution - Place manager investigated an corrective actions were undertaken and shared with station representative: • Revise methodology to undertake noisy activities after PM peak and finishes light work during day time • Noise blanket on fencing still on fencing (until commissioning) • Noisier activities will be undertaken at nights where possible (eg: bolts cutting)
18-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of thumping noise but could not describe where it was coming from. Investigation - Community Place Manager provided details of OOH works to relocate traffic barriers and install fencing to realign site access. Explained that works needed to occur OOH to meet the requirements of road authorities. Site supervisor confirmed hammering ceased before midnight. Resolution - Attended noise monitoring was offered and accepted. Monitoring on 18-Jan-19 showed noise levels were compliant.
18-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Stakeholder was concerned about noise from an excavator moving material between two stockpiles until 4am at the Barangaroo Station site. Investigation - Place Manager contacted site manager who confirmed activity was part of approved out-of-hours work to complete movement and installation of barriers and fencing. Resolution - Place Manager contacted stakeholder to provide update, including details of previous notification and advise that one more night's work was required. Offer to conduct noise monitoring at the property was declined. Noise monitoring was undertaken on the night of 18-Jan-19 and the noise levels were found to be barely audible and were compliant with predicted noise levels.
18-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Local resident complained about night time truck noise in the High Street area. Complaint referred by Barangaroo Delivery Authority. Investigation - Place Manager contacted resident by email to provide details of work underway in the area and also to find out more information about the complaint. Resolution - CPM explained that any work on the road needed to be done after 8pm when approvals were in place by the relevant road authorities. CPM offered noise monitoring which the resident did not require. CPM also noted that Hickson Road is used as a main thoroughfare for freight and deliveries due to the closure of George Street.

Date	Construction Package	Site	Type	Description
18-Jan-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	<p>Complaint - Excessive noise all day non stop and weekends - affecting workers throughout the day. Digging, breaking up concrete and machinery.</p> <p>Investigation - Stakeholder works opposite the Martin Place South site. Community Place Manager advised that current works onsite include demolition of the lower levels of 39 Martin Place and these works are close to completion. Provided information regarding construction hours and measures taken, such as noise monitoring and respite to ensure the JHCPBG team are remaining compliant with planning approvals. The Martin Place Environmental Coordinator reviewed real-time noise data collected at adjacent street to the demolition site. All readings were compliant with the planning approvals for the project. Respite period was undertaken between 12pm and 1pm. Environmental Coordinator notes approval obtained from the project Acoustic Advisor and Environmental Representative in accordance with the Sydney Metro Out of Hours Work Procedure to extend work hours on Saturday and Sunday as it was deemed to present an opportunity to reduce the overall impact on surrounding receivers.</p> <p>Resolution - Community Place Manager advised the complainant of upcoming works and offered to subscribe the stakeholder to the Martin Place distribution list for regular updates, the stakeholder accepted. Stakeholder was satisfied that upon receiving updates, complainant would disseminate the information to colleagues within the building.</p>
19-Jan-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Complaint regarding workers blowing dust off the platform with a blower.</p> <p>Investigation and resolution - Communications manager called stakeholder who confirmed dust stopped as a result of activity ceasing. Stakeholder was satisfied they received a call back with commitment to improve mitigation measures and advice to call the community info line for any Sydney Metro work related complaint so we can investigate and resolve promptly.</p>
19-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	<p>Complaint - Station staff member reported works on platforms 12-15 and 21-23 causing loud noise, dust and smoke coming from the drilling site which is restricting both the customers and employees from hearing announcements and doing their work.</p> <p>Investigation and resolution: Communications manager followed up with Sydney Trains stakeholders who accepted commitment to improved noise and dust mitigation measures and communication to station management to better prepare staff for noisy and dusty work.</p>
20-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - The noise levels have recently become unbearable at night. The noise is akin to a giant extraction fan and has been going for the past 10+ nights. Complainant can't sleep more than a couple of hours per night, even with the window closed. Complainant has tried noise-cancelling headphones but the sound is so loud that doesn't help either.</p> <p>Investigation - On-call Community Place Manager alerted on-call Senior Environmental Officer (SEO) who reviewed existing noise measurements which were compliant.</p> <p>Resolution - Community Place Manager explained the Chatswood dive site is now operating 24/7 to support tunnelling and this involves various plant and equipment operating on the surface at the site. A range of measures have been installed at the site to mitigate noise including timber noise walls, shipping container noise barriers, acoustic sheds and cladding on required plant and equipment. Based on the description provided, Community Place Manager explained to the stakeholder a potential source of the noise is the cooling towers. These feed the TBM coolant system and will operate 24/7 while the TBMs are tunnelling. Noise monitoring has been done on Nelson Street since the towers started operating, which confirms the noise levels are compliant.</p> <p>CPM discussed personalised noise mitigation options with the stakeholder including custom fit earplugs and white noise devices/apps. Complainant is unable to wear earplugs due to a medical condition with their ears.</p>
20-Jan-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Station staff complaint regarding workers blowing dust off the platform with a blower.</p> <p>Investigation and resolution - Communications manager called stakeholder who confirmed dust stopped as a result of activity ceasing. Stakeholder was satisfied they received a call back with commitment to improve mitigation measures and advice to call the community info line for any Sydney Metro work related complaint so we can investigate and resolve promptly.</p>
20-Jan-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Complaint regarding workers pouring sand and cement into the grouting causing dust and dumping it on the tracks.</p> <p>Investigation and resolution - Communications manager called stakeholder who advised the incident was resolved with duty manager but refused to provide any more information and didn't want to be called back.</p>
20-Jan-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Station staff complaint regarding a blowervac used on the platform causing large amounts of dust.</p> <p>Investigation and resolution - Place Manager called the site team to investigate. Team confirmed grinding works occurred earlier and is now complete. Committed to monitoring dust controls and investigating additional mitigation measures. Staff member advised over the phone that the call was not a complaint but providing information.</p>

Date	Construction Package	Site	Type	Description
20-Jan-2019	Sydney Metro (non-staged works)	Pitt Street Station (South)	Noise & Vibration	Complaint - Stakeholder complained about noise and drilling 7 days a week. Investigation - Place Manager called and spoke with stakeholder to ascertain nature of complaint and clarify planning approvals, environmental mitigation measures and notifications process. Resolution - Complainant was sent detailed information on the project approvals and environmental standards. Stakeholder was added to the email distribution list for future updates
21-Jan-2019	LOR (CSM)	Central Station	Air Quality	Complaint - Stakeholder complained about workers on the platform drilling into the wall causing dust. Investigation - Community team called stakeholder to find out more details about complaint. They confirmed the dust was being caused by work in the excavation area. Resolution - Community team advised it will be mentioned in toolbox talks and will continue to use water carts to mitigate dust.
21-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Stakeholder complained about noise emitted from the hoarding around platform, severe dust clouds around hoardings and fumes coming from those platforms. Investigation and resolution - Communications manager called stakeholder who confirmed contractor investigated with Duty Manager at the time and was resolved as activity was completed. Stakeholder was satisfied with call back with commitment to improve dust and noise mitigation measures.
21-Jan-2019	LOR (CSM)	Central Station	Traffic, Transport & Access	Complaint - Stakeholder complained that due to construction work, station platform has become uneven. A customer with luggage has tripped over and dropped her bags across the platform. Investigation and resolution - Confirmed there was rubber matting near hoarding causing the unevenness on the platform. This was subsequently removed.
21-Jan-2019	Sydney Metro (non-staged works)	Pitt Street Station (South)	Noise & Vibration	Complaint - Noise from work being undertaken in Bathurst Street Investigation - Place Manager confirmed when work will be finished for the out of hours utility work. Resolution - Place Manager sent email to the stakeholder confirming planning approvals, notification process and also sought confirmation from the project team on the update of work scheduling. Also offered to call and provide more details to the stakeholder, if they confirm contact phone numbers.
22-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of noise from a concrete truck on Hickson Road. Investigation - There was an unforeseen mechanical pump failure inside the crossover cavern where concrete was being delivered during night shift work for essential ground support activities. This led to some delays in concrete truck entering the Hickson Road shed for unloading. Resolution - Work crews have since been briefed to ensure any pump failures or issues that may cause delays in truck movements is communicated as soon as possible to suppliers to allow them to space the time between deliveries. In the event of a recurrence, any essential concrete deliveries would be temporarily parked at the Barangaroo Station site to avoid potential impacts to the community. Resident was updated with this information and appreciated prompt response.
22-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of noise from a concrete truck on Hickson Road in the early hours. She said this was not a common issue and had not occurred in the past. Investigation - There was an unforeseen mechanical pump failure inside the crossover cavern where concrete was being delivered during night shift work for essential ground support activities. This led to some delays in concrete truck entering the Hickson Road shed for unloading. Resolution - Work crews have since been briefed to ensure any pump failures or issues that may cause delays in truck movements is communicated as soon as possible to suppliers to allow them to space the time between deliveries. In the event of a recurrence, any essential concrete deliveries would be temporarily parked at the Barangaroo Station site to avoid potential impacts to the community. Resident was updated with this information and appreciated prompt response.
22-Jan-2019	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise complaint referred by North Sydney Council relating to OOH work undertaken to investigate for services and install monitoring equipment into the road. Investigation - Contacted resident to explain why the work was being undertaken out-of-hours and provide an update on remaining activities. Stakeholder Manager explained that noise monitoring of the activity was compliant and the community had been notified by letterbox drop and email Resolution - Stakeholder Manager encouraged resident to register for email updates

Date	Construction Package	Site	Type	Description
22-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - approximately 20 trucks illegally using Campbell Street in Marrickville, referring to a sign recently installed by WestConnex. Investigation - Place Manager spoke with resident and will make enquiries regarding the sign. Explained the approved haulage routes and the monitoring systems used on trucks to gather information on location, speed and driving behaviour. Stakeholder provided registration numbers for eight trucks and two were registered on the project. Trucks were using routes identified in the EIS and approved in the CTMP which was reviewed by relevant authorities including council. At the time of the review and approval, no constraints were flagged on the use of Campbell Street. Resolution - the Traffic Manager consulted with Council who confirmed the recently installed sign is applicable to all heavy vehicles and is not limited to WestConnex trucks. Drivers have been advised to observe the sign. JHCPBG is investigating alternative route options to reduce the impacts of trucks on residents in consultation with council.
22-Jan-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Stakeholder was concerned about traffic management while trucks exit the site as he usually observed traffic controllers. Investigation - Community Place Manager discussed his concerns and said she would speak to the site team. Resolution - The site exit has been designed and constructed to comply with road specifications with trucks checking for oncoming traffic before entering the roundabout. Stakeholder was satisfied with this response.
22-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Complaint regarding heavy machinery noise on the platform. Investigation - Place Manager had briefed the Sydney Trains Duty Manager around in the morning about the works underway that day Resolution - CSM Place Manager confirmed works were within approvals. LOR will continue to look at any other mitigation measures for noise attenuation.
22-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise coming from the site shed at night. Investigation - Resident lives over 125 metres away from the site. Stakeholder Manager explained that there are several unrelated construction projects between residents location and the site Resolution - provided resident with contact details and encouraged them to sign up for regular updates.
23-Jan-2019	JHCPBG (TSE)	Martin Place Station (South)	Air Quality	Complaint - Business stakeholder reported concern about dust the previous day. Investigation - A review of activities taking place at the time found these were consistent with activities over the past few weeks. Dust controls were in place including using hoses to dampen work surfaces and covering of stockpiles. Resolution - Regular inspections are undertaken by project environmental staff and the independent Environment Representative and the DP&E compliance officers.
23-Jan-2019	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Resident complained of noise during OOH delivery of an oversized load containing a large excavator. Investigation - Community Place Manager explained the reason for the delivery at night due to requirements of road authorities and referred to the notifications that were issued. Resolution - Stakeholder agreed to be added to email distribution list.
23-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise complaint from jackhammering on eastern side of rail corridor. Investigation - Complaint was originally sent to dive site team, Place Manager contacted Rail Corridor team, who advised approved work would continue to 6pm that night. Resolution - Contacted resident and provided information.
23-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Stakeholder was concerned about the loud drilling outside their house. Investigation - Place Manager investigated with the project team when the works would be finished and what further scope of work needed to be undertaken. Resolution - Place Manager confirmed with resident the works were notified and are within project scope and planning approvals. Confirmed the works are all day time and finish at 6pm.
23-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise and odour Investigation - Identified the most likely source as being unrelated works by Sydney Water in the adjacent reserve. Resolution - Resident was provided Sydney Water's contact details.
24-Jan-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Stakeholder was concerned that site workers may be affected by very high noise levels from demolition. Investigation - Business Relationships Manager explained that noise levels are monitored, hearing protection is provided and workers are regularly toolboxed on this topic. Resolution - No further action required.

