



Sydney Metro City & Southwest

Construction Compliance Report #7 (1 April 2020 to 30 September 2020)



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1. Executive Summary

This City & Southwest Construction Compliance Report #7 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 April 2020 to 30 September 2020.

Construction continued across all three planning approvals, with a small reduction from 3608 to 3573 ongoing requirements being tracked by Sydney Metro and its contractors, and only 11 non-compliances raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised and a total of five environmental audits were undertaken.

A total of 296 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 229 complaints were determined to be attributable to project works following investigation. The TSE Stage was attributable for the majority of complaints (68% of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 134, or 59% of all complaints attributable to project works. This was followed by 35 relating to Property and business and 26 relating to Traffic, Transport and Access (representing 15% and 11% respectively of all complaints attributable to the project).

Works at the Central Station, Pitt Street North and Chatswood Dive sites generated the most number of complaints during the reporting period (37, 24 and 23 respectively, representing 37% of all complaints attributable to the project).

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	131 (0)	0	0	1
TSE	258* (1)	0	1 (2)	156
CN ISD	0 (0)	0	0	0
VC ISD	242 (0)	0	0	0
BS	0 – Design requirements captured under 'SM'.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	1 (0)	0
PS ISD	235 (0)	0	0	0
CSMW	261 (4)	0	1 (3)	37
W ISD	250 (0)	0	0	2
SSJ	239 (1)	0	1 (6)	0
SMEW (formerly SSC)	207 (2)	0		0
LW (SMTF)	177 (0)	0		0
LW (C2S)	243 (0)	0	1 (0)	13
LW (S2B)	230 (2)	0		1
TSOM	591 (0)	0	0	0
Sydney Metro (including non-staged works)	210 (0)	0	0	0
Total	3,525 (11)	0	5 (11)	210 (277)
Total from Previous Report	3,608 (15)	0	7 (2)	269 (322)

* Excluding non-CSSI planning approval requirements.

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Definitions and Abbreviations

	Definitions
BS	Barangaroo Station
C&SW	City & Southwest
C2S	Chatswood to Sydenham
CCR	Construction Compliance Report
CEMP	Construction Environmental Management Plan
CMTRP	Compliance Monitoring / Tracking and Reporting Program
CN	Crows Nest
CSM	Central Station Main
CSSI	Critical State Significant Infrastructure
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
ISD	Integrated Station Development
LW	Line-Wide
MP	Martin Place
NCW	Northern Corridor Works
PIR	Preferred Infrastructure Report
PS	Pitt Street
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Industry and Environment
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
VC	Victoria Cross
W	Waterloo

2. Introduction

2.1. Purpose of this Report

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

This report will be submitted to the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary) for information every six (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 report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 April 2020 to 30 September 2020. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1: CCR Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 4.5
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 4.7 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 2.5
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 4.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 4.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 4.6

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 2.5
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 4.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 4.7 and Appendix 1

2.2. City & Southwest Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36 kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – 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 south west 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 new underground railway will connect Greater Parramatta and the Sydney CBD. The locations of seven proposed metro stations have been confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock and The Bays.
- **Greater West** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The 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 network.