Date	Construction Package	Site	Type	Description
25-Jan-2019	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Complaint referred by Barangaroo Delivery Authority regarding pedestrian access around Sydney Metro sites. Concerned that pedestrians are forced to wait while construction vehicles cross between sites during peak periods. Investigation - JHCPBG provided details of the approved vehicle crossing near Nawi Cove which is gated and staffed by traffic controllers during standard construction hours. Work is coordinated to minimise vehicle movements during peak periods and traffic controllers are briefed to avoid closures when there are large crowds. Resolution - Pedestrian access around the site will change in March, at which time pedestrians will be diverted back to Hickson Road and will no longer pass between the two Sydney Metro sites.
25-Jan-2019	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Email received outlining disruptive noise levels, and complaints from guests at the residence. Claim that the noise being made was outside of approved levels. Investigation - Mitigation measures included completing as much work as possible earlier in the night, where possible. A small piece of animal bone was located and heritage works proceeded. All noise monitoring consistent with modelling and approval processes. Resolution - Complainant advised of investigation, and that all work has been undertaken in accordance with the project Construction and Environmental Management Plan (CEMP).
25-Jan-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Local resident raised concerns about dust levels from Waterloo site Investigation - Place Manager spoke to site manager and also reviewed time lapse footage to identify any issues and confirm dust suppression measures were being used. Resolution - Place Manager provided details of dust mitigation measures to complainant. She also explained that regular site inspections were conducted by internal and external environment representatives.
25-Jan-2019	Sydney Metro (non-staged works)	Pitt Street Station (North)	Noise & Vibration	Complaint - Complaint received via call centre and JHCPBG about highly noisy works from OOH works on Castlereagh Street. Investigation - Unrelated to TSE works. Mitigation measures included completing as much work as possible earlier in the night, where possible. All noise monitoring consistent with modelling and approval processes. Resolution - Complainant contacted twice and voicemail was left. The calls have not been returned. Complaint closed out.
25-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Ongoing issue with trucks parking illegally and blocking tenants driveways in Burrows Road South, starting as early as 4.30am Investigation - Place Manager made enquiries with site team and haulage contractor. Confirmed trucks were not called up until 6.30am on morning of complaint. Resolution - Place Manager contacted complainant to obtain further details such as truck registration. No response to date. Complaint will be reopened if further information is provided.
26-Jan-2019	JHCPBG (TSE)	Blues Point	Safety, Security & House-Keeping	Complaint - Local resident requested that road and footpath be kept clear of waste as bitumen ruins their shoes Investigation - Place Manager made enquiries with site supervisor who confirmed he inspects the footpaths daily. He advised there had been recent work requiring road plates to be secured with bitumen and said he would inspect the area and repair any loose sections. Resolution - Place Manager emailed complainant who was satisfied with the response
28-Jan-2019	JHLOR (SMEW)	Sydenham to Bankstown	Noise & Vibration	Complaint - Excessive noise over the past two nights Investigation - Noise monitoring was carried out and is consistent with modelling. The stop/start work program is required to excavate to expose utilities, survey, record and then back fill excavations. Resolution - Provided details of the work to be completed and committed to advising Project Manager about where possible to minimise impacts to the residential property. Noisy activities were completed by 6.30 pm.
29-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Hampden Road resident complained that lane closures on Mowbray Road have affected travel times - it can take over 20 minutes to travel 100 metres. Wants to know what plans are in place to resolve these issues. Investigation - Place Manager explained new traffic lights are being installed at the intersection and will be operational from late February. This should ease congestion. Resolution - Explained modifications have been planned in consultation with RMS.
29-Jan-2019	JHCPBG (TSE)	Crows Nest Station	Worker Behaviour	Complaint - A truck driver being aggressive and using offensive language in front of young children at nearby centre. Licence plate details were provided. Investigation - Truck driver was a subcontractor delivering acoustic panels to site. He was not familiar with the area and admitted to becoming angry and using offensive language. Resolution - The driver has been disciplined and removed from any further work on the project. JHCPBG Project Director and Construction Manager have spoken to Managing Director of subcontractor to ensure they understand this behaviour is unacceptable and will not be tolerated.

Date	Construction Package	Site	Type	Description
29-Jan-2019	JHCPBG (TSE)	Martin Place Station (South)	Traffic, Transport & Access	Complaint - User of motorised wheelchair advised the new walkway at Martin Place is difficult for wheelchair users Investigation - Place Manager explained why walkway was installed and advised some finishing works still needed to be completed, including resurfacing the footpath at each end of the bridge. Resolution - Caller agreed to sign up for regular email updates
29-Jan-2019	JHCPBG (TSE)	Waterloo Station	Traffic, Transport & Access	Complaint - Caller reported concrete truck was very aggressive when merging into traffic at the intersection of Wellington Street and Botany Road. Suggested traffic control should be in place. No registration details were provided. Investigation - Place Manager spoke to site engineer who confirmed concrete work was being undertaken. Traffic controllers are at all site gates during deliveries of material or equipment. Will remind traffic controller to direct trucks. Resolution - Caller advised he did not need a call back.
29-Jan-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Stakeholder complained about noisy jack hammering and advised it should not be occurring in peak hour. Investigation and resolution - Place Manager agreed to request for alternative respite, including hour during peak AM (8am-9am) as Work will continue for two more days and then a break for a couple of weeks. During this break and before the next stage of pile trimming begins, alternative noise attenuation methods will be reviewed.
29-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise and vibration is causing the house the shake Investigation - Portion 7a are undertaking track formation. A roller was in use during the day, a jackhammer was in use in the morning. Respite periods have been employed during the day. Work is 90% complete and will conclude at 6pm tonight as it is only occurring during standard construction hours. Resolution - Communicated investigation to resident. Finishing works may take place tomorrow. However scope is 90% complete.
29-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise and vibration is causing the house the shake Investigation - Portion 7a are undertaking track formation. A roller was in use during the day, a jackhammer was in use this morning. Respite periods have been employed during the day. Work is 90% complete and will conclude at 6pm tonight as it is only occurring during construction hours. Resolution - Detailed voicemail left as resident did not answer phone call.
30-Jan-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Local resident complained about a loud rumbling noise coming from the Chatswood dive site during the daytime which started about a week ago. Wanted to know how long this noise would continue for. Investigation - Place Manager explained the dive site is now operating to support tunnelling. Measures are in place to reduce noise including acoustic sheds and hoarding. Resolution - Verification noise modelling of tunnelling operations confirms noise levels have been compliant to date.
30-Jan-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Local resident complained about dust and a truck leaving site without the load being covered Investigation - Place Manager confirmed site team had two water cannons, perimeter sprinklers and water hoses operating to manage dust. Resolution - Traffic controllers will do a visual inspection when trucks leave site to ensure loads are covered
30-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Towns Place Strata Manager emailed details of trucks parking on Hickson Road, including registration details and photos. Investigation - Place Manager provided details to Construction Manager who advised the trucks were not related to Sydney Metro works. Resolution - Place Manager responded to Strata Manager who appreciated prompt response.
30-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Email received about a fallen power pole near the Blues Point site. Concerned about safety of the public as it fell across the road. Police and fire services arrived shortly after the pole had fallen. Investigation - Inspection of the area was undertaken, revealing the wooden pole had rotted. Resolution - Ausgrid replaced the power pole the next day. Place Manager referred the resident to Ausgrid for further information.
30-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Laneway obstruction due to leaf litter. Investigation - Project team have not been working along walkway or storing any material. Leaf litter is unrelated to Sydney Metro works. Resolution - Communicated investigation to complainant. Pathway maintenance is a council matter.
30-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Vehicles locked in carpark next to Fraser Park associated with works for the Sydney Metro Upgrade Investigation and resolution - PM established car park is privately owned and not associated with the project. Stakeholder confirmed they had spoken with owner of car park. No further action required.



Date	Construction Package	Site	Type	Description
31-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Air Quality	Complaint - Excessive dust from the OSD tank. Causing allergic reactions. Investigation - Laing O'Rourke are undertaking drainage improvement works in the rail corridor at Artarmon. The team employ a number of dust mitigation strategies during their work, including using a water cart and street sweeper to control dust. During windy times or when a lot of work is occurring, we mobilise additional equipment. In addition, vehicles are covered when leaving site, stockpiles are maintained and covered and wet down as required. Resolution - Committed to investigate what additional mitigations may be employed to further manage the site. Complainant was satisfied that work was being done to mitigate dust, however requested any additional mitigations would be appreciated.
31-Jan-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration in corridor. Also concerned about potential damage to property due to use of a roller. Investigation - Portion 7a are undertaking track formation. A roller will be in use during the day, works will conclude at 1pm. Respite periods have been employed during the day, for every 3 hours work there is 1 hour respite. Team are working within their approval and standard construction hours. Resolution - Complainant has recently purchased property and was not satisfied with response. Place Manager will arrange for previous dilapidation reports and summary of process to be sent to new owner. Direct contact for place manager provided for future engagement.
31-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident noticed water pooling in car parks of building. Investigation - Site was inspected and source of water is leaking drainage unrelated to TSE works. Resolution - Building's strata manager was informed of issue and the resident was updated on this referral.
31-Jan-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Driver of dog trailer/truck stopped and sat at road which is severely congested for 15 minutes with hazard lights on. Investigation and resolution - Place Manager spoke with General Superintendent and searched database vehicle registration to determine the vehicle was not related to the project. Relayed information to complainant who advised was grateful for the prompt call back.
01-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Change of traffic conditions to one-left turning lane at Hampden/Mowbray is increasing congestion (referred from Willoughby Council). Resolution - Explanation provided including wider scope of works which includes installing traffic lights.
01-Feb-2019	JHCPBG (TSE)	Martin Place Station (Bligh St)	Property & Business	Complaint - Asked about timing of tunnelling as this was first time restaurant had experienced it. Said he would inspect the area and repair any loose sections. Resolution - Business Relationship Manager will liaise directly with restaurant manager to update on upcoming work.
01-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained that drilling was starting too early being from 7am. Resolution - Stakeholder manager provided details of approved hours of construction and noise monitoring validation, as well as work program and measures to mitigate noise.
01-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complaint received via EPA pollution line regarding dust emissions from site on 29, 30 and 31 January. Caller wanted to remain anonymous. Investigation - Review of site activities was undertaken to confirm if there had been any change in work activities on site that could be attributed to dust emissions. The review identified that the use of misting cannons on site for dust suppression had commenced on the 29-Jan-19 in addition to existing dust controls. Resolution - Due to the atomisation of water vapour from the misting cannons the water droplets are often confused with dust generation as they can be seen above the hoarding.
02-Feb-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Complaint received from staff member regarding noise from slit trenching on platforms. Investigation and resolution - Platform was under possession for service searching including slit trenching using an ATF panel with acoustic blankets on it and use of a hi-rail vacuum truck. CSM Site Supervisor spoke with the Duty Manager to explain the activities underway and duration of works. No further action required. Note: Originally recorded as 190202DUTY
02-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller complained about jackhammering noise in Martin Place. Requested call back during business hours. Investigation - No out-of-hours work was being undertaken by Sydney Metro at the time of the call. Resolution - Stakeholder Manager contacted complainant to provide an update and explain upcoming Sydney Metro work. Confirmed complainant already on the email update list.

Date	Construction Package	Site	Type	Description
04-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Concerned about pedestrian safety at Hume/Clarke Street intersection with trucks exiting the site. There is a blind corner and traffic controllers are not always on duty.</p> <p>Investigation - Stakeholder Manager explained that existing set up was in line with approved plans but additional initiatives have been introduced including a mirror for pedestrians and a 'watch out for trucks' sign on the pavement.</p> <p>Resolution - Traffic controllers will be toolboxed to provide extra help for pedestrians and additional signage will be installed inside the shed reminding truck drivers to take extra care when turning the corner.</p>
04-Feb-2019	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Stakeholder said that demolition noise was excessive and that some of her team members were suffering from headaches. Stakeholder asked specifically what to expect in the future program.</p> <p>Investigation - Site Engineer confirmed that respite periods were actively being observed by the demolition team. Environmental officer confirmed that all noise measurements from the Pitt Street South noise monitor were compliant with the approved CNVIS.</p> <p>Resolution - Place Manager explained that the demolition program is currently expected to be completed by mid-March 2019. Provided details of respite periods.</p>
04-Feb-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Complaint received regarding noise and dust affecting platforms.</p> <p>Investigation - Call back made at 2:18pm - no answer, voicemail left. Second call made 3.15pm - no answer. Site Supervisor went to inspect the site following complaint, water cart has been watering on site (hourly) and hoses watering piling machines which is the key activity on site and potentially the source of the noise and dust. A third attempt phone call will be made 5-Feb-19 in the morning to clarify the details.</p> <p>Resolution - Another call made on 5 Feb. No answer. Left a message outlining details of additional hosing and water cart operations after complaint came through and asked stakeholder to call back if she would like to discuss further.</p>
04-Feb-2019	Sydney Metro (non-staged works)	Pitt Street Station (North)	Noise & Vibration	<p>Complaint - Stakeholder reported noise from slit trenching and markings on the road need to be removed.</p> <p>Investigation and resolution - Place Manager confirmed with the project team when the markings would be removed and reiterated the works have an approved environmental scope and planning approvals. Place Manager will keep in contact with stakeholder on future works planned for the week.</p>
04-Feb-2019	Sydney Metro (non-staged works)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Resident reported excessive noise from slit trenching.</p> <p>Investigation and resolution - Place Manager responded with project information and approved environmental scope and planning approvals. Place Manager confirmed notifications process. No further action required.</p>
04-Feb-2019	Sydney Metro (non-staged works)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Resident reported excessive noise from slit trenching.</p> <p>Investigation and resolution - Place Manager responded with project information and approved environmental scope and planning approvals. Place Manager confirmed notifications process. No further action required.</p>
04-Feb-2019	Sydney Metro (non-staged works)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Resident reported excessive noise from slit trenching.</p> <p>Investigation and resolution - Place Manager responded with environmental scope and planning approvals and reiterated the noise mitigations undertaken.</p>
05-Feb-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	<p>Complaint - Resident complained about noise, fumes and lights during OOH work</p> <p>Investigation - Noise monitoring confirmed activities were within noise management levels. Place Manager offered noise monitoring at resident's property, along with noise cancelling headphones. Advised workers would be instructed to position lighting to minimise light spill and environmental coordinator will investigate fumes</p> <p>Resolution - No response from resident to date</p>
05-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Complained about noise from jack hammering. Explained that advance notice had been received but mother was finding the noise difficult</p> <p>Investigation - Jack hammering is being undertaken to remove existing noise wall footings and break back piles. Noise monitoring undertaken during this activity showed levels were compliant with CNVIS</p> <p>Resolution - Place Manager provided details of the work being undertaken and work hours, including respite periods. Provided coffee vouchers to allow mother to take a break during the work</p>