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

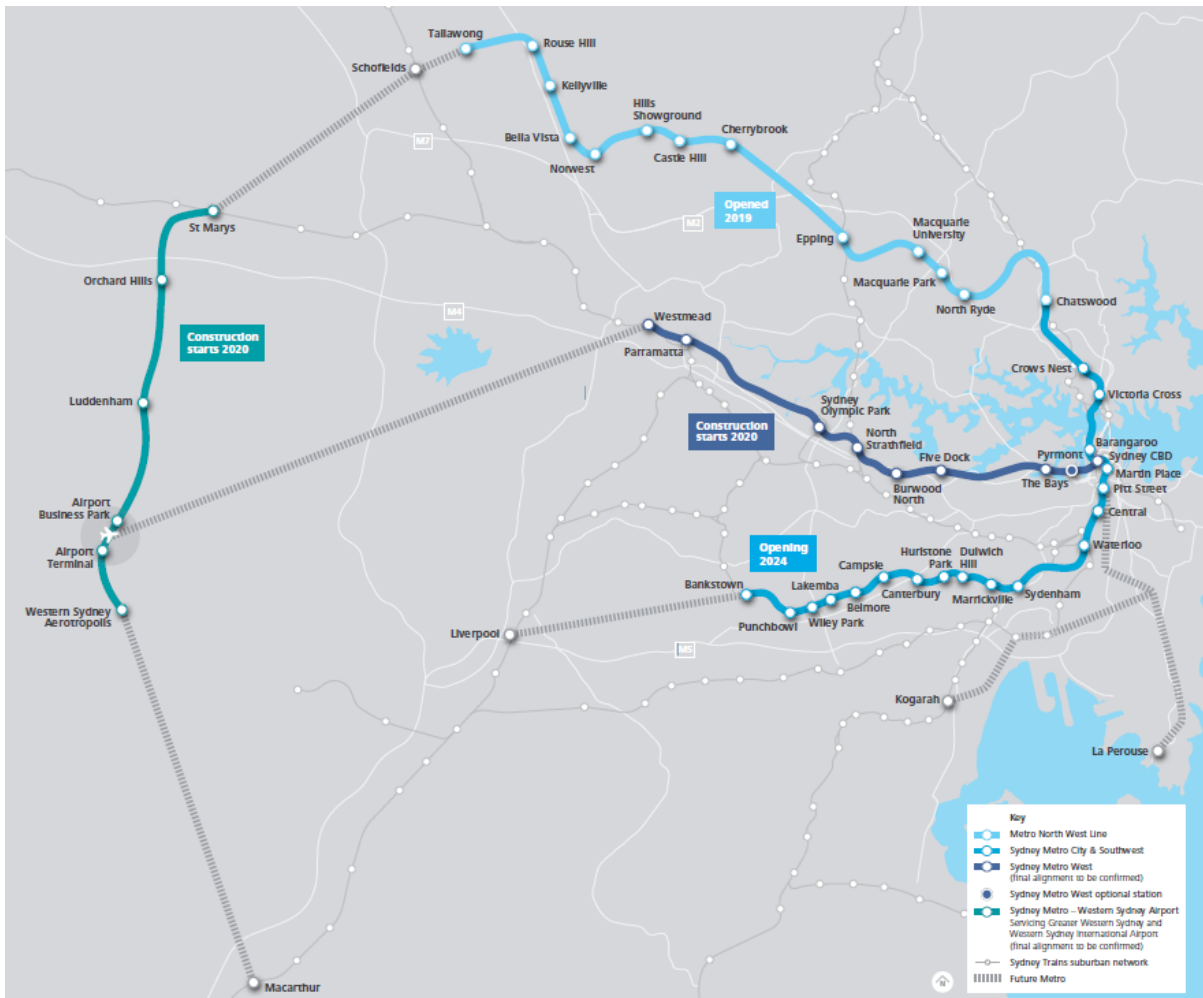


Figure 1: Sydney Metro Project Alignments

2.3. Project Planning Approvals

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

2.3.1. CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

- **Chatswood to Sydenham** (refer to Section 2.3.1.1),
- **Sydenham to Bankstown** (refer to Section 2.3.1.2), and
- **Sydney Metro Trains Facility** (refer to Section 2.3.1.3).

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

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

2.3.1.1. Chatswood to Sydenham

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

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

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.
- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018 (refer to Section 2.3.1.2). MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel.

2.3.1.2. Sydenham to Bankstown

The Sydenham to Bankstown (S2B) component covers the construction and operation of the Sydney Metro railway between Marrickville and Bankstown stations. This includes the

upgrading of 13.5 kilometres of the Sydney Trains T3 Bankstown Line between the Marrickville and Bankstown stations.

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

2.3.1.3. Sydney Metro Trains Facility

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

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

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

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

2.3.2. Planning Approval Register

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

Table 2: Planning Approval Register

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

2.3.3. Consistency Assessments

A total of 71 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of September 2020. Twelve 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
Construction site and laydown to support turnout works	C2S EIS	21 Apr 2020
CSR works to two heritage listed bridges at Canterbury and Hurlstone Park	S2B EIS	30 Apr 2020
Pedestrian detour at Tasker Park	S2B EIS	14 Jul 2020
Barangaroo Northern Shaft shed for Stage 2 works	C2S EIS	10 Aug 2020
Linewide - Bulk Supply Feeder Routes - Artarmon and Waterloo - Revision 1.5	C2S EIS	21 Aug 2020
Barangaroo - Extension of use of additional land	C2S EIS	21 Aug 2020
Integration with Pitt Street South OSD and retail, storage and bicycle parking	C2S EIS	1 Sep 2020
Sydenham Pit ramp (Updated)	C2S EIS	4 Sep 2020
Storage at Central Station (Updated)	C2S EIS	9 Sep 2020
Bligh Street Access	C2S EIS	9 Sep 2020
Barangaroo - Additional Areas for Implementing SDPP	C2S EIS	10 Sep 2020
Pitt Street North - Integration of OSD and retail	C2S EIS	16 Sep 2020

Project Stages

Information on each project stage is provided in the C&SW Staging Reports.

2.4. Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of September 2020.

Table 4: Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed June 2018.
NCW	7 May 2018	Physical works completed 27 May 2020
Demolition A	24 Jun 2017	Physical works completed September 2018.
Demolition B	14 Jul 2017	Physical works completed July 2018.
TSE	22 Dec 2017	Construction phase.
CN ISD	-	Pre-construction phase.
VC ISD	-	Pre-construction phase.
BS	-	Pre-construction phase.
MP ISD Demo	19 Dec 2018	Physical works completed April 2019.
MP ISD	10 May 2019	Construction phase.
PS ISD	-	Pre-construction phase.
CSM	4 Aug 2018	Construction phase.
W ISD	-	Pre-construction phase.
SSJ	28 Aug 2018	Construction phase.
LW (SMTF)	16 Aug 2019	Construction phase.
LW (C2S)	4 March 2020	Construction phase.
LW (S2B)	4 March 2020	Construction phase.
TSOM	N/A	Not Principal Contractor
SMEW (formerly SSC)	1 Aug 2019	Construction phase.

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

2.5. 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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	The CEMP was updated to address an increased scope of works. The ER endorsed the (administrative or minor nature) update to the CEMP on 19 Sep 2019.
Demolition A	5 June 2017 (excl. Victoria Cross Site) 24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	The CEMP was not amended as a result of any reviews.
CN ISD	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
VC ISD	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
BS	-	Pre-construction phase (i.e. CEMP yet to be approved by DPIE).
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	3 July 2020	CEMP is now an Environment, Health & Safety Management Plan, revision 4.6 (17 June 2020).
PS ISD	-	Pre-construction phase (i.e. CEMP yet to be approved).
CSM	4 August 2018	Minor amendments following audit and 6 monthly review and comments closed out.
W ISD	21 July 2020	CEMP approved by DPIE in the reporting period.
SSJ	28 August 2018	The CEMP was amended 2 September 2020 as a result of periodic review, with updates for Groundwater.
LW (SMTF)	16 August 2019	The CEMP was updated with a minor amendment 30 September 2020 and is with the ER for approval.
LW (C2S)	4 March 2020	The CEMP was not amended as a result of any reviews.
LW (S2B)	4 March 2020	The CEMP was not amended as a result of any reviews.
TSOM	N/A	Not Principal Contractor.
SMEW	1 August 2019	The CEMP was updated 17 August 2020 as a results of periodic review and related comments.

2.6. Relationships between Planning Approvals and Stages

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

Table 6: Allocation of Planning Approvals to C&SW Stages

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (inc. MP ISD Demo)	BS	CSM	SSJ	LW	TSOM	SMEW
SMTF (SSI_5931)										✓	✓	
SMTF MOD1 – Administrative Changes										✓	✓	
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓	
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
C2S MOD2 – Central Walk								✓		✓	✓	
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓	
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓	
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓	
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓	
C2S MOD6 – Administrative Changes		✓			✓	✓	✓	✓	✓	✓	✓	
C2S MOD7 – Administrative Changes										✓	✓	
S2B (SSI_8256)										✓	✓	✓

2.7. Environment Protection Licences

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

Table 7: Status of C&SW Environment Protection Licences

Stage	Licence	Activity Type	EPL #	Status
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	John Holland Pty Ltd	Concrete works, railway systems activities	20971	Issued 28 September 2017 and currently active.
CN ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
VC ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
BS	Pre-construction phase (i.e. no EPL required during the reporting period).			
MP ISD Demo	EPL not required (works completed during the reporting period).			
MP ISD	EPL not required.			
PS ISD	Pre-construction phase (i.e. no EPL required during the reporting period).			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21148	Issued 28 November 2018 and currently active.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
LW (SMTF)	EPL not required.			
LW (G2S)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
LW (S2B)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
TSOM	N/A for Construction– Never going to be Principal Contractor (will require EPL for Operation)			
SMEW (prior to 24 September 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 September 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	On the 24 September 2019, the SMEW scope of works ceased to be subject to the Sydney Trains EPL and became subject to EPL #21147.

* 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.

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

3. Environment and Compliance Management

3.1. Compliance Management

Sydney Metro is accountable for ensuring compliance with all of the C&SW project's requirements relating to environmental and compliance management. Sydney Metro manages and tracks compliance under its CSSI planning approvals through the implementation of compliance tracking/monitoring program(s) in accordance with the relevant planning approval conditions.

3.1.1. 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 2 provides a schematic diagram of how requirements are tracked on the project.

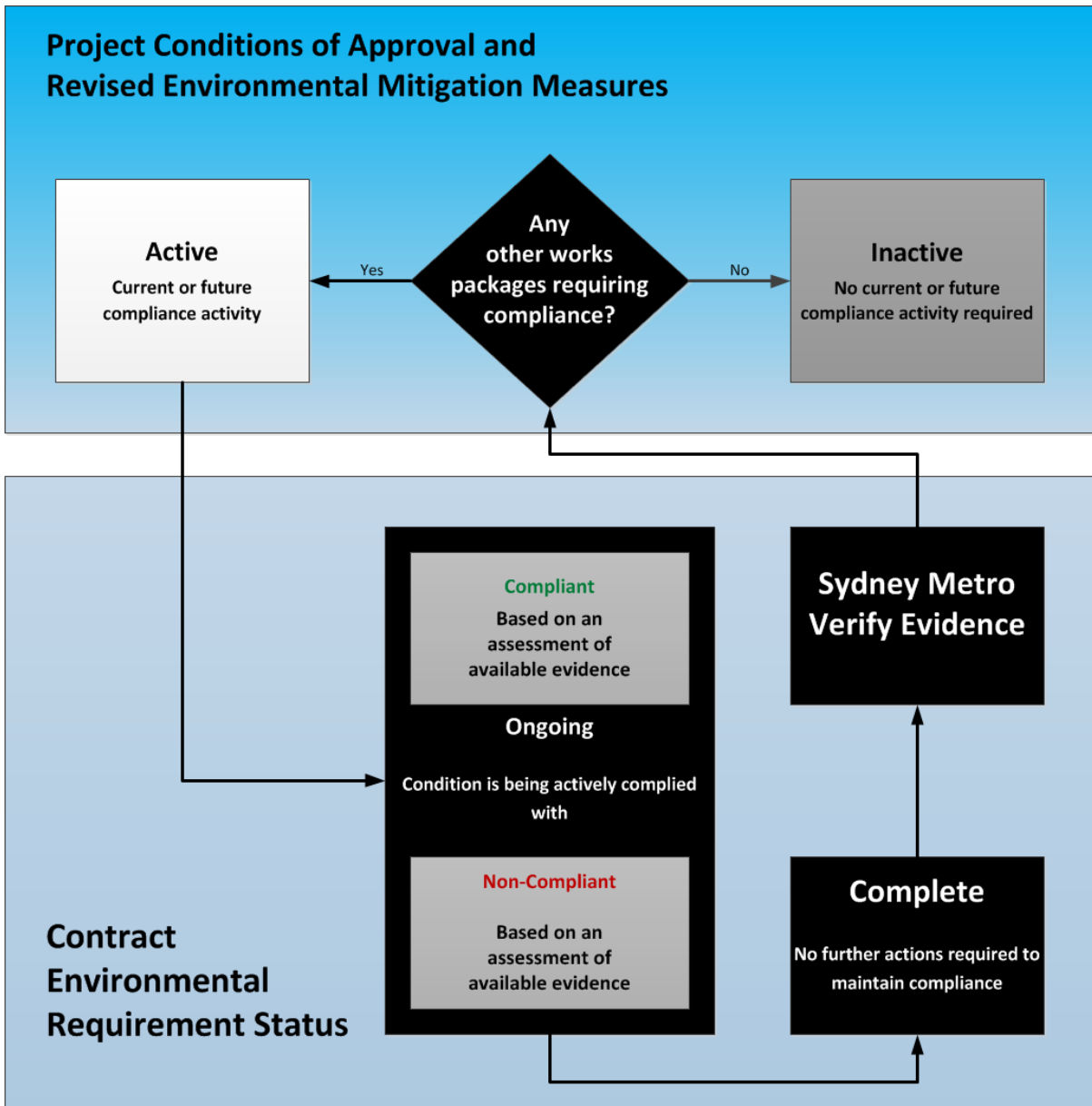


Figure 2: Tracking of Environmental Requirements

4. Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 3,573. There were a total of 11 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

4.1. Overview

A summary of the results of the C&SW compliance monitoring activities during the reporting period are provided in Table 8.