Date	Construction Package	Site	Type	Description
05-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complained about noise from jack hammering. Explained that advance notice had been received but mother was finding the noise difficult Investigation - Jack hammering is being undertaken to remove existing noise wall footings and break back piles. Noise monitoring undertaken during this activity showed levels were compliant with CNVIS Resolution - Place Manager provided details of the work being undertaken and work hours, including respite periods. Explained activity would move along the work area.
05-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Traffic at Mowbray/Hampden Road taking much longer since road was narrowed to one lane Investigation - traffic lights are being installed at the intersection to allow trucks to safely and efficiently exit the Chatswood dive site. Expected to be operational later this month. Intersection layout had to change to accommodate the lights. Working closely with RMS to manage traffic impacts associated with changes. Resolution - Place Manager contacted stakeholder and left message
05-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complained about jackhammering noise underneath the property for the last five days. Wants to know how much longer it will last Investigation - Noise is from cross passage excavation. Work on cross passage expected to be completed during week commencing 11-Feb-19. Resolution - Previous offer of attended noise monitoring was declined.
05-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Relates to jack hammering noise under ground for the last 5 days. Resident said he and his family including small children were struggling to sleep. Investigation - Relates to cross passage construction. Same residence was previously offered noise monitoring and declined. Validation monitoring has been undertaken at a property closer to the cross passage. These results are currently being analysed and compared against the CNVIS model. Resolution - Place Manager explained that the team were expecting to finish the cross passage next week. Alternative accommodation was offered and accepted for Friday and Saturday night.  Originally reported as 190205ANON
05-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Resident complained about level of dust and diesel smells from the site Investigation - Servicing records checked for all plant on site. All equipment is being serviced according to manufacturer's specifications. Prestart checks performed on all plant items each day and no issues identified. Environment officer conducts regular inspections. Time lapse camera footage was reviewed and no specific dust generating activities could be observed Resolution - Place Manager provided update on investigation and explained additional dust mitigation measures recently installed including a misting line around the top of the station box and two water misting cannons.
05-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Resident complained about increased noise and dust from site making it difficult to work from home Investigation - Place Manager provided details of additional dust mitigation measures recently installed including a misting line around the top of the station box and two water misting cannons. Resolution - Previous offer to pay for fitted earplugs has not been taken up to date. Place Manager arranged for complainant to talk to Senior Stakeholder Manager to discuss his particular circumstances. Following that discussion, it was agreed that some respite opportunities would be provided to allow stakeholder to work from another location from time to time. He will also take up offer for fitted earplugs.
05-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Resident complained about dust and noise being similar to what was experienced during piling Investigation - Place Manager explained jack hammering was occurring in the station box. Provided details of additional dust mitigation measures recently installed including a misting line around the top of the station box and two water misting cannons. Place Manager noted that mist from the cannons can appear similar to a dust cloud Resolution - No further action required
06-Feb-2019	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Stakeholder reported noise from truck movements from work at the Pitt Street north site. Investigation and resolution - Place Manager responded with project information and approved environmental scope and planning approvals for the Utility Investigations. Also confirmed the tunnelling scope of work for the coming months. No further action required.

Date	Construction Package	Site	Type	Description
06-Feb-2019	LOR (CSM)	Central Station	Safety, Security & House-Keeping	Complaint - Complaint received from anonymous caller with concerns around worker PPE on site. Requested an email address to send photos. Investigation - Voicemail was left by Community Team providing email address. Complainant called back to discuss and advised he would send through photos. Photos were received by text, showing view from Platform 16 of a worker who appeared to have no hard hat on. Resolution - Complainant called back to confirm they were received and Community Team member advised details had been provided to Safety team and PPE compliance is reinforced at daily toolbox talk.
06-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about truck noise on Miller Street at 4.45am every morning. Also a very large pot hole on the road Investigation - Place Manager explained that the location he described is not a primary truck route for the metro project and that several projects are underway in the area using this route. Suggested contacting council about the pot hole Resolution - Caller thanked Place Manager for their response. Did not want to provide email address for updates
06-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - overgrown weeds at Roseville station and increased operational noise Investigation - Weeds within the corridor and increased operational noise at Roseville are not managed by Sydney Metro Resolution - Called and explained the 2 networks and forwarded complaint to Sydney Trains Note: Originally reported as 190106ANON
07-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - General complaint about dust from works and vehicles tracking mud onto the road. The resident also provided a truck registration where the truck driver drove aggressively and dangerously. Investigation - The community place manager confirmed trucks at the site travelled through a wheel and truck wash to remove any spoil which may have been picked up on wheels and tyres during the loading process. Truck was found not to be related to the TSE project. Resolution - The resident said they had noticed the water cart and street sweeper operating around the site.
07-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Caller very irate and abusive, and approached workers and called hotline demanding that work to investigate for utilities be stopped. Caller said they would call police and EPA and hung up. Investigation & resolution - Works were proceeding as planned and notified with all permits in place. Noise monitoring undertaken during the works demonstrated noise levels were compliant.
08-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from trucks. Resident said the work inside the station excavation were not concerning, however the trucks unloading spoil at surface level were causing noise. Investigation - The works involving trucks unloading spoil has been previously monitored at the closest receiver and has been found to be compliant with Noise Management Levels for the area. Monitoring was most recently undertaken on 8-Feb-2019. Resolution - Whilst compliant within noise targets a Toolbox was provided to driver's reminding them of individual responsibilities in regards to noise mitigation. Place Manager explained the approved hours for each construction activity at the Barangaroo Station site.
08-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident who is at home during the day with small children complained of noise from the removal of concrete footings on the western side of the rail line, opposite property location. Investigation - Community Place Manager explained the program of works and that the hammering would move along the work area. Resolution - CPM explained mitigation measures of late start (8am) and respite periods from hammering and provided movie vouchers so that resident and children can take a break away from home during hammering work.
08-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Caller said they had driven past site in a taxi that came close to running down a traffic controller and that they should move away from oncoming traffic. Investigation - A statement from the traffic controller was taken by the Safety Officer. The traffic controller said they were following normal approved traffic procedures for ushering trucks from the Pacific Highway into the gantry crane shed on Hume Street. Traffic controller noted that the taxi had been driving at speed and had tried to overtake the truck and not been following the traffic signage for trucks turning.

Date	Construction Package	Site	Type	Description
08-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Anonymous complaint to EPA pollution line relating to air pollution at Marrickville Dive. Resolution - Marrickville Dive site currently employ a series of mitigation measures to address staining and dust generation onsite and on surrounding local roads. JHCPBG regularly undertake environmental inspections of the Marrickville site and surrounding streets to ensure compliance with project environmental requirements including dust and material tracking. A number of inspections were undertaken in the days prior to 8-Feb-2019 as well as on the day of the complaint and also in response to this complaint. All inspections showed JHCPBG mitigation measures were being implemented in accordance with project environmental management documentation.
08-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident said they had been disturbed by noise and vibration for tunnelling under their house for the last four nights. Investigation - On checking location of the TBM it was found to be approximately 50metres past the house and commenced the week approximately 150m from their location. The tunnel is 40m deep at this location. Resolution - The resident was offered and declined noise and vibration monitoring at their property. The community place manager committed to making contact with them before the next TBM approached and discuss relocation.
08-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - excessive noise resulting from works in the rail corridor causing house to shake. Investigation - Place Manager referred complaint to Laing O'Rourke for investigation. Confirmed that works undertaken are within standard working hours or approved as per OOH application. Investigated scope of work with other contractors to provide complainant with complete overview. Resolution - Complainant was understanding. Agreed to research proposed work over next six months to give idea of longevity of high impact work.
08-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained of increase in Boral trucks including at 2.30am where they observed 7 trucks in 10 minutes. The trucks were speeding and noisy and were not using approved EIS traffic routes. Investigation - Community Place Manager investigated with sites and was advised that TSE receives only 2-3 deliveries from Boral (not used for spoil removal) with the last delivery the day before at 6pm at the pre-cast yard and 9pm at the dive site. Resolution - Complainant was told of investigation outcome and also advised of the approved spoil haulage routes for the TSE works.
09-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Communications	Complaint - Notice advised works would finish at 1300, but works still continuing at time of complaint. The activities are noisy and continuous. Investigation - Place Manager identified the 2 relevant notifications outlining the extended working hours on Saturday also noted some of the activities would be noisy with deliveries via the Drake Street corridor gates. Resolution - Place Manager contacted the resident and explained that notifications are provided no later to 7 days prior and the notification received on Friday was for the next weeks activities. Also, reversing beepers on delivery vehicles are required for safety.
11-Feb-2019	JHCPBG (TSE)	Blues Point	Traffic, Transport & Access	Complaint - Stakeholder complained via council of trucks speeding on Blues Point Road. Investigation - He was not able to provide any identifying information or details of time or location on the road. Resolution - Community Place Manager (CPM) explained that the truck companies used on the project had been briefed about the stakeholder's observations and reminded of appropriate truck driver behaviour. CPM updated North Sydney Council regarding the complaint.
11-Feb-2019	JHCPBG (TSE)	Blues Point	Visual Amenity	Complaint - Resident was concerned about lighting set up on the barge undertaking marine piling work near Blues Point which was shining into their apartment at Milsons Point. Resolution - Community Place Manager (CPM) said the crews are briefed to ensure lighting is directed downwards away from residential properties. Resident said the lights reflected off the water. CPM said the lighting was needed for the safety of the work and that half the piles had been installed with a respite from nightworks for the next two weeks. The resident was offered and accepted to be subscribed to email updates.
11-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Property & Business	Complaint - Resident found broken glass in a display cabinet containing a collection of glass items. Investigation - Initial results of vibration monitoring show 3.95mm/s at the apartment block. Resolution - Stakeholder Manager discussed the matter with resident and advised resident of the claims process.

Date	Construction Package	Site	Type	Description
11-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder reported there were no lights in Martin Place at 2100 on 10-Feb-2019. Investigation - Business Relationships Manager investigated and advised the stakeholder that Ausgrid were carrying out unrelated works at that time.
12-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Unable to sleep, numerous trucks driving up and down and banging every 10mins, also no communication this would be occurring Investigation - Work taking place - to move spoil from the cavern to the dump site is permitted to be carried out up to midnight. The supervisor advised the work has ceased for the evening. Noise monitoring was compliant. Resolution - Place Manager called complainant back, and left voicemail with details to provide further information.
12-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - New layout of Mowbray/Hampden intersection makes getting hour journey over an hour. Investigation - Referred by Willoughby Council. Resolution - Email response by Place Manager with background, approvals and timings of layout and traffic light install.
12-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Resident complained of a truck doing a three point turn in the street which he felt was being undertaken too quickly without sufficient care. Investigation - The incident was witnessed by several staff members. Witness statements noted the motorist turned off the highway and was travelling at speed along the street. The motorist failed to stop when the truck was midway through reversing and overtook the truck before staff had a chance to stop the motorist. The truck driver noticed in time and stopped to allow the vehicle to pass. A truck holding area has been set up so that truck drivers can be briefed on access arrangements prior to accessing the site via Nelson Street and Gordon Avenue gates and to allow the staging of trucks noting the space constraints of the site.
12-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Complaint concerns observation of truck driver behaviour in traffic along the Princess Highway in Tempe on 9-Feb-2019 at 10.45am. Investigation - Registration details and description of truck provided and enquiries are being made by the TSE heavy vehicle manager with the haulage contractor. Resolution - TBD
12-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Driver had parked illegally and had reversed into caller's car, before leaving the scene. Was identified as working on cherry picker near power lines on north-west corner of site. Investigation - Caller advised they had CCTV footage. Investigation found vehicle was of an Ausgrid worked, not related to the TSE project. Resolution - Place Manager called complainant and provided contact details and claims process for Ausgrid.
13-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Traffic impacts on Hickson Road, relating to traffic controller priority to site vehicles and the impact of speed humps that have been installed. Resolution - Info provided by Place Manager about requirements for speed humps and training for traffic controllers, which includes aiming to minimise impacts on public transport and local road users - issue escalated to senior management.
13-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Property & Business	Complaint - Damage to home due to construction-cracked tiles in bathroom and cracked bathroom sink. Investigation - Caller lives in a residential block overlooking the Crows Nest site. Caller said they noticed damage to the bathroom tiles a while ago but could not specify a date. Resolution - Stakeholder manager explained the process for making a damage claim. Claim will be addressed by JHCPBG's commercial department once received.
13-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Property & Business	Complaint - Manager of property adjacent to site said a tenant has a cracked window which they believe is the result of the work at the Crows Nest station site. Investigation - Property was offered a pre-construction condition survey between March and May 2018 but the offer was not taken up. Resolution - explained the process for making a damage claim and that the claim will be addressed by JHCPBG's commercial department once received.
13-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Jack hammering can still be heard and felt under residents building. Caller was advised works would stop at 2200, noise and vibrations are still going on. Investigation - Site foreman advised that the equipment had failed earlier and the work had needed to continue as there was concern that the section being worked on was not safe to leave unfinished as it could affect the safe egress from the tunnel. Resolution - Place manager has made multiple attempts to contact resident without success. Will continue attempts to make contact.  Note - original complaint ID reported as 190214THOM and date 14-Feb-19. Complaint was received on 13-Feb-19

Date	Construction Package	Site	Type	Description
13-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Family was awoken by trucks blowing their horns and using their compression brakes. Filmed trucks going through red lights. Investigation - Campbell St is an approved truck route for the TSE Project. Observations of driver behaviour and checks of registration number to confirm trucks observed are assigned to the TSE Project have regularly been undertaken in this area. Results of the registration number checks have shown that the majority of the trucks observed were not assigned to the TSE Project. Resolution - Driver was removed from project.
13-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Resident complained about machinery and saw cutting noise. Investigation - On duty place manager confirmed work scope with the project team and when the work would be demobilised. Discussed additional noise mitigation measures and confirmed noise monitoring will be undertaken near the property. Resolution - On duty Place Manager communicated this information to the resident and will follow up with noise monitoring details.
13-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Insufficient respite provided for ongoing works. Investigation - Complainant requested alternate accommodation for day time works. Work described was identified to be cumulative from different contractors within the area. However, work is being conducted within standard working hours and respite in the form of alternate accommodation is not applicable for these works. Complainant is a shift worker and felt these practices were unfair. Resolution - Place Manager outlined approved working conditions and respite procedures. Complainant was not satisfied. Complainant was provided a voucher as respite but felt it was not sufficient. Complainant said he was planning to contact council.
13-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder concerned about high levels of dust near Nelson Street. Investigation - Place Manager spoke with the stakeholder to confirm the issues and relay there is currently a severe dust storm that has hit NSW. There is a dust cloud in the Chatswood area and the dust is not work related. Reiterated dust suppression methods used: wetting down the area and demisting. Resolution - Place Manager relayed this information to the stakeholder.
14-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of noise from truck movements. Investigation - On call community place manager liaised with the site supervisor who advised monitoring of trucks and had removed a vehicle from the work area that was generating more noise than necessary. Noise levels were monitored in the evening of 14-Feb-19 and were found to be compliant. Resolution - Site supervisor will continue to remind drivers to minimise noise.
14-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Was disturbed by noisy work in the rail corridor last night. Investigation - Both JHCPBG and Laing O'Rourke (LOR) are undertaking jackhammering in the area today. Noise monitoring was undertaken at the start of jackhammering on 4-Feb-2019 Resolution - Place manager suggested earplugs or noise cancelling headphones as an alternative measure, which resident accepted.
14-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Intense noise from drilling work. Investigation - Both contractors in the area are jackhammering today. Resolution - Discussed with resident options to provide a break away from the home during the day including providing movie tickets or coffee vouchers. The resident accepted the offer of movie tickets and these have been provided to the resident.
14-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained of ongoing work with bobcats near rail corridor and home and explained they mainly work night shift. Resolution - Community Place Manager explained there were several contractors and detailed the relevant TSE activities which are done in standard daytime construction hours and the mitigation measures employed. Community Place Manager discussed mitigation options such as ear muffs, but the resident said they did not have trouble sleeping. Resident has been added to email distribution list.

Date	Construction Package	Site	Type	Description
14-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Jack hammering can still be heard and felt under property. Notification advised works would stop at 10pm, noise and vibrations were still going on well after.</p> <p>Investigation - Site foreman previously advised that the equipment had failed earlier and the work had needed to continue as there was concern that the section being worked on was not safe to leave unfinished as it could affect the safe egress from the tunnel.</p> <p>Resolution - The resident understood the importance of completing the work for safety reasons. The CPM apologised again for the disruption and explained that sometimes decisions need to be made on the spot for safety or emergency reasons. The resident was satisfied with the response and appreciated the update.</p> <p>Note: Originally recorded as 190214ROBE</p>
14-Feb-2019	LOR (CSM)	Central Station	Air Quality	<p>Complaint - Uncovered and lose dirt piles, during a wind gust dirt has blown into station employee's eyes, requiring treatment.</p> <p>Investigation - Place manager confirmed water truck attending site on the hour, hoses are being used, and spoil excavated and stockpiled is clay based, which is heavy and not as easily windbourne. Concluded an unexpected gust caused the incident. Confirmed employee is okay.</p> <p>Resolution - Committed to higher frequency water cart, hose on the stockpile, remove stockpile from site as soon as possible and maximise direct loading of trucks and developing a contingency plan for times when stockpiling in the box is required.</p>
14-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	<p>Complaint - Dissatisfied with alternate accommodation venue. Request for upgrade to larger room.</p> <p>Investigation - Alternate Accommodation is a form of respite to allow residents to have undisturbed sleep, the approved accommodation is deemed adequate for this purpose and an upgrade is not approved.</p> <p>Resolution - Communicated this to complainant. Complainant was very unhappy and expressed they intend to escalate the issue.</p>
14-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	<p>Complaint - Complainant has been offered two periods of Alternate Accommodation. These two periods are separated by three days. Complainant that these two offers are not extended to allow for a longer, continuous hotel stay.</p> <p>Investigation - Alternate Accommodation is offered when Sydney Metro are not conducting high impact work that triggers the requirement for alternate accommodation. Unable to relocate residents when high impact work is not occurring.</p> <p>Resolution - Communicated this to complainant. Requested that this be reconsidered. Previous message was reiterated to complainant.</p>
14-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Resident called the community place manager directly to complain about poor truck driver behaviour as well as driving on Brown Street.</p> <p>Investigation &amp; Resolution - Community Place Manager made enquiries and confirmed the truck registration was not associate with TSE.</p>
15-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Property & Business	<p>Complaint - Stakeholder called regarding cracking appearing in apartment. Crack first noticed in the front facade of the property in mid Jan 2019 and it did not exist when last inspected (Nov 2018).</p> <p>Investigation - The property in question is currently being renovated. The Place Manager, Senior Project Engineer and Senior Environment inspected the crack on Mon 18-Feb-19. Vibration levels have been monitored in the area and ranged from 0.12 to 0.59mm/s, which is below the cosmetic damage limit for heritage buildings.</p> <p>Resolution - Place Manager explained property damage claim process to stakeholder. If further correspondence is received will be managed through this process.</p>
15-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	<p>Complaint - Spots of concrete have been found within the bowling club, adjacent to work taking place on Frank Channon Walk.</p> <p>Investigation - Reported that had first been found on Thursday, and may be a result of wind direction change. Recent work includes removing the top section of recently installed, and setting concrete piles is underway within about five metres of the the property boundary.</p> <p>Resolution - Immediate action taken by JHCPBG to install geofabric on the 2.4 metre high fence between the works and bowling club to try and minimise the spread of the dry concrete flecks. Meeting held with maintenance manager of bowls club to discuss. Commitment to clean up if required.</p>
15-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	<p>Complaint - Increase in noise, asked about completion timeframe.</p> <p>Investigation - Stakeholder Manager explained it was not clear why the noise was worse as there had been no change in activities (sawcutting and hammering), though other residents had noted a nearby unrelated development was particularly noisy that day.</p> <p>Resolution - Manager updated the resident on the remaining works and the outcome of the community feedback and other assessment of the trial blast would influence the duration. Complainant encouraged to provide any feedback regarding the use of blasting.</p>



Date	Construction Package	Site	Type	Description
15-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Stated offer of alternative accommodation was not appropriate. Shares house with previous complainant. Investigation - Resident provided further information about living circumstances and why they were unsuitable. Resolution - Forwarded to project team who have changed booking to two separate 1br apartments.
15-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident called to complain about fumes from an unknown source. Investigation - Plant and equipment at the site had been inspected recently and there were no issues with fumes or odour. Resolution - It was noted that Sydney Water were jetting a sewer main in the vicinity with a vacuum truck and the resident was referred to Sydney Water.
16-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Excessive dust coming from Waterloo Station near Raglan Street, belief that no water is being used in process, causing dust to fly through air. Investigation - Site supervisor confirmed dust suppression measures were in effect i.e. misters, cannon sprays and a water cart. Suggested the complainant may be confused by the mist which is of a high pressure and could be resembling dust from a distance. Resolution - Contacted complainant to confirm measures were in place.
16-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Resident concerned the noise heard early in the morning would continue for the duration of the weekend. Investigation - On duty place manager ascertained from on-site engineer the scope and duration of works for the weekend. Resolution - Place manager called and spoke with resident to confirm there would not be noisy works during the weekend.
17-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Visual Amenity	Complaint - Resident explained the light was shining brightly into the bedroom on the night of 16-Feb-19. Investigation - A light was used during the out-of-hours delivery of the tunnel boring machine, confirmed the light was necessary for the safety of workers and had been positioned to face the work site and minimise spill as much as possible. The light is no longer required at the site. Resolution - Responded to resident, who thanked Place Manager for response.
17-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Anonymous complaint related to truck parked in residential street. Investigation - On duty place manager spoke with on-site engineer and ascertained when inspecting the street in the early afternoon, the truck was gone. Resolution - No further action as caller wished to remain anonymous.
17-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Resident concerned about truck being parked in residential street. Investigation - On duty place manager spoke with on-site engineer and ascertained when he inspected the street in the early afternoon, the truck was done. Resolution - On duty place manager returned call and spoke with resident. No further action required.
18-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Email received from stakeholder regarding a street sweeper operating at the Barangaroo Station before 7am. Investigation - Street sweepers are able to operate within the existing background noise levels +5dB. Previous monitoring has shown this activity to be compliant. Resolution - Place manager contacted resident and provided information about standard working hours and activities permitted outside those hours, including street sweeping. Asked resident if they would like further monitoring of the activity to be conducted.
18-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Complaint that trucks were parking in their street near Marrickville dive site Investigation - The truck drivers had acted independently in parking in a street that appeared to be non-residential and were and not under instructions by the sub contractor or TSE. Resolution - Place Manager invited the resident to contact her again if a truck is parked in her street however also acknowledged that with the number of projects in the area the trucks may not have been associated with the Sydney Metro project. The resident thanked the CPM for the prompt action and confirmed no trucks were parked in her street today.
18-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Strata manager for property adjacent to work asked that workers not use visitor parking in the residence. Investigation - The complaint was general in nature and no registration details were received. There are multiple contractors working at site and no workers on the JHCPBG project are known to park in the area. Resolution - Have reminded workers of parking requirements. Sydney Metro team has forwarded to other contractors.

Date	Construction Package	Site	Type	Description
19-Feb-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Stakeholder complained of they believed was a dust cloud coming from the site. Investigation - Community Place Manager (CPM) explained the mitigation measures in use including water cannons which emit mist that can be mistaken for dust. Resolution - As the stakeholder was sceptical, CPM invited to meet complainant outside the site at the viewing window to see one of the cannons in operation which they did.
20-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Resident complained they believed the street sweeper was not as effective as it could be in managing dust in the area. Investigation - All mitigation measures in place. Resolution - Community Place Manager updated the resident on the dust control measures and the route/ frequency of the street sweeper and noted there had been high regional dust levels due to recent dust storms.
20-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident reported noise from truck drivers speaking loudly parked in Towns Place Investigation - Project Manager confirmed that the truck drivers who were to pick up equipment from a subcontractor, were unfamiliar with the Barangaroo Station site and had driven past the entry gate on Hickson Road and stopped at Towns Place where they waited until they were given further directions. The subcontractor has spoken to the truck drivers involved and the drivers will not be involved in any further work on the project. Resolution - Communicated updated information to the resident.
20-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained of noise and vibration from adjacent work. Investigation - On call community officer contacted supervisor who confirmed the saw-cutting within the acoustic shed would be completed by 10pm. Results from the permanent monitor in the resident's building demonstrated noise levels during the evening works were compliant with the predicted CNVIS levels. Resolution - The resident called again at 10.55pm and enquiries confirmed the works had ceased as planned at 10pm.
20-Feb-2019	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Noise from work being done at night, also complained that there was no notification. Investigation - The work to install an in-ground monitor had been included in a monthly notification which was distributed in his area. The work was completed overnight. Resolution - Spoke with resident and explained details.
20-Feb-2019	JHCPBG (TSE)	Waterloo Station	Traffic, Transport & Access	Complaint - Resident complained of trucks and insufficient footpaths and crossings for pedestrians to safely interact with them and concerns about speeding. Complainant asked that drivers be reminded of the number of schools and child care centres in the area. Investigation - Regular updates about this will continue in inductions/toolboxes etc. Resolution - Stakeholder Manager assured the resident that environment and truck haulage managers would raise the issue with truck contractor. Also described the measures being used, including heavy vehicle driver code of conduct, vehicle monitoring and auditing to manage safety and compliance.
20-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Excessive vibration at property and cracking Investigation - TSE and LOR were not undertaking high impact works, only hand tools and low impact machinery in use. Environmental team indicated vibration would not result from these works, nor have works undertaken to date had high impact vibration to result in property damage. Unlikely these works are the main cause of complaint. Resolution - Findings communicated to resident.
20-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder concerned about increased levels of dust along Orchard Road and Nelson Street over the last six months. Investigation - Place Manager advised stakeholder of dust suppression methods used and additional mitigation methods. Reinforced Sydney Metro is working within their approved scope, approved working hours and relevant Conditions of Approval set by the Department of Planning and Environment. Resolution - Place Manager relayed this information to the stakeholder.
21-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Air Quality	Complaint - Resident was concerned about dust as she walks past the site several times a week. Resolution - Stakeholder Manager detailed the dust mitigation measures and offered to meet with her in person at the site to show them in use.

Date	Construction Package	Site	Type	Description
21-Feb-2019	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident complained of noise during OOH work under the acoustic covers. Investigation - Noise monitoring was undertaken and the environment officer reported the only audible noise was from an air conditioner in a building nearby unrelated to the project. Stakeholder Manager (SM) followed up and the resident said they had been experiencing low level hum intermittently. Permanent noise monitor results installed in building near resident showed noise levels were compliant with noise predictions. Resolution - Discussed outcome and investigations with resident.
21-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Stakeholder concerned about noise associated with the bridge removal. Investigation - Place Manager confirmed work is within approved scope and within noise modelling limits. Resolution - Information relayed to stakeholder via email as per stakeholder request.
21-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the corridor. Request for Alternate Accommodation. Investigation - Noise was related to the Nelson Street bridge removal works. Resident was disgruntled and explained that he works two jobs from 6am through to 2200 and the construction noise and jackhammering are detrimental to his work day. LOR confirmed noise measurements were within predictions. Due to location of property, alternate accommodation is not triggered, Place Manager is unable to relocate resident. Resolution - Findings were communicated to resident. Resident was supplied respite vouchers.
21-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the corridor related to night works on Nelson Street. Investigation - Noise was related to the Nelson Street bridge removal. The resident spoke to the Place Manager several times as they couldn't sleep with the excessive noise that could be heard in their house. Place Manager explained the works scope, duration and noise levels. Place Manager agreed to call back once noise levels were confirmed for the house. LOR confirmed noise measurements were within predictions. Resident informed Place Manager on 3rd phone call the rain had blocked out the noise and / or stopped the work so they were going to bed. Resolution - Resident did not want any further phone calls now it was raining and only requested that the first phone call be recorded as a complaint. No further action required.
21-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Ongoing vibration impacts Investigation - Place Manager confirming vibration works and current mitigation measures in place. Investigating additional mitigations that can be implemented. Resolution - Communications sent to resident detailing mitigations currently employed by contractor.
22-Feb-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Resident complained trucks were creating excessive noise and was concerned about unsafe driving. Investigation - No specific registration details were provided. Resolution - The Community Place Manager explained trucks are fitted with instruments to collect data for safety and compliance and are regularly audited.
22-Feb-2019	JHCPBG (TSE)	Pitt Street Station (South)	Property & Business	Complaint - Property manager reported water seeping through common wall into the driveway of their property. Investigation - Community Place Manager has arranged for site engineer to inspect and assess. Inspection by Senior Site Engineer found the water is groundwater draining as it is designed to do. There is no evidence of water on the TSE side of the wall, nor evidence of water being used, or surface water running near this wall. Resolution - Advised property manager of findings.
22-Feb-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident responding to previous complaint issue has engaged with the Stakeholder Manager to describe a number of noise impacts over several days. Investigation - The impacts are not consistent with the works being done and monitoring in the building showed noise levels were compliant. It is noted that another development adjacent to the stakeholder's building is undertaking extensive intrusive works. Resolution - Attended monitoring has been offered and accepted.  Note - Complaint ID originally recorded as 190224GRAB, date 24-Feb-19. Complaint received on 22-Feb-19
22-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the corridor Investigation - Noise was related to the Nelson Street bridge removal works. LOR confirmed noise measurements were within predictions. Alternate Accommodation is provided to complainant for next three nights. Resolution - Reinforced alternate accommodation offer.