Table 8: Compliance Summary for the Reporting Period

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	131 (0)	0	0	1
TSE	258* (1)	0	1 (2)	156
CN ISD	0 (0)	0	0	0
VC ISD	242 (0)	0	0	0
BS	0 – Design requirements captured under 'SM'.	0	0	0
MP ISD Demo	Combined with the MP ISD Stage.			
MP ISD	251 (1)	0	1 (0)	0
PS ISD	235 (0)	0	0	0
CSM	261 (4)	0	1 (0)	37
W ISD	250 (0)	0	0	2
SSJ	239 (1)	0	1 (6)	0
SMEW (formerly SSC)	207 (2)	0		0
LW (SMTF)	177 (0)	0		0
LW (C2S)	243 (0)	0		13
LW (S2B)	230 (2)	0	1 (0)	1
TSOM	591 (0)	0	0	0
Sydney Metro (including non- staged works)	210 (0)	0	0	0
Total	3,525 (11)	0	5 (11)	210 (277)
Total from Previous Report	3,608 (15)	0	7 (2)	269 (322)

* Excluding non-CSSI planning approval requirements.

4.2. Non-Compliances

There were 11 non-compliances raised during the reporting period, with only one still open.

Table 9 provides a breakdown of the following non-compliance information for each stage:

- *Non-Compliances raised during Reporting Period* – indicating the number of events that generated a non-compliance to be reported during the reporting period.
- *Currently Open Non-Compliances* – indicating the number of Non-Compliances that were raised during the reporting period and are in the process of implementing resultant corrective and/or preventative actions.
- *Compliance Load at the end of the Reporting Period* – indicating the number of environmental requirement allocations (refer to Section 3.1.1).

Table 9: Non-Compliances and Compliance Loads during the Reporting Period

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances
SYAB	0	0
NCW	0	0
TSE	1	0
CN ISD	0	0
VC ISD	0	0
BS	Captured under Sydney Metro requirements.	
MP ISD	Combined with MP ISD.	
MP ISD	1	0
PS ISD	0	0
CSM	4	0
W ISD	0	0
SSJ	1	0
LW (SMTF)	0	0
LW (C2S)	0	0
LW (S2B)	2	1
TSOM	0	0
SMEW	2	0
SSC	0	0
Sydney Metro (including non-staged works)	0	0
Totals	11	1

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

Table 10: Non-Compliances raised during the Reporting Period

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
24 Apr 2020	CSMW	SSI 15_7 400 CoA E85	Traffic Transport and Access	Spoil trucks were observed using O'Connor street to navigate to site, a local road that is not approved within the Construction Traffic Management Plan (CTMP) for use by heavy vehicles.	<p>Closed -</p> <p>1) Subcontractor Manager at has issued instructions to all truck drivers to not use O'Connor street or they will not be allowed to work the Project.</p> <p>2) PC Community Place Manager will check in with affected residents periodically for updates and have asked them to note registration numbers of all trucks that pass through their street.</p>
30 Apr 2020	MP ISD	E36	Management Systems	Working without approved OOHW permit between 1 April and 7 April 2020, activities included painting, waterproofing and sheds	<p>Closed -</p> <p>1) OOH approval process has been reviewed to ensure all team members are aware of the requirements.</p> <p>2) MPISD has implemented an OOH calendar accessible by all required parties</p> <p>3) A weekly meeting has been established to discuss upcoming OOH works</p>
06 May 2020	SMEW	CoA A1	Management Systems	A toilet break-in at State Heritage Listed Canterbury Station was undertaken for surveillance purposes, an activity not permitted by any PCMW approval, with PC Representative and site supervisors on site at the time.	<p>Closed -</p> <p>1) Rectification works were undertaken by a qualified plumber and attended by Heritage Consultant.</p> <p>2) Heritage Impact Assessment undertaken, concluded no adverse physical or visual impacts to heritage significance incurred by toilet break-in or rectification works.</p> <p>3) Review of minor site works management system undertaken. Contributing causes included ineffective scope of works messaging, failure by works crews to follow instructions and of PC Representative and supervisor to identify this.</p>

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
08 May 2020	SMEW	SSI-8256 CoA A1	Management Systems	Works including potholes were undertaken at Lakemba that breached heritage impact assessment approval boundaries and mitigation measures, including without the presence of a heritage consultant to undertake monitoring for the duration of potholing works	<p>Closed -</p> <p>1) Work was stopped once PC representative was made aware.</p> <p>2) Heritage consultant engaged for impact assessment, with findings concluding it unlikely significant artefact remains were impacted. Potholes were backfilled.</p> <p>3) Lessons learnt:</p> <ul style="list-style-type: none"> - Importance of robust, clear and concise communications protocol from gaining approval to site works completion. - Importance for all roles to be clearly defined for managing and implementing minor works according to approvals.
14 May 2020	SSJ	SSI-7400 CoA E6	Flora and Fauna	Roots of a tree on a street owned by Inner West Council were cut without authorisation, and not protected during works. The Dwarf Lilly Pilly tree was not assessed within the Tree Report and therefore removal or trimming not authorised. It is also noted that the tree is located outside of the Project Boundary.	<p>Closed -</p> <p>1) PC contacted Council with an Arborist report and advised of damage and intent to remove tree due to root damage. Council Arborist advised to not remove the tree, that they will monitor for the next 12 months and advise if they find removal is later required.</p>
18 May 2020	CSMW	SSI 15_7400, CoA B15	Management Systems	During review of the 4th Quarter (Q4) Compliance tracking Register (CTR) by the Environmental Representative in May 2020, it was noted that CSMW had not completely fulfilled the requirements of CoA B15; the Addendums to the Construction traffic Management Plans (CTMP) were not published on a website for public display and access.	<p>Closed -</p> <p>1) Documents now published on the website.</p>
20 May 2020	CSMW	EPL 21148 L4.5	Management Systems	<p>High noise impact equipment was used at the Eastern Entrance at 7.20am, outside approved hours of 8am-6pm (Mon-Fri) and 8am – 1pm Sat. Complaints were received from two nearby residents</p> <p>The Environmental Protection Licence Condition 4.4 permits 24 hour high impact works for CSMW with the exception of the Eastern Entrance.</p>	<p>Closed -</p> <p>1) Investigation found the new Supervisor responsible for the Eastern Entrance had formally been working within the Metro Box and was unaware of the different approved for high noise impact activities at the EE.</p>