Date	Construction Package	Site	Type	Description
22-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in the corridor Investigation - Noise was related to the Nelson Street bridge removal works. LOR confirmed noise measurements were within predictions. Resolution - Findings communicated to resident.
22-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise from the Nelson Bridge night works. Investigation - Noise was related to the Nelson Street bridge removal works. The resident, her 2 children and mother were woken from the works being so loud. Place Manger talked the resident through the scope, hours and noise of the project. Although the resident couldn't sleep and was extremely upset having two kids awake she was grateful to be able to vent and talk through her frustration. LOR confirmed noise measurements were within predictions. Resolution - Resident did not want follow up response. No further action taken.
22-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue Investigation - Complainant initially called prior to work starting. Place Manager detailed the weekends scope of work and mitigations in place. A vibration monitor will be located at the end of the street. Place Manager regularly checked in with team to ensure measurements were within predictions. Measurements were consistently within predictions. Complainant send emails detailing impact late Sunday night. Resolution - Place Manager to respond to emails.
22-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue Investigation - Place Manager called team on site to review vibration monitoring data. Results were within predictions. Complainant called multiple times. Place Manager called Project Manager to request goodwill alternate accommodation for Saturday Night. Project Manager approved. Complainant offered AA, however did not redeem it. Place Manager provided overview of works for remainder of weekend. Resolution - Place Manager committed to providing more information about noise modelling and link to online data, providing updates any time a roller is in use near the property to ensure complainant can make other arrangements.
23-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue Investigation - Complainant concerned their belongings would be damaged. Place Manager confirmed that vibration logger was recording levels within predictions. Place Manager asked complainant if they would like respite vouchers to escape noise. Offer was declined. Place Manager encouraged complainant to record noise or impact that concerned them and we could discuss with the team during the week. Resolution - Complainant to follow up with email.
23-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to drainage works. Investigation - Place Manager called Project Manager to request a goodwill offer of Alternate Accommodation due to complainants circumstance on Saturday night. This was approved. Complainant said noise continued Sunday evening. Place Manager reviewed noise modelling with team on site from monitor located outside property. Results were within predictions. Complainant did not believe this and requested detailed justifications during the working week. Resolution - Goodwill offer of alternate accommodation provided Saturday night. Team to follow up with noise modelling justification mid-week. Note: originally reported as 190224GRAY
23-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue. Demanded work cease. Investigation - Place Manager called team on site to review vibration monitoring data. Results were within predictions. Place Manager communicated to resident that works could not cease. Place Manager agreed to call team and try and minimise noise by reducing trucks idling on street, workers talking and examine other mitigation options. Resident was not happy unless works stopped. Complainant also mentioned they were not property notified but would not provide email address. Resolution - Place Manager spoke to team and asked complainant to reconsider email as this is a valuable source of updates, especially during a possession weekend. Complainant changed mind and email was provided.

Date	Construction Package	Site	Type	Description
23-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller advised trucks were driving too fast and they had contacted police. Complainant provided a registration and the name of the street used. Investigation - This was investigated and the truck found to be unrelated to the project. Resolution - Community Place Manager outlined the processes used to ensure trucks drivers are compliant with safety rules including on board instruments that track speed, harsh braking and acceleration.
24-Feb-2019	LOR (CSM)	Central Station	Safety, Security & House-Keeping	Complaint - Station staff complained of temporary cardboard roof panel in tunnel which came down from previous attended worksite and asked for it to be urgently repaired or removed. Investigation and resolution - Contractor fused the roof panel and has requested CCTV footage to check if it was vandalism or it came loose on its own. CCTV didn't reveal any information about the cause of the panel coming loose. Other investigation couldn't determined likely cause as many workers, including Sydney Trains, have undertaken regular activities in that area.
24-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to drainage works. Investigation - Place Manager reviewed noise modelling with team on site from monitor located at end of street. Results were within predictions. Place Manager confirmed with team that works would only continue for additional two hours max. This was relayed to complainant who asked that respite be reviewed for future weekends and excessive noise not take place beyond 10pm. Resolution - Place Manager committed to relaying feedback to project team and following up next week.
24-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue Investigation - Complaint was received following works. Place Manager detailed scope and confirmed monitoring results with resident. Resolution - Added resident to email distribution list for future notifications.
24-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to drainage works. Investigation - Place Manager reviewed noise modelling with team on site from monitor located at end of street. Results were within predictions. Place Manager committed to continuously reviewing data. Complainant was appreciative of this. Resolution - Complainant was provided goodwill Alternate Accommodation Saturday night prior to works starting. Complaint related to Sunday night works.
24-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and vibration related to track reconfiguration at Hopetoun Avenue. Workers talking loudly. Investigation - Place Manager called team on site to review vibration monitoring data. Results were within predictions. Complainant requested alternate accommodation. Due to request at 4am and complainant being located outside the respite zone (roughly 25 metres) alternate accommodation could not be provided. Complainant was very upset. Team on site were directed to go and discuss with workers on street requirement to be quiet. Resolution - Complainant requested review of respite measurements and follow up email during working week with justification.
25-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Thinks drilling and handling machinery should start later as with noisy activities. Investigation - Reviewing whether methodology can be modified to minimise banging noise. Resolution - Explained the banging noise is associated with piling and occurs when the auger bar on the rig is lifted out of the ground/hole and is spun to remove the material excavated from the hole. Advised stakeholder the activity is not considered a high noise impact activity like jackhammering, and is permitted to start at 7am. Will respond to resident with outcome of looking at modifications is completed.
25-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Concern about vibration from embankment work and wanted to know how much longer jackhammering would continue that night. Asked about property damage. Investigation - Checked property condition register, while common property has been surveyed, this property (through Real Estate) did not take up offer. Resolution - Advised of work timings and offered property survey, and updated about upcoming work.

Date	Construction Package	Site	Type	Description
25-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise and vibration related to track reconfiguration at Hopetoun Avenue. Investigation - Call received after work had concluded. Complainant didn't really want to make complaint, simply provide feedback that the vibration particularly was very difficult to manage. They requested that if similar equipment is required in the future can separate, specified notifications going out to the street as they would like to be away for it, whether in Alternate accommodation or own arrangements. Resolution - Place Manager agreed to making this process more specific in the future and that rollers in the area will be used in late March. Will provide detailed notification for this work and any other roller activity.
25-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise and lighting issues related to drainage works. Investigation - Complaint was received a day after works were complete. Data from possession shows work was consistently within predictions. Resolution - Overview of works and approvals to be sent to complainant.
26-Feb-2019	JHCPBG (TSE)	Martin Place Station (South)	Property & Business	Complaint - Business stakeholder is concerned noise from demolition may affect there business and asked to discuss respite periods and noise monitoring. Investigation - Three actions were undertaken to help provide a greater understanding of the business. A site visit during peak lunch time period (during the respite period), a meeting with the general manager and noise monitoring at 2pm (when crowds and ambient noise was 'less' due to the lunch period being completed). During monitoring works were audible above ambient noise levels, levels were compliant with predicted noise levels in the endorsed CNVIS. Resolution - Respite is being applied according to condition E38 and a discussion with the general manager confirmed that this was acceptable. The conversation also noted that at lower levels, the demolition cycle would be sporadically louder. Demolition is expected to be completed in March.
26-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - On duty manager complained about noise early in the morning and questioned if it was Sydney Metro work. Investigation - On duty place manager investigated with project team and other contractors and confirmed no work was being undertaken by TSE or Sydney Metro. Resolution - Further investigation confirmed it was City of Sydney work and the General Manager had previously informed the night manager of these works.
27-Feb-2019	JHCPBG (TSE)	Barangaroo Station	Soil, Water & Flooding	Complaint - Resident called about silt that had been accumulating over a long period of time on Hickson Road immediately north of Windmill Street and was concerned it is starting to cover a stormwater drain. Investigation - Hickson Road is a major thoroughfare used by a variety of vehicles. Resolution - While maintenance of the road is a shared responsibility with BDA, the site superintendent has arranged for workers to check the area and remove the build up of silt.
27-Feb-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - Resident complained of loud banging noise and did not require a return call. Investigation - Site engineer looked into possible sources and believes it is most likely from piling cages making contact with the piling rig. There is one night of this work remaining. Resolution - Validation monitoring has been undertaken for this activity and noise levels have been found to be within the noise management levels.
27-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident reported feeling and hearing the TBM since the previous Friday (except for the weekend). She said household items were rattling continuously. She said she had received notifications and was tracking the TBM on line. As she is due to have a baby she is concerned about the next TBM to tunnel through the area. Investigation - Monitoring undertaken for tunnelling in Artarmon was compliant with project approvals. Resolution - Place Manager confirmed the first TBM is now past her house and undertook to contact her and consider respite options in advance of the next TBM. Noise and vibration monitoring will also be offered.
27-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller complained of a truck running a red light and provided registration number. Investigation and resolution - The truck details were checked and it was confirmed it was not associated with the project.
27-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about vibration and is seeking confirmation on what is causing the issue. Investigation - Place Manager investigated with the project team to ascertain scope of works and confirmed no Sydney Metro contractor is working in the rail corridor today. Resolution - Place Manager provided this information to the resident.

Date	Construction Package	Site	Type	Description
27-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business operator reported a damaged telecommunication cable. Investigation - Electrician who fixed cable explained rubble within a double brick wall had dislodged. Investigation showed the wall is on the opposite side to demolition work and no tunnelling was underway at the time of the cable damage. Resolution - Real time vibration monitoring showed vibration was minimal and significantly below the threshold for the heritage building.
28-Feb-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident emailed to say they had been tracking the TBM and were hearing rumbling and noticing vibration and asked if it was likely to get worse. Resolution - Community on call officer responded on what to expect and provided information on location of the TBM, inviting the resident to make contact if they needed further assistance.
28-Feb-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Temporary parking removal during Nelson Street Bridge removal works. Complainant believes it was unapproved and not notified. Complaint was directed to Willoughby Council. Investigation - Laing O'Rourke were undertaking work to remove Nelson Street Bridge on the weekend of the 22 to 24-Feb-19. Laing O'Rourke approached council for the application of a Crane/Heavy Plant Permit which was issued by Willoughby Council on 4-Feb-19. Council had no objections to the permit under the condition that community notification was provided. On 15-Feb-19 residents of Nelson Street received hard copy notification detailing temporary parking removal and impacts to Nelson Street. This was also re distributed to residents who had subscribed to email updates on 15 and 21-Feb-19. Resolution - Summary of approval process and notification was sent back to Council to respond to resident directly.
28-Feb-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller complained of local park being fenced off. Investigation - Found not to be related to Sydney Metro. Resolution - A message was left advising it is unrelated to Metro.
01-Mar-2019	JHCPBG (TSE)	Blues Point	Visual Amenity	Complaint - Resident complained that light from the night works for marine piling were disturbing their sleep. Investigation - Community Place Manager acknowledged the email and advised they would make enquiries with the construction team and update complainant. Resolution - Emailed resident with details about light placement and mechanisms to minimise impact.
01-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident called to check if the rumbling noise they were hearing was tunnelling as per the notification they'd received. Investigation & Resolution - On call Stakeholder Manager confirmed that TBM Wendy was tunnelling near their house and that they were hearing was ground borne noise. Stakeholder Manager explained the expected duration.
01-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained of noise from piling works during standard construction hours. Investigation - Noise was related to the clearing of excavated material from the auger. Alternative methods have been considered to reduce the impact but these are not feasible for safety and the nature of the material being excavated. Resolution - Community Place Manager explained the source of noise as piling and specifically the clearing of excavated material from the auger. Resident has been provided noise cancelling headphones which they said are not working for them.
01-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise and safety concerns related to truck movements on Drake Street. On Sunday 24 February excessive noise due to excavators moving on street at midnight, workers talking and mess on street requiring water truck. Ongoing safety concerns with fast truck moving on street. Investigation - Place Manager will investigate matters raised with Laing O'Rourke. Resolution - Immediate stop work occurred to address truck safety. An email detailing investigation and proposed strategies moving forward was sent to complainant as per request.
01-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business operator sent message that trucks were disrupting business by parking in Maddox Street. Investigation - A response was left by voicemail to try to obtain more specific details to allow enquiries to be made as to whether the trucks were associated with the project. Resolution - Made continued attempts to contact resident without success, could not substantiate that truck was related to project activities.
02-Mar-2019	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Resident complained of noise and that works were being undertaken 7 days per week. Investigation - Community Place Manager contacted the resident and explained the OOH works had been assessed as low impact. Community Place Manager requested the resident to contact her by phone or provide a number so that she could obtain more information about the nature of the noise disturbance and when it occurred. Resolution - Place Manager confirmed the likely source was rock breaking at the southern end of the site, which was expected to be completed by the end of the month. The Place Manager confirmed the team provide one hour respite every three hours and offered the resident additional respite of special fitted earmolds or movie vouchers.

Date	Construction Package	Site	Type	Description
02-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained of trucks in the Goodsell Street on Saturday at 7am. Investigation & resolution - Community Place Manager confirmed there were no spoil trucks operating from the dive site on that day.  Originally reported as 190302WATE
03-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Resident referred to a notification that mentioned asbestos removal in accordance with the SafeWork NSW Code of Practice and was concerned there may be asbestos in airborne dust. Investigation & Resolution - Community Place Manager explained that during the course of work in the rail corridor small pieces of bonded (non-friable, not air mobile) asbestos has been found, most likely from people dumping rubbish in the rail corridor over time. Community Place Manager explained as a precautionary measure, the top layer of material is excavated from site in accordance with the SafeWork NSW Code of Practice for asbestos removal and that air monitoring during removal work confirmed there were no airborne asbestos particles generated.
04-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Property owner sent photos of minor damage to timber fence adjacent to the temporary work site. Investigation - The damage will be assessed and rectified if necessary under the property claim process. Resolution - Resident has been notified.
04-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Stakeholder called on behalf of work colleagues who noticed noise from demolition had become worse and asked about permitted noise levels. Resolution - Community Place Manager explained the project operates in accordance with the Project Approval conditions and an EPL and the team was working within approved standard working hours. CPM informed stakeholder that demolition is taking place on the lower levels and this is the reason for the recent increase in noise being experienced. CPM confirmed the required respite periods were being observed and that the stakeholder was subscribed for updates on the work which is expected to be completed within the month.
04-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident followed up previous complaint with another email regarding noise from rock hammering and that they believed was occurring 7 days per week. Investigation - Results from permanent monitor in the building basement show compliance with the predicted noise levels. Resolution - Stakeholder Manager explained hammering had stopped at 1pm on Saturday but that road header works was occurring to excavate the station cavern. Attended noise monitoring was again offered, with no response.
04-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complaining of excessive noise in the basement and foyer of building and wanted action to stop the noise. Investigation - Noise and vibration monitors in the basement have continued to demonstrate compliance with predicted levels. Resolution - Complainant was again offered and declined to attend monitoring. Stakeholder Manager reiterated that shaft excavation at the North site only occurs in standard construction hours, and that to minimise impacts, road header tunnelling occurs away from the building at night where feasible, and for example finished at midnight the previous night. Stakeholder is away for next two nights and manager will follow up when they returns.
04-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Initial call was not referred to the on-call phone as a complaint by the call centre but rather, as an enquiry via email as to why work was happening at 3am. Investigation - Stakeholder's description of the noise she is hearing is consistent with road header works for the station cavern. Monitoring of the road header work on level 2 of the Harvard last night has shown compliance with predicted noise and vibration levels. Resolution - Explained that this section of work is due to be finished early next week and is progressively moving away from the Harvard.  Complaint originally recorded as 190304PETE
05-Mar-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - Resident complained of noise and fumes and that nothing was being done to address this- asked why residents of the building are not relocated for the duration of works. Investigation - Piling has been completed and the current night works to install fenders and ramps are predicted to cause even lower levels of noise. On the issue of fumes, various regulators had also assessed the site and did not identify any plant or machinery causing significant fumes or odours. All this equipment is checked daily for any leaks or faults and is turned off when not required. Resolution - Community Place Manager (CPM) responded that since the residents previous contact validation monitoring had been undertaken on several occasions for marine piling and the work had been found to be well within the predicted noise management levels. CPM recognised that the resident was experiencing impacts and offered alternative respite from construction in the form of movie tickets or dinner voucher.



Date	Construction Package	Site	Type	Description
05-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Air Quality	Complaint - Business stakeholder noted there appears to be excessive dust from the works and asked what form of dust suppression is in place. Resolution - Community Place Manager updated stakeholder on the works and advised that water hoses were used for dust suppression.
05-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Complainant advised that a number of their colleagues working on the ground floor of the building complained of vibration impacts from excavation of the shaft. Investigation - Excavation is currently occurring in a very hard band of rock. Work is being monitored at the nearest residential receiver and is showing vibration levels within the predicted range Resolution - Place Manager and Project Manager will meet with complainant to discuss the excavation program in more detail
05-Mar-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant is concerned about the amount of dust being generated. Asked why site isn't being watered to suppress dust. Investigation - Place Manager provided details of dust suppression mechanisms being used on site, including 2 water cannons, misting around the station box area, hoses, water carts and wheel washes. Also inspections conducted by staff and external parties. Resolution - Place Manager offered to meet resident on site to show them the dust suppression measures in place
06-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Caller's mother is being disturbed by a banging noise which has been occurring intermittently for two days, causing the dog to bark Investigation - Noise is caused by piling adjacent to the property at Frank Channon walk. Activity will continue during standard construction hours until mid March. Noise monitoring of this activity has shown it to be compliant with predicted levels in CNVIS Resolution - Place Manager offered to provide coffee voucher/movie voucher but offer was declined on this occasion.
06-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise in the rail corridor due to jackhammering. Complainant feels their health is being impacted by ongoing works. Joint complaint for LOR and TSE. Investigation - TSE haven't been jackhammering today. TSE were piling this morning until about 11am. This work will be ongoing until mid-March. LOR are undertaking excavation for drainage near Hopetoun Avenue until end of March. Currently no jackhammering has taken place. Works are being confined to standard working hours. Resolution - Place Manager called complainant to confirm ongoing works. Complainant did not want to speak today and will contact the team when they would like to talk in more detail.
06-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about noise during night works in the area. Despite requesting a call back, there has been no answer to eight attempts made by the JHCPBG team to call. Investigation - There was no TSE work occurring outside the acoustic covers at the time of the call. Results from permanent noise monitor at 545 Pacific Highway indicate there was no unusual activity at the time of the call and noise levels were compliant with predictions Resolution - No further action required
06-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Traffic beepers operating before 7am. Investigation - Deliveries out-of-hours are through an entry away from the complainant's property, and non tonal reversing beepers used on all vehicles. There is also adjacent work taking place closer to the resident property. The hours where TSE trucks operate was specified. Resolution - The complainant responded thanking the Stakeholder Manager for investigating and concluded that the noise related to another local project.
06-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint via webpage about uncontrolled dust, no site or further details given. Investigation - Have responded to complainant asking for site and location details and further information Resolution - The complainant did not respond with further details about location or issue.
07-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Building manager forwarding on complaint regarding air quality, believed to be from adjacent Metro site. Investigation - The site is wholly covered by a shed which acts as a dust cover. There are also several other construction projects in the vicinity. Resolution - Place Manager responded to the complainant and outlined the mitigation measures in place to minimise emissions and especially dust from leaving the Victoria Cross south (VCS) site. Emailed response to building manager.
08-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Biodiversity	Complaint - Complaint that large branches of tree were cut at back of property without consent. Investigation - The back fence at the property is located within the rail corridor and not on the property boundary. The tree is also partially located within the rail corridor. The matter of the fence being in the incorrect position and potential modifications was communicated to the Chair of Owner's Committee in January 2019. To fit the fence some branches of the tree overhanging into the rail corridor were required to be removed. The tree is approved for removal in the Tree Report. A clearing permit was in place prior to the trimming occurring. Resolution - Emailed details in response to the complainant.

Date	Construction Package	Site	Type	Description
08-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Complaint that noise from the work was particularly difficult at that moment. Complainant has young child and is currently on maternity leave.</p> <p>Investigation - The piling rig is currently work on Frank Channon Walk and is located approximately adjacent the stakeholder's property. Other less intensive methods have been trialled but have been unsuccessful. The piling crew is making every effort to minimise the multi directional spinning of the auger to reduce the noise. Noise levels are shown to be compliant.</p> <p>Resolution - Advised stakeholder that piling is expected to be finished along the walkway by mid next week, weather and site conditions permitting. The work is being done during standard construction hours. Resident accepted offer of coffee voucher to provide additional respite.</p>
08-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	<p>Complaint - Delays on Hampden Road entering into Mowbray due to new traffic configuration, forwarded by Council.</p> <p>Resolution - Explained reasons for new intersection layout to allow trucks to safely and efficiently leave the Chatswood dive site, and that traffic light phasing and impacts are being regularly monitored.</p>
08-Mar-2019	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Complaint originally forwarded as enquiry by call centre. Building Manager for apartments that face the site on the opposite side of Pacific Highway believed the fan outlet is making noise and sending dirt onto their floors.</p> <p>Investigation - Community Place Manager advised the fan was being run at low levels and an enclosure was being built around it. The sound power levels (at fan) and noise levels at nearby sensitive receivers during day shift are compliant with CNVIS. Visible dust has not been observed leaving the fan and all air quality management measures inside the station box are installed and functional.</p> <p>Resolution - Provided details to complainant.</p>
08-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Air Quality	<p>Complaint - High dust levels in a section of the underground walkway around Martin Place station. Complainant stated that later that day there was no apparent dust</p> <p>Investigation - Investigation unable to identify any event related to the description provided. Area on the other side of underground walkway wall containing site facilities was thoroughly checked</p> <p>Resolution - Team toolboxed of the complaint and reminded of dust suppression measures</p>
08-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	<p>Complaint - Resident has complained of excessive noise.</p> <p>Investigation - Noise levels recorded by the building's permanent monitor continue to be compliant with predicted levels. Community Place Manager will continue to liaise with the resident. Community Place Manager has encouraged the resident to allow noise monitoring to help determine the nature of the disturbance in their unit, which has been declined to date.</p> <p>Resolution - Place Manager updated the resident on the program of work and explained that cable bolting in the roof of the station cavern is currently at the closest point to the resident's building and is due for completion next week.</p>
09-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	<p>Complaint - Vibration from work within the corridor and insufficient notification.</p> <p>Investigation - Standard construction hours include 8am to 1pm on Saturday. The team are able to be working within this period. They are not intending to continue beyond 1pm. Standard construction hours are detailed within notifications left in letter box and emailed to resident.</p> <p>Resolution - Complainant did not understand this, was appreciative of explanation.</p>
11-Mar-2019	JHCPBG (TSE)	Blues Point	Air Quality	<p>Complaint - Building supervisor reported several complaints of dust on cars from residents of the apartment building.</p> <p>Investigation - Community Place Manager outlined the mitigation measures currently in place and that dust will be further mitigated during future excavation by a temporary acoustic shed currently being constructed.</p> <p>Resolution - The site is regularly inspected by environmental coordinator and external parties including the independent Environment Representative and the EPA. It has been noted that ambient dust exists in the environment from a number of different sources not associated with the project and cannot be totally eliminated.</p>
11-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Resident reported they have been hearing and feeling the TBM under their property and the noise is disturbing their sleep.</p> <p>Investigation - Resident had received notifications but was dissatisfied that tunnelling could occur at night. Validation monitoring to date has been within predicted levels.</p> <p>Resolution - Community Place Manager explained the TBM was directly beneath their property and would continue to operate 24/7 including tonight. Resident was offered and declined noise monitoring saying they would see how they go tonight.</p>
12-Mar-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	<p>Complaint - A complaint regarding the impacts of dust and noise was made to the local MP.</p> <p>Investigation - Mitigation measures implemented at the site were detailed in response to the MP in relation to this representation.</p> <p>Resolution - The mitigation measures are in accordance with the endorsed environmental management plans and regular noise monitoring has demonstrated noise levels have been well within levels predicted in the endorsed CNVIS. The site is regularly inspected and audited by internal and external parties.</p>

Date	Construction Package	Site	Type	Description
12-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Large trucks driving on Mitchell Road in Alexandria. Resident advised trucks are not meant to use the road after 7pm. Investigation - Place Manager contacted personnel responsible for trucks to ensure all drivers associated with the project were aware that heavy vehicles were restricted from using Mitchell Road between 7pm and 6am. No registration numbers or other details were provided by the resident to conduct any further enquiries with the site. Resolution - Resident appreciated the prompt response and action and said he would call if he noticed any specific Sydney Metro vehicles
12-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident of equestered relocation due to upcoming surgery requiring bed rest for three days Investigation - Place Manager investigated upcoming work program for days in question. Monitoring of activities from a permanent monitor in the building has demonstrated compliance with predicted noise levels Resolution - Resident will be offered alternative accommodation
12-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Property & Business	Complaint - Grass on verge has been damaged due to recent works in Nelson Street. Investigation - Currently investigating whether LOR or TSE works are responsible to damage. Once identified land will be rectified. Place Manager door knocked resident and was shown area of land that was damaged. Resolution - LOR to rectify area. Other areas will be rectified by TSE following completion of work in the area.
13-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident enquired how much longer drilling would continue under his property as the noise is more pronounced lately. Investigation - Community Place Manager explained the team was experiencing sections of harder rock in this location and were aiming to complete excavation of cross passage by end of the week or early next week. Previous validation monitoring has demonstrated compliance of the activity. Resolution - No further action required
13-Mar-2019	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Hotel guest complained about drilling noise overnight Investigation - Rockbolting was occurring in the tunnel under Pitt Street and a watermain was being capped on Pitt Street with a vacuum truck in use. Noise and vibration monitoring showed levels were compliant. Resolution - Place Manager explained potential noise sources and provided details of the investigation.
13-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder asked if water in building basement car park was related to site activities. Investigation - Stakeholder was advised that an engineer inspected water treatment plant next to building and found it to have no leaks and in good working order. Inspection of basement found water coming from cavity wall and not connected to TSE works. Resolution - No further action required
14-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Biodiversity	Complaint - Stakeholder has asked for weeds growing between fence and the new railway fence to be addressed. Investigation - Community Place Manager acknowledged the email and advised she would follow up with relevant parties and update her on the outcome. Resolution - Weeds in the corridor adjacent to the property will be sprayed after wet weather clears. Complainant advised by email on 19/3/19
14-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Caller rang about loud noise. Stakeholder had been told by agent when he purchased property that construction would finish in January. Investigation - Place Manager explained the jackhammering is occurring on the western side of the rail corridor between Gordon Ave and Nelson Street to remove the top section of unsuitable concrete on the piles, an activity that is progressively moving to the south. Late start time and respite breaks are being applied to minimise impacts. Resolution - Stakeholder has been provided noise cancelling headphones and was further offered custom fit earmolds. An offer from Sydney Metro of an alternate working space (as he works from home) has been declined as unsuitable.
14-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - A complaint received via a website enquiry describes noise disturbance from a fan or similar. Investigation - Investigation found noise likely to be coming from dust extraction fan which operates 24/7 as part of the spoil conveyor system. Fan is enclosed in acoustic cladding and monitoring has previously shown noise levels to be compliant with CNVIS. Resolution - Place Manager explained source of the noise to the complainant and said they would minimise use of the fan on weekends wherever possible. Regular validation monitoring will continue.
14-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident has asked how much longer drilling will continue beneath Sydney Park Road and said noise in the day was not as noticeable as it was at around 9pm Investigation - Community Place Manager updated resident on program of cross passage work and explained the work is typically more noticeable when background noise is reduced. Resolution - No further action required