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
07 Jul 2020	CSMW	REM M-SW C4 & EPL 2114 8 L2.1	Management Systems	<p>Discharge occurred at Environmental Protection Licence Discharge Point 2 (EPL2) at the southern end of Sydney Yard, Central Station.</p> <p>The Inspection and Test Plan (ITP) noted treated water was observed to be pH 7.4 at the commencement and pH 6.9 at the completion of discharge. When the Inspection and Test Plan was cross referenced to raw data from the sensors by the WTP Project Engineer, it was determined that for approximately 30 minutes during the discharge the pH dropped to 5.9, with the average pH during this period being pH 6.15. Approximately 18,000 litres of non-conforming water was discharged.</p>	<p>Closed –</p> <ol style="list-style-type: none"> 1) PC Environmental Manager observed no “material harm to the environment” 2) EPA, Environmental Representative and Sydney Metro advised 3) Review of recent rainfall indicated very good potential for dilution and buffering. 4) Noted the EPL2 is separated from the track drainage system by Track 12, and all water infiltrates straight into a depression in the ballast adjacent the aqueduct. 5) Groundwater monitoring program suggest the results represent normal fluctuation in background conditions. 6) Workshop held for WTP operators and PC to ensure no further potential for non-conforming discharges. All discharge processes are to be fully automated with sensors and an automatic cut off switch preventing discharge of non-conforming treated discharges being sent to either EPL1 or EPL2.
17 Jul 2020	TSE	A8	Traffic Transport and Access	<p>Trucks using a route in Marrickville which is not approved in the CTMP.</p>	<p>Closed –</p> <ol style="list-style-type: none"> 1) Issue was raised against haulage subcontractor and drivers stood down. Project Manager engaged with haulage contactor management and reiterated the need for compliance with haulage routes. 2) Toolbox talks regarding approved routes are undertaken with drivers on an ongoing basis by both TSE team and by haulage subcontractor.

Date Raised	Stage	CoA	Type	Description	Status and Actions taken or to be taken
31 Jul 2020	Linewidth	C1	Soil and Water	<p>Rainwater which had accumulated in a covered excavated trench was pumped out to stormwater drainage without TSS or turbidity quantitatively determined with the use of suitable measuring instrument, and a Permit to Dewater was not issued.</p> <p>The PC Environmental Coordinator was uncontactable, so following testing of pH levels and visual inspections of the water the site supervisor made a decision to pump the accumulated rainwater water from the trench into the roadside drainage gutter of Canterbury Road.</p>	<p>Closed -</p> <p>1) Water quality checks conducted prior to dewatering and post-discharge determined the discharge of accumulated rainwater into the roadside drain is within water quality criteria for discharge off-site and therefore to have not caused and not likely to cause pollution or adverse environmental impact.</p> <p>2) Lessons learnt:</p> <ul style="list-style-type: none"> • Training of SC Site Supervisor in the Water Management documents • Plan ahead and have the necessary equipment and personnel available to test quality of accumulated rainwater and to issue a Permit to Dewater
15 Sep 2020	Linewidth	E5	Flora and Fauna	<p>Requirements set out within the Arborist Report and the SEP were not implemented or followed during the tracking of an excavator into Pat O'Connor Reserve:</p> <ul style="list-style-type: none"> • Tree protection fencing had not been installed • Traffic was not diverted outside of the Tree Protection Zone (TPZ) • Where plant was required to operate within TPZ, protection to avoid compaction of ground was not installed • Some materials were stored within the TPZ of Trees • Tree protection fencing was incomplete and was too close to one tree. 	<p>Open -</p> <p>The SEP, which incorporates the recommendations of the Arborist Report, was developed in consultation with the subcontractor. The current version had been provided to the subcontractor and the key points explained to construction crew during a scheduled Toolbox Talk prior to the event.</p>

4.3. Incidents

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

4.4. Environmental Audit Findings

4.4.1. Open from Previous Reporting Period

No environmental audit findings were reported as 'open' in the previous reporting period.

4.4.2. This Reporting Period

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

- Four were undertaken internally by Sydney Metro contractors or their associates, and

- One was undertaken by the Independent Environmental Auditor.

The five audits resulted in a total of 11 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'. Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

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

Table 11: Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
TSE	Sydney Metro TSE EMS Demob & Handover Audit	Internal Contractor Audit	30 Sep 2020	2	0	2
MP ISD	Internal Environmental Audit	Internal Contractor Audit	24 Sep 2020	0	0	0
CSM	Monitoring & Reporting Programs (Water & Noise)	Independent Environmental Audit	11 June 2020	3	3	0
SSJ & SMEW	SSJ EMS Audit	Internal Contractor Audit	29 July 2020	6	6	0
LW	CPB Annual EMS Audit	Internal Contractor Audit	Sep 2020	0	0	0
Totals				11	9	2

4.5. Environmental Monitoring

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

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

Table 12 indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs that have either been completed, are not applicable during the reporting period or are yet to commence 'construction' as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Sections 4.5.1 to 4.5.4.

Table 12: Environmental Monitoring Program Applicability to each Project Stage

C2S Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period commencing.			
NCW	Applicable	N/A	N/A	N/A
TSE	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
CN ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
VC ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
BS – Yet to commence construction	Applicable	N/A	N/A	N/A
MP ISD Demo (combined with MP ISD)	Applicable	N/A	N/A	N/A
MP ISD	Applicable	N/A	N/A	Applicable
PS ISD – Yet to commence construction	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
W ISD	Applicable	N/A	N/A	Applicable
SSJ	Applicable	N/A	Applicable	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	Applicable	N/A	N/A	N/A
SMEW	Applicable	N/A	N/A	N/A

4.5.1. Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable on the NCW, TSE, MPISD, CSM, SSJ and Linewide Stages. A noise and vibration summary and analysis at each C&SW site for construction activities undertaken during the reporting period is provided in Table 13 and

Table 14.