Date	Construction Package	Site	Type	Description
14-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise he thinks is from trucks in Gordon Ave very early in the morning. Investigation - Community Place Manager explained the work at the site is being done in standard hours and the gates do not open until after 7am. Explained Telstra was working on unrelated works into the morning that day and this is not associated with Sydney Metro. Resolution - No further action required
14-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller complained about workers smoking underground whilst working Investigation & Resolution - CPM spoke with the Pitt Street PM and Pitt Street Super – both were 100% confident that existing processes, procedures and supervision of underground operations preclude this as being a possibility. It is definitely NOT Pitt Street site being referenced.
15-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Willoughby Council forwarded a complaint regarding local traffic issues and parking received from a resident in November 2018, noting that it was sharing feedback for recording and consideration in further work. Investigation - At the time of the complaint, work in the street and the removal of parking was completed in accordance with an approved Construction Traffic Management Plan or under a Road Occupancy Licence. Resolution - Notification of traffic changes and parking was provided to residents via letterbox drops and email updates. Council was updated to close out their records.
15-Mar-2019	JHCPBG (TSE)	Crows Nest Station	Air Quality	Complaint - Resident commented that the site is managed pretty well for the most part but he was now reluctant to walk near the site as he had noted a new ventilation stack installed which is "seemingly unfiltered". Investigation - Place Manager explained the fan outlet is supported by a range of air quality mitigation measures including scrubber units underground, brattice curtains to isolate and minimise dust build up, misting cannons and water hoses. Resolution - Some addition screening is due to be installed around the fan outlet to further mitigate air quality impacts and noise. Explained the site is regularly inspected by the site team as well as external independent regulators.
15-Mar-2019	JHCPBG (TSE)	Waterloo Station	Soil, Water & Flooding	Complaint - Resident visited site to request minimising the mist being used for dust suppression as pedestrians are getting wet. Investigation - Engineer provided general information on dust suppression and said the Place Manager would contact her. Place Manager explained the need for the suppression was to minimise dust impacts that were of concern to the local community and that the mist is occasionally carried by the breeze over the hoarding. The team had installed signage to inform pedestrians that dust measures were being used. Resolution - Confirmed excavation was ramping down and suppression measures would be adjusted in line with activities on site. Complainant appreciated need to manage dust.
15-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Ongoing noise and health impacts from works related to Crows Nest Station. Complainant is dissatisfied with notification process and lack of respite provided for long term impact. Investigation - Alternate accommodation offered for utility works was rejected by complainant. Place Manager committed to escalate complaint. Directed to Senior Communications Manager within Sydney Metro. Investigation ongoing. Resolution - Stakeholder Manager continuing to make contact and try to work out source of noise issue and undertake at-property noise monitoring to confirm levels.
16-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident called twice regarding drilling noise and vibration close to his property. Investigation - Place Manager explained this was the excavation of pedestrian audit that had been notified and explained to him by the Victoria Cross Stakeholder Manager who would follow up again on 18/3. Complainant was again offered monitoring at his property which was not yet taken up. Complainant said his only concern was drilling (rock bolting) and not the road header excavation which he couldn't hear. Resolution - Drilling is due to be finished on 18/3 and the work is moving to an audit that does not appear to be of concern. Permanent monitoring in the unit block continues to show noise and vibration within the predicted noise range.
17-Mar-2019	LOR (CSM)	Central Station	Traffic, Transport & Access	Complaint - Complaint received due to the early closure of the station pedestrian tunnel (9.15pm instead of 10pm). Investigation and resolution - Place Manager called back to explain that tunnel had to be closed early due to the heavy rain of that day, and due to leakages into the tunnel. Contractor got approval from Station Duty Manager to do so. Complainant requested additional signage on top of stairs to tunnel. Place Manager acknowledged and liaised with night shift supervisor to ensure signs are properly positioned in the event of early closure of a walk path.

Date	Construction Package	Site	Type	Description
18-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Facilities Manager from building adjoining demolition noted some tenants were concerned at current noise levels. Investigation - Business Relationships Manager visited the site and spoke with tenants close to where the work is taking place. When assured that the work to demolish the driveway ramp directly adjoining their building is monitored and vibration was within the predicted levels, and would most likely be completed that day, their levels of concern were allayed. Resolution - A communication was prepared for the building owners to email to tenants to ensure they were updated with the type and duration of works. Agreed respite periods are being provided.
18-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Business complained of vibration from demolition works on the wall directly adjacent to the kitchen area. Business relationships manager provided an update on the works that are occurring and undertook to provide advance warning of similar work which is expected in the next week. Investigation - A vibration monitor was installed in the business. Real-time monitors located on level 2 and the basement level 1 of the building showed vibration levels on the day of the complaint were well below limits set for cosmetic damage. Resolution - Mitigation measures as detailed in the endorsed CNVIS are being implemented including notification of works, respite periods and attended monitoring.
18-Mar-2019	LOR (CSM)	Central Station	Noise & Vibration	Complaint - Complainant called to report there was excessive noise from works being carried out on Platform 16 which affected staff and customers. Staff needed to be provided with earplugs. A staff member had an App on his phone which measured noise levels which when measured reached 96 decibels. Investigation - Place Manager provided information re the activity undertaken. Due to the heavy rain over the weekend, water pump is installed in work area next to Platform 16, to pump the water out of this location. Additionally, an air compressor was used to clean off piles to prepare for pile trimming. Resolution - This is a weather dependent activity and is not usually required. Contractor will inform station Duty Manager when the use of compressed air would occur again. The works had ceased prior to receipt of complaint so no noise monitoring could be undertaken.
18-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - representative from Sheraton Grand Hotel reported guest complaint regarding a loud drilling noise coming from the Elizabeth Street side of the building near St James Station. Investigation - No Sydney Metro work is occurring in this area. Place Manager spoke to the hotel and advised that Ausgrid is doing some work in the area. Resolution - Place Manager forwarded a copy of Ausgrid's notification to the hotel representative, who thanked him for his assistance.  Originally report as 190318ANON
19-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Caller could hear humming and drilling noise for most of the day until 5.30am from inside the house, but not outside. Could not get any sleep Investigation - Tunnelling is occurring about 50 metres from the property, but has already passed under the property and is now moving further away. Unlikely resident will continue to experience ground-borne noise impacts. Ground borne noise validation monitoring to date has shown levels to be within the predicted range in tunnelling CNVIS. Resolution - Validation monitoring will continue to be undertaken in the coming weeks
19-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - On and off excessive sawing noise Investigation - compounding sawing noise from two contractors conducting utility investigation and sewage works occurring in the area. Resolution - Spoke to complainant and explained utilities works being conducted on the corner of the street and that sawing would cease at 11pm. Complainant was happy with explanation, and commitment that sawing would be done by 11pm
19-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - about work scheduled in area and impact of noise Investigation - compounding sawing noise by two contractor both working in the area. Noise monitoring showed levels were compliant. Resolution - provided complainant with reasoning for work occurring OOO, went through the schedule of work locations, and indicative time of noisy works. Complainant appreciated the follow up call and explanation of OOO work.
19-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - about noisy sawing work Investigation - compounding sawing noise from two contractors conducting utility investigation and sewage works occurring in the area. Noise monitoring showed levels were compliant. Resolution - provided complainant with schedule of work locations, and indicative time of noisy works. Complainant appreciated the follow up call.
19-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - noise from work in the area Investigation - compounding sawing noise from two contractors conducting utility investigation and sewage relocation works occurring in the area. Noise monitoring showed levels were compliant. Resolution - called complainant to provide reasoning for work occurring OOO, went through the schedule of work locations, and indicative time of noisy works. Complainant appreciated the follow up call and explanation of OOO work.

Date	Construction Package	Site	Type	Description
19-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise from sucker truck near residents apartment Investigation - Noise monitoring found the level of noise from sucker truck was compliant Resolution - two attempts made to call complainant, have left message with contact number and name. Complainant has not called back.
19-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller from West Killara complained of a drilling noise coming from the direction of Macquarie Park or the M2. Investigation - Enquiries made with Sydney Metro Northwest and City & Southwest teams confirmed no work happening which could have generated this noise. Resolution - Advised complainant of outcome of investigation.
19-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint – Complainant was put into alternate accommodation during Northern Corridor works weekend. Incident at accommodation related to fire alarm upset complainant as property safety measures were not implemented. Investigation and resolution – Place Manager confirmed resident will not be located at this hotel again as per their request.
20-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Resident complained about a truck parked in front of their house in Edinburgh Road at 8.05am. Have provided a registration number Investigation - Site enquiries found the driver had stopped for about five minutes, confirmed by data extracts from the truck's GPS instruments. Trucks are permitted to use this road at this time of the day Resolution - Logistics officer will tool box drivers to stop on site rather than pulling over on residential street, even if the stop is brief
20-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Workers playing loud music between 10pm and 2am in Alexander Street, St Leonards Investigation - Work on traffic signals at intersection of Alexander and Chandos streets was not related to Sydney Metro Resolution - Place Manager advised complainant the work was unrelated to Sydney Metro
21-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Email referred from an agent who conducted regular inspection of tenants property and noted cracking had worsened since the start of construction and asked how this should be handled. Investigation - Community Place Manager (CPM) explained that a pre-condition survey had been undertaken on the unit and a post survey would be carried out in mid to late 2020 when work is complete. CPM advised a note had been made in records and to contact her if there are any immediate concerns. Resolution - Validation and regular attended monitoring, both within and outside this building has been undertaken at different stages of the work and has demonstrated compliance with vibration limits well below cosmetic damage levels.  Originally recorded as 190321PAVE
21-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Resident wanted to know what time trucks are allowed to operate as they wake up their family in the early morning. Investigation - Community Place Manager (CPM) explained that trucks are approved to operate 24/7 and up until recently the project had delayed their operation until after 6am. With two tunnel boring machines in full production this is no longer possible. Resolution - the team has investigated alternative routes with Council, and while successful in obtaining approval for an alternative route, it cannot be used until after 7am. CPM explained it was also difficult as Campbell Street is also not an option and there are limited ways to access the arterial roads. Resident appreciated quick response and investigation of alternatives.
21-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained of being disturbed by noise at night and was not notified. Investigation - The resident is in a building that regularly receives notifications, communication with strata committee and notices in lobby and lifts. Permanent monitors in the building continue to demonstrate compliance with predicted noise levels for tunnelling. Attended monitoring for instrument installation works outside the building also demonstrated compliance Resolution - Stakeholder Manager will continue to attempt to engage with this resident who has not previously contacted the project.  Originally reported as 190321AYA
21-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - about excessive noise Investigation - cumulative sawing noise from two contractors conducting utility investigation and sewage relocation works occurring in the area. Noise monitoring showed levels were compliant. Resolution - provided complainant with the schedule of work locations, and indicative time of noisy works. Advised resident the sawing would finish at 11pm. Resident happy with follow up call.

Date	Construction Package	Site	Type	Description
21-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - about noise Investigation - cumulative sawing noise from two contractors conducting utility investigation and sewage relocation works occurring in the area. Noise monitoring showed levels were compliant. Resolution - Provide complainant with the schedule of work locations, and indicative time of noisy works. Resident offered AA which they accepted.
21-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - about noise and why the works was happening so late at night Investigation - cumulative sawing noise from two contractors conducting utility investigation and sewage relocation works occurring in the area. Noise monitoring showed levels were compliant. Resolution - Provided complainant with reasoning for work occurring OOO, went through the schedule of work locations, and indicative time of noisy works. Complainant appreciated the follow up call and explanation of OOO work.
21-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Complaint about noise, complainant was aware of work scheduled for Monday, Tuesday and Wednesday and was wanting to know why and how long it will continue for. Investigation - cumulative sawing noise from two contractors conducting utility investigation and sewage works occurring in the area. Noise monitoring showed levels were compliant. Resolution - Advised complainant notifications were delivered to advise work scheduled for 2 week between 9pm and 5am each night (except Friday and Saturday), with noisiest works finishing at 11pm. Complainant happy with call back.
21-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise and vibration and lack of notification for works on Pole Lane. Work occurred between 9pm and 2am. Investigation - Works identified as ISD utility investigations. Works now complete in area. Notification provided via letter box on 8 March 2019. Door knock and respite offer attempted on 19 March 2019. Sorry I missed you card left. No return contact was made. Resolution - No additional works happening in area. Communicated to resident.
22-Mar-2019	JHCPBG (TSE)	Martin Place Station (Bligh St)	Traffic, Transport & Access	Complaint - Complainant requested to know the name of the company responsible for the traffic management on O'Connell St as the caller feels they were behaving illegally. Investigation - Complainant advised Place Manager they use the loading zone in O'Connell Street frequently, on this occasion it was unavailable. At approximately 3.30pm he observed the traffic controller from the Bligh Street site taking a ticket from the parking ticket machine and then putting it on a vehicle that was parked in the zone. Team advised that the site vehicle is in the loading zone when making site deliveries and that the traffic controllers will be reminded of their responsibilities in this regard. Resolution - Responded to complainant with this information.
22-Mar-2019	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	Complaint - Cracking of 4 glass panels on ground floor awning (facing Elizabeth St) Investigation - Met with manager on-site to review and discuss, the glass expert has stated due to only top layer cracking, there is no safety concern. Vibration monitoring showed levels are compliant. Condition report has been conducted. Resolution - Will be managed through property damage claim process.
22-Mar-2019	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Noise complaint from that evening's work and question about hours of work allowed. Investigation - Shift boss provided details that work was underway in the station box to prepare for concreting near Wellington Street and a longreach excavator was in use at the other end of site. These operations were scheduled to cease at 10pm. Steel works were to continue through the night in readiness for a concrete pour on Saturday 23 March. Noisy work is permitted until 10pm but quiet works can be done throughout the night. The long reach excavator has previously been noise validated and found to be compliant. Resolution - Resident was added to email distribution list and was provided with information about hours of work.
22-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Excessive noise from works in the area Investigation - Cumulative sawing noise from two contractors conducting utility investigation and sewage relocation works occurring in the area. Noise monitoring showed levels were compliant. Resolution - Called complainant several times and left voice mail message to advise sawing would be finished at 11pm. Follow up call made and voicemail message left asking complainant to call back for further information regarding the remaining schedule of works. Resident has been offered AA, however has not accepted
24-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Excessive noise in corridor. Complaint received next morning. Asked why alternate accommodation was not provided. Investigation - Place Manager returned call and explained accommodation requirements. Predicted modelling did not trigger property for respite. A respite zone was implemented. Property fell outside this area. Place Manager called team on site to confirm monitoring was within predictions, this was confirmed. Resolution - Complainant was not satisfied. Requested no additional contact unless alternate accommodation was offered. Team on site confirmed noisy works would be complete early evening. No accommodation offer would be provided due to timings of work. No further action required.

Date	Construction Package	Site	Type	Description
24-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Vibration impacts due to rolling work in corridor. Investigation - NCW Portion 7 are using a vibratory roller as part of track reconfiguration. Complainant received respite vouchers prior to work. Complainant did not want a return call at time of complaint. Site team were contacted to understand timing of works. Vibratory roller would only be in use to early afternoon Sunday. Resolution - Complainant called next day. Voicemail left. No further action required.
24-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Humming noise coming from work site. Investigation - TSE not working. Sydney Metro undertaking OSD utility investigations on Pacific Highway. High impact work was complete before 11am. Currently team are using Vac truck. Will be complete by 2am. Resolution - Place Manager attempted to call complainant to explain works and timings. Four attempts made. No answer. Detailed voicemail left. No further action required.
24-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise complaint provided directly to team on site. Investigation - OSD utility investigations were underway. Timeframe provided by workers on site. Workers attempted to provide 1800 number which resident did not want. Resident did not leave any direct contact details and returned home. Resolution - No further action required.
25-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - New intersection configuration has impacted travel from Orchard Road to Mowbray Road. Investigation - Roads and Maritime Services Traffic Operations Centre is closely monitoring and revising the phasing of the lights to ensure optimum traffic flow and the stakeholder's feedback about Orchard Road will be passed onto them for consideration. Resolution - Provided update and details to resident.
25-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Forwarded from Council relating to cross-passage work underneath residence. Investigation - The community place manager (CPM) contacted the resident and explained that the noise was likely drilling to insert rock bolts. Validation monitoring of this work has shown levels to be compliant. Resolution - The place manager confirmed that drilling is a 24/7 activity and is required to occur as soon as possible after excavation for ground support, while rock hammering ceased at 10pm because it was of greater impact to residents. Resident noted they could no longer hear the work.
25-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Complaint that work at Martin Place should be done outside of business hours. Investigation - Work was being conducted to trim an adjoining wall, the work had carried over from the Saturday prior and would continue until around lunchtime. Real time monitors show that levels are compliant with project planning approvals and respite is being applied. Resolution - Provided details about work and timings to complainant.
25-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Soil, Water & Flooding	Complaint - Complaint that a sloping tunnel is dripping dirty water onto passers by. Investigation - Complainant explained after he exited Martin Place Station he uses the temporary underground walkway and comes out near the MLC centre. He advised he has been wet today and on other occasions on this route from water coming through and dripping onto him as he walks through soiling his white business shirts. Resolution - Complainant was contacted and advised that this was being investigated internally. Declined option to be called back with outcome.
25-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Resident complained about dust or fumes from the site. The resident has provided an image. Investigation - Senior environmental advisor had reviewed the time lapse images and could not identify any time where dust or fumes were seen at the site. There was no excavation taking place near Wellington Street today as concrete pouring activities were occurring. It was considered possible that the resident had seen the mist from the misting line. Dust mitigation measures were in practice. Resolution - Provided information to resident.
25-Mar-2019	LOR (CSM)	Central Station	Property & Business	Complaint - Complainant reported having difficulty with their business and attributed this to the loss of customers related to the closure of the hostel at 20-28 Chalmers St. Investigation and resolution - Community Manager replied to email the next day to inform that we are in discussion with Sydney Metro.  Complaint originally reported as 190315HOSS - date entered incorrectly
25-Mar-2019	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Fencing on Nelson Street is too close to property creating safety hazard for residents accessing driveway. Investigation - Fencing was erected for safety during and following removal of Nelson Street Bridge. Team were not aware of safety concerns residents were experiencing. Immediately escalated within Laing O'Rourke to rectify. Resolution - Fence moved by COB 27 March 2019.



Date	Construction Package	Site	Type	Description
25-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Loud construction noise at Crows Nest. Call made to call centre was from 'irate' complainant. Investigation - OSD utility investigations were underway on Pacific Highway and Oxley Street Crows Nest. Resolution - No contact details or specific locations were provided. No further action required.
26-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Complaint about not being included in property condition survey process. Investigation - Stakeholder owns large apartment block in Artarmon, and is seeking to have their unit surveyed, after realising 7 properties in the block will be surveyed. Unit is over 70 metres from the outer edge of the tunnel. Surveys are undertaken for properties within 30 metres of outer edge, including those in the block. Resolution - Responded with specific information.
26-Mar-2019	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	Complaint - A complaint to the EPA pollution line was forwarded. Investigation - Complaint is being further investigated to determine the potential source that may account for the complainant's observation. It was noted that a range of dust mitigation measures were being used during the demolition activity. Resolution - Dust suppression is continually being applied and assessed during each shift to ensure that dust is effectively managed and does not leave the site boundary. Information and report provided to EPA.
26-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise from OSD utility investigations Investigation - OSD utility investigations were underway on Pacific Highway and Oxley Street Crows Nest. Team on site will complete works within next half hour. Resolution - Place Manager attempted to contact complainant to discuss. No answer on multiple attempts. Detailed voicemail left.
26-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise from OSD utility investigations and complaint about hours of work. Work is occurring too late and disrupting sleep. Investigation - Hours of work are confined to the requirements of the road occupancy licence as determined by the Transport Management Centre. The OSD team are only permitted to work between 9pm and 5am each night. Resolution - Place Manager detailed investigation to complainant. Complainant was not satisfied and very angry. Hung up on Place Manager. No further action required.
27-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident reported being kept awake from TBM Wendy rumbling. Investigation - Validation noise monitoring has been conducted and demonstrated compliance with the endorsed CNVIS. Resolution - Community Officer updated that Wendy had already passed and the second TBM Mabel was near Palmer Street and they may hear it again that night. Advise provided to potentially mitigate the noise.
27-Mar-2019	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Resident emailed Community Place Manager to complain about noise from an idling concrete truck. Investigation - An environment officer (EO) was undertaking noise monitoring and had already spoken to the driver who had pulled over to confirm the correct entry point to the site. The EO directed driver to move on. Noise monitoring was compliant and the EO also noted an unrelated road profiling machine was tracked along the street and was very loud. Resolution - The resident was updated with this information.
27-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise disruption in crows nest Investigation - OSD utility investigations on Oxley Street Crows Nest were undertaken. This was final night of works. Resolution - Place Manager attempted to contact complainant to discuss. No answer from complainant detailed voicemail left.
27-Mar-2019	Sydney Metro (non-staged works)	Crows Nest Station	Noise & Vibration	Complaint - Noise disruption in crows nest Investigation - OSD utility investigations on Oxley Street Crows Nest were complete by 1am. Uncertain if call was for noise happening at that point in time or earlier in the night. Resolution - Place Manager attempted to contact complainant to discuss. No answer from complainant detailed voicemail left.
28-Mar-2019	JHCPBG (TSE)	Blues Point	Noise & Vibration	Complaint - Grinding noise at night and asked why it needed to be done at night. Investigation - Welding work at the jetty is being undertaken at night. The work is nearly completed with remaining activity not expected to be noisy. Resolution - Place Manager explained the work was related to welding underneath the jetty ramp and workers needed to safely access the underside at low tide.

Date	Construction Package	Site	Type	Description
28-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident who is at home all day is finding it difficult to handle the multiple construction activities in her area and contacted the Community Place Manager (CPM) raising concerns about noise, odour and vibration which she believed was related to the TBM. Investigation - Place Manager has been in ongoing liaison with the resident since the start of rail corridor work and has discussed and offered respite options that have been declined. The TBM is continuing to move south and away from the general area. Site portable toilets are have recently been approved to be connected to the mains sewer which will be completed in the next couple of weeks. Site crew has noted an odour from network drainage which may be associated with an overflow of sewage from an apartment in Hampden Road. Resolution - JHCPBG has reported odour to council. Place Manager explained the TBM is about 200m from the resident who is not on the tunnelling alignment and that it would be very unusual to hear the TBM at that distance.
28-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained of drilling noise and asked for how long it would continue. Investigation - There is a noise wall between the work and the resident and resident has been provided with noise cancelling headphones and custom fit earmolds. Validation monitoring has previously been undertaken for this activity and confirmed compliance with the predicted noise levels in the endorsed CNVIS. Resolution - Community Place Manager explained jackhammering is being done in standard hours with a late start and respite periods to remove the top section of unsuitable concrete on new support piles along the rail corridor. This activity will continue for about two weeks and generally for about three hours per day.
28-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Resident complained that increased traffic congestion has resulted from the right turn out of site that has been introduced and suggested this movement not be allowed in peak hour. Investigation - The project is working closely with RMS and that traffic performance is being monitored by CCTV with adjustments to light phasing as necessary. The right turn is limited and trucks are also turning left. Resolution - Community Place Manager provided details and background to implementation of the new signals. The stakeholder was advised her feedback and suggestion would be provided to RMS for consideration.
28-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident called after receiving a doorknock slip to find out how long drilling would continue near their property. Resolution - Community Place Manager updated resident on the location of the TBM and that it would pass their property over the next day or early next week after a stop over the weekend. Also confirmed a monitor was installed near the property to validate predicted vibration levels and asked the resident to contact Community Place Manager if they wanted to discuss respite options.
28-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident complained about noisy work after 9pm. Investigation - The complaint is under investigation as further enquiries need to be made with the cross passage team once they come back on shift to ascertain the source of the noise. Resolution - Place Manager advised the resident she was investigating but the resident declined to speak with them, including in response to calls later in the day.
28-Mar-2019	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Hotel reported complaints from guests due to loud noise at 3-4am. He acknowledged work had been notified but did not expect the noise level to create such a negative impact. He requested to know if there was flexibility on when the work could be carried out. Investigation - Place Manager advised the activity was the demobilisation and transport of a 47T excavator from the demolition site and that due to this being an oversize load it could only be moved between midnight and 5am. The real time Pitt Street noise monitor recorded noise levels that were compliant with the endorsed CNVIS. Resolution - Place Manager has arranged introductory meetings with the new Rooms Manager and General Manager of the hotel to discuss future works and mitigation measures.
28-Mar-2019	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Motorist has complained of seeing dust when driving past the site. Investigation - Time lapse images were reviewed and there was no indication of dust clouds near the Botany Road entrance. Resolution - After speaking with the Senior Project Engineer the Place Manger advised the motorist that there was minimal excavation and no spoil truck movements that day. The extensive dust mitigation measures were outlined and it was noted that the misting sprays can appear to look like dust clouds.
29-Mar-2019	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained that he had been misinformed about the hours of operation of the TBM. Investigation - The contact details recorded by the call centre were incorrect and it was not possible to reach the resident, however, it is noted that a doorknock was conducted recently dealing with works for the cross passage in the area where rock hammering would occur from 7am to 10pm. It is possible the stakeholder has confused this with the information about the 24/7 operation of the TBM which has been outlined in several notifications.

Date	Construction Package	Site	Type	Description
29-Mar-2019	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Complaint relating to noise and vibration from TBM work at night.</p> <p>Investigation - TBM Nancy is currently excavating in the vicinity of their property. Stakeholder confirmed they has received notifications and is tracking the TBMs online. Stakeholder commented that they do not hear or feel it after midnight and that this must be because they have fallen asleep around this time. Validation monitoring for the Marrickville TBM's has previously been undertaken and found to be within predicted levels in the endorsed CNVIS.</p> <p>Resolution - Place Manager explained some noise and vibration is expected for a few days while the TBM is the vicinity and we would expect this will lessen and stop as the TBM continues to move north. Explained tunnelling occurs 24/7 and that the machines generally stop over the weekend for maintenance.</p>
29-Mar-2019	JHCPBG (TSE)	Martin Place Station (South)	Property & Business	<p>Complaint - The Chairman of established jewellery company with a retail outlet in Castlereagh Street wrote to Council regarding work being undertaken in Castlereagh Street. Their concerns were access to the retail outlet and pedestrian blockages to the footpath.</p> <p>Investigation - Of the photos provided, four related to the JHCPBG 2-day road closure of Castlereagh street, two related to other contractors undertaking work on the pavement outside the shop entrance and one related to a building owner initiative. Prior to each major new piece of Sydney Metro work the shop was doorknocked and staff were advised of the upcoming works. Pedestrian access to the shopfront was maintained during each major piece of work.</p> <p>Resolution - JHCPBG has investigated the issues raised in the letter and prepared a detailed response. Sydney Metro is contacting the complainant and will then report back to council</p>
30-Mar-2019	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	<p>Complaint - Stated that noise and dust from site has increased, asked for progress of shaft construction.</p> <p>Investigation - Permanent noise monitors in buildings near the construction site have demonstrated compliance with the predicted noise levels in the CNVIS. Regular inspections of the site are undertaken to ensure measures required in the Air Quality Management Plan are in place or and independent authorities also undertake regular inspections.</p> <p>Resolution - Manager contacted resident and explained program of work for excavation of the north shaft. She said that the completion date of March had been mentioned if blasting was to be the primary excavation methodology. Blasting is no longer being used at the site.</p>
30-Mar-2019	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Business stakeholder complained about track work bus replacement service not installing canopies for customers catching buses to replace trains. This meant that transport customers were using business canopy while they waited for their services due to the rain.</p> <p>Investigation and resolution - Place Manger advised stakeholder they will bring the matter to the attention of Sydney Trains which manages the bus replacement service for track work possession. Stakeholder understands the project has no control involvement with arrangements for buses replacing trains.</p>
31-Mar-2019	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Heard jackhammering in bathroom around 10.30-11pm, also said voices from the night staff can sometimes be heard.</p> <p>Investigation - Barangaroo Community Place Manager (CPM) called site Project Manager (PM) to discuss details of complaint. PM confirmed all underground jack hammering in the crossover cavern was finished by mid-March, prior to the date (20-Mar-19) mentioned by the resident. PM confirmed some jack hammering work was carried out that night for the traffic signal installation about 100m north of the resident's property. All jack hammering activities ceased before midnight.</p> <p>Resolution - Barangaroo CPM responded to the resident's concerns with information provided by the PM. CPM provided contact details should the resident have any more concerns.</p>