Table 13: Noise Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
TSE - Chatswood Dive	3	The exceedances was attributed to non-TSE activities, traffic or train noise dominant.
TSE - Crows Nest Station	0	No attended monitoring during the reporting period. Site handover on 31 July 2020.
TSE - Victoria Cross Station	5	Real-time monitoring equipment installed at 50 McLaren Street was removed on 01 June 2020 as bulk excavation was completed. Exceedances recorded during attended monitoring were attributed to non-TSE activities, traffic noise dominant.
TSE - Blues Point	0	
TSE - Barangaroo Station	0	
TSE - Martin Place Station	3	All exceedances were attributed to non-TSE activities, particularly traffic noise.
TSE - Pitt Street Station	18	All exceedances were attributed to non-TSE activities, traffic noise dominant
TSE - Waterloo Station	0	No attended monitoring during the reporting period. Site handover on 31 July 2020.
TSE - Marrickville Dive & Stabling Yard	10	All exceedances were attributed to non-TSE activities, surrounding traffic being the dominant source.
TSE - Tunnelling and Cross Passages	0	No attended monitoring during the reporting period. Northern TBM tunnelling completed 16 December 2019, southern TBM tunnels completed 16 January 2020, with under harbour TBM tunnelling complete by 16 March 2020. Excavation of all cross passages was completed by week-end 07 August 2020.
MP ISD - 50 Martin Place External Street level	0	No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
MP ISD - 50 Martin Place Internally	0	No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
LW – Northern Connection *	1	Exceedances of predicted levels were attributed to non-LW activities, by <5 dBA, traffic noise dominant. No non-conformances raised.
LW – Crows Nest Station *	3	All exceedances of predicted levels were attributed to non-LW activities, were by <15 dBA, traffic noise was dominant. No non-conformances raised.
LW – Surry Hills *	2	All exceedances of predicted levels were attributed to non-LW activities, were by <15 dBA, traffic noise was dominant. No non-conformances raised.

Site (north to south)	Management Level Exceedances	Comments
LW – Waterloo Station *	8	All exceedances of predicted levels were attributed to non-LW activities, were by <10 dBA, traffic noise was dominant. No non-conformances raised.
LW – BPS Campsie *	1	Exceedances of predicted levels were attributed to non-LW activities, by <5 dBA, traffic noise dominant. No non-conformances raised.
NCW	25	6 exceedances were by ≥10 dBA, 23 occurred during daytime hours. All exceedances were generally below or consistent with the predictions in the applicable noise impact and management documents. Mitigation measures were implemented in accordance with the Construction Noise & Vibration Management Strategy
SSJ	0	No exceedances of predicted levels or CSSI criteria recorded. All elevated noise levels above predicted levels recorded by attended monitoring have been attributed to extraneous noise rather than construction activity. No non-conformances raised.
SMEW - Marrickville	0	No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
SMEW – Hurlstone Park	2	All exceedances of predicted levels were attributed to non-SMEW activities, were by <5 dBA, during evening works, traffic noise was dominant. No non-conformances raised.
SMEW – Canterbury	4	All exceedances of predicted levels were attributed to non-SMEW activities, were by <10 dBA, 1 during day and 1 during evening works, traffic noise and railway operations were dominant. No non-conformances raised.
SMEW – Campsie	0	No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
SMEW - Belmore	0	No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
CSM	1	Exceedance of predicted noise level identified at 06:45 on 22/08/20 during WE08 Possession. No complaints received as a result of the exceedance. Best achievable noise performance objectives met as identified in the CNVIS. All required additional mitigation measures were in place. An investigation into construction methodology was undertaken to reduce risk of exceedances for future works.

Table 14: Vibration Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances	Comments
TSE - Chatswood Dive	0	Two (2) attended vibration measurements have been reported as being undertaken for this site during the reporting period.
TSE - Crows Nest Station	0	No attended monitoring during the reporting period. Site handover on 31 July 2020.

Site (north to south)	Management Level Exceedances	Comments
TSE - Victoria Cross Station	0	Real-time monitoring equipment installed at 50 McLaren Street was removed on 01 June 2020 as bulk excavation was completed. One (1) attended vibration measurements have been reported as being undertaken for this site during the reporting period.
TSE - Blues Point	0	No attended vibration measurements have been reported as being undertaken for this site during the reporting period.
TSE - Barangaroo Station	0	No attended vibration measurements have been reported as being undertaken for this site during the reporting period.
TSE - Martin Place Station	1	A vibration alert was received from 50 Martin Place on the 1 June 2020 with a reading of 7.7 mm/s. Upon investigation it was noted that the property owners had contractors undertaking maintenance works within the same room as the monitor. The exceedance is deemed not to be associated with project works.
TSE - Pitt Street Station	0	
TSE - Waterloo Station	0	No attended monitoring during the reporting period. Site handover on 31 July 2020.
TSE - Marrickville Dive	0	No attended vibration measurements have been reported as being undertaken for this site during the reporting periods.
Tunnelling and Cross Passages	0	No attended monitoring during the reporting period.
MP ISD - 50 Martin Place Internally	3	Three (3) occurrences at 50 Martin Place during excavations; 18/04/20, 21/04/20 and 11/06/20. For each of the events the approved procedure was implemented - stop works and reassess/refine methodology before continuing. No non-conformances raised.
LW – BPS Campsie *	0	One (1) attended vibration measurements have been reported as being undertaken for this site during the reporting period - High Street and Anzac Street, Canterbury, 5-14 August 2020, Vibration Criteria 7.5mm/s
NCW	0	Unattended monitoring was undertaken. Certain events were perceptible throughout MW39 (1 to 3 April 2020), the highest measured vibration levels (6.3 mm/s and 5.7 mm/s respectively) and associated characteristic frequencies (34Hz and 34Hz respectively) are below and compliant with the applicable BS7385 vibration guideline values, as identified in the CNVMP.
SSJ	0	Continuous, event based monitoring was undertaken during piling works. No non-conformances raised.
SMEW – Cooks River Bridge	0	Attended and continuous, event based monitoring was undertaken during retaining wall works. No non-conformances raised.

Site (north to south)	Management Level Exceedances	Comments
SMEW – Charles Street Commercial	0	Continuous, event based monitoring was undertaken during retaining wall works. No non-conformances raised.
SMEW – Foord Ave Bridge	0	Continuous, event based monitoring was undertaken during Combined Services Route works. No non-conformances raised.
CSM	0	Exceedances of building criteria observed however attributable to knocks and bumps of the logger. Occasional peaks of human comfort vibration criteria occurred adjacent to construction works within the Eastern Entrance footprint, however appropriate respite observed as required.

* Note Linewide reporting is one month behind, so September results will be provided in the next report.

4.5.2. Blasting

No blasting activities were undertaken during the reporting period.

4.5.3. Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable on the TSE, CSM, SSJ Stages and Linewide.

4.5.3.1. 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 15.

Table 15: TSE Results Summary of Key Surface Water Monitoring Parameters during 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)	Average Fe (mg/L)	Average Mn (mg/L)
Upper Scotts Creek	8.2	0.7	7.2	<10 to 11 (max)	12	0.23	0.02
Lower Scotts Creek	7.6	33.6	2.6	< 10	14	0.25	0.01
Upper Flat Rock Creek	No water present at monitoring location.						
Lower Flat Rock Creek	8.0	48.4	8.1	<10 to 26 (max)	15	0.10	0.01
Milsons Park	8.2	48.6	2.5	< 10	9	0.20	0.01
Blues Point	8.3	49.2	0.7	< 10	13	0.06	<0.005
Farm Cove	8.1	48.2	2.0	< 10	23	0.18	<0.005
Barangaroo	8.2	48.6	3.9	< 10	17	<0.05	0.01
Alexandra Canal	8.3	0.9	3.9	< 10	31	0.27	0.01
Eastern Channel	7.2	2.2	15.1	< 10	19	0.42	0.10
Marrickville WTP	Not Discharging during Surface Water Sampling Events						
Barangaroo WTP	7.1	25.0	N/A	< 10	11	1.00	0.64
Victoria Cross WTP	7.3	N/A	N/A	< 10	6	0.11	0.01
Pitt Street WTP	Not Discharging during Surface Water Sampling Events						
Bligh Street WTP	7.4	13.2	N/A	< 10	13	0.15	0.02
Chatswood Dive WTP	7.9	0.3	N/A		<1	<0.05	<0.005

Of the parameters presented in Table 15, 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 80th 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.

4.5.3.2. CSM

Surface and groundwater was treated via the Water Treatment Plant (WTP) during the reporting period. Other waters were treated by in-drain sediment devices. There have been 176 discharges to stormwater via the WTP. Of the 176 discharge, 7 were discharged to

discharge point 2 (land) of which one discharge event failed to meet the EPL discharge criteria.

Surface and groundwater was treated via the temporary or permanent Water Treatment Plant (WTP) during the reporting period. Other waters were treated by in-drain sediment devices.

- I. During the reporting period, there have been 7 discharges to discharge point 2 (land) via the temporary WTP, of which one discharge event failed to meet the EPL discharge criteria.
- II. There have been 169 discharges to stormwater via the permanent WTP, of which all discharge events have met EPL discharge criteria.

4.5.3.3. 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 16.

Table 16: SSJ Results Summary of Key Surface Water Monitoring Parameters during 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)	8.19	0.239	137.8	No visible oil or grease	137.5
Eastern Channel 2 (Downstream)	8.19	0.206	131.6	No visible oil or grease	124.8

Monitoring during the reporting period took place once per quarter at each of the two monitoring locations (Eastern Channel 1 (Upstream) and Eastern Channel 2 (Downstream)). In addition, sampling was conducted at EC1 and EC2 during four wet weather events on 1st May, 23rd May, 9th June, 28th July.

One result on 9th June, post-rainfall, fell slightly above pH range. It was noted that levels were higher upstream of works and no discernible source could be identified (no observation of materials or inflows in channel). Change in pH between upstream and downstream monitoring points otherwise varied within the acceptable range. Temperature varied significantly, likely due to the low flow levels in the concrete culvert during monitoring, which in turn with varying flow rate is likely to contribute to a higher range of dissolved oxygen levels. Salinity varies due to tidal inflows and level of rainfall prior to monitoring.

As noted, Turbidity (NTU) levels within the channel have been exceeded in some baseline readings, and exceedances were recorded at both EC1 and EC2 even when no construction activities have taken place. Previously this has been observed particularly after high rainfall prior to monitoring, which is consistent with baseline readings obtained after a rain event. In combination with prior identification of the ephemeral nature of the watercourse, it is considered likely that external factors (e.g. industry/residence in the area and other rail/residential building projects nearby) are connected to the higher turbidity readings,

including from inflows present from between EC1 and EC2 where a discrepancy has been noted.

4.5.3.4. Linewide

On 1 August 2020, Systems Connect took possession of a portion of the Chatswood Dive site from the Tunnelling and Station Excavation Contractor. The portion contains the Chatswood Water Treatment Plant, which is now operated by Systems Connect. It collects surface water from the Chatswood Dive site, station box water from Crows Nest station, and tunnel water from between Victoria Cross Station and the Chatswood Dive. In the period there were 2 monthly compliance monitoring events.

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists are described in Table 17.

Table 17: LW Results Summary of Key Surface Water Monitoring Parameters during Reporting Period

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Chatswood Dive WTP	7.61 – 8.21	0.4 – 4.0	No visible oil or grease

Note, these results are for August only. Linewide 6-monthly monitoring reporting period is one month behind and September results will be provided in the next report.

4.5.4. Groundwater Quality

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

4.5.4.1. 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).

4.5.4.2. MP ISD

As of the end of September 2020, no groundwater inflow has occurred at the MP ISD site and no groundwater has been captured, treated or discharged from the site. As a result, no groundwater analysis has been required.

Monitoring of groundwater levels from surrounding boreholes was undertaken during the reporting period. The results indicated no significant changes between the baseline and post-construction scenarios were observed. No non-conformances raised.

4.5.4.3. CSM

During the reporting period, the groundwater quality monitoring program was applicable for CSM.

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

- Deep excavation of the Metro Box has occurred during the reporting period – causing the inflow of groundwater.
- Groundwater is collected and treated on site via the WTP to meet EPL and ANZECC guidelines before discharge to stormwater.
- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website.
- A 6-monthly Construction Groundwater Monitoring Report was developed for the period of April 2020 – September 2020 and provides results and recommendations.
- Groundwater continues to be sampled and tested monthly throughout the period of construction.

4.6. Business Impact Monitoring

C2S E64(f) and S2B E37(f) requires Business Management Plans to include provision of business monitoring results to the Secretary in accordance with the Sydney Metro *Compliance Monitoring / Tracking and Reporting Program (CMTRP)* report (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). The CMTRP requires a summary of the business monitoring program results to be included in each Construction Compliance Report (i.e. this report).

During the reporting period, business impact monitoring was undertaken as part of the TSE, CSM, SSJ, MPISD and Linewide Stages in accordance with the applicable C&SW Staging Reports. The following sections provides a summary of business impact monitoring results during the reporting period.

4.6.1. TSE

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on- nu number and timing of notifications Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Number of notifications issued	52 Notifications 57 e-news emails (Pitt Street, Vic Cross, Crows Nest) 12 Out of hours notifications across project sites 12 Quarterly Newsletters

Performance Parameters	Monitoring	Reporting	Status
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	Percentage of notifications issued on time	<ul style="list-style-type: none"> 100%
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Number of briefings, information sessions and completed doorknocks	<ul style="list-style-type: none"> As the tunnelling and excavation has settled in to its third year, communication strategies have been adapted to the needs of stakeholders. Due to Covid social distancing constraints interaction has mostly been (as needs) limited to phone calls, emails and letterbox drops where required.
		Percentage of businesses within 50m contacted prior to works	<ul style="list-style-type: none"> 100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> Nil
		Lessons learnt	<ul style="list-style-type: none"> Having a point of contact and knowing that they can reach out at any time is highly valued by businesses. Businesses do not want 'over communication'. Information shared must be relevant, new and informative. Communication for the sake of communication has a negative impact on the receiver. Pro-active outreach for the Sydney Metro has resulted in many non-project related complaints when other contractors are working in the same areas but not held to the same level of social accountability for their works.

Performance Parameters	Monitoring	Reporting	Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues	<ul style="list-style-type: none"> During the period 1 April 2020 to 30 September 2020 delivering agreed respite, in addition to ongoing communication and consultation, has been the main method of ensuring businesses can continue to function effectively.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	<ul style="list-style-type: none"> 100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	<ul style="list-style-type: none"> Traffic controllers briefed Coordination with CTMP Additional wayfinding signage where required Individual contact made with businesses which might be impacted
		Lessons learnt	<ul style="list-style-type: none"> Community consultation is highly effective, particularly in areas where multiple unrelated construction activities are taking place. Clear communication on start and finish times, duration of works and type of work allows business to adapt their activities appropriately or negotiate acceptable compromises.
		Business feedback on effectiveness of mitigation measures	<ul style="list-style-type: none"> Ongoing consultation and outreach ensures instant feedback which can be actioned immediately when appropriate
			Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	<ul style="list-style-type: none"> 100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	<ul style="list-style-type: none"> Noise cancelling headphones Agreed respite Notification Consultation Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		

Performance Parameters	Monitoring	Reporting	Status
	<p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts</p>	<ul style="list-style-type: none"> At Pitt Street North, excavation of the deep shaft has 25 complaints over the six months but only one from 250 Pitt Street (a strata building containing multiple small businesses). Most of the complaints were from residents in the high rise buildings on Park Street and related to extended working hours during the Covid period where many residents were working from home. At Victoria Cross – 65 Berry Street and 105 Miller Street were the main buildings as the source of complaints. Multiple factors were at play, included several non-project related contractors working in the same precinct and higher stress levels due to the Coronavirus’s impact on people’s lives. These complaints were managed by managing expectations, providing timely updates and delivering agreed respite.
		<p>Lessons learnt</p>	<ul style="list-style-type: none"> Ongoing consultation and pre-warning of activities is greatly appreciated and business is able to work with known facts such as timing and duration of work. Differentiating the project is important. At North Sydney and in the Sydney CBD (at both the Pitt Street and Martin Place sites) other non-TSE construction activities in these areas do not have the same respite obligations. Covid restrictions have added a level of complexity to business operation and small operations’ business stress levels have been raised as a result of this.

4.6.2. CSM

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<ul style="list-style-type: none"> • Number of notifications issued • Percentage of notifications issued on time • Number of briefings, information sessions and completed doorknocks • Percentage of businesses within 50m contacted prior to works • Number of complaints received from businesses relating to lack of information about construction activities and impacts • Lessons learnt 	<ul style="list-style-type: none"> • All interactions with businesses are documented in Consultation Manager • 14 notifications issued, 6 were monthly notifications, 8 were specific work notifications and a respite offer for customer earplugs • Two quarterly newsletters issued. • 100% of notifications issued on time • To replace weekly catch up, 1WLA weekly email to adjacent business owner (café) during key excavation period • Limited face to face updates with local Surry Hills businesses by Place Manager due to COVID. Instead Place Manager sent 'Let's stay connected' emails • No complaints received from businesses relating to lack of information about construction activities and impacts • Two business compliments, one from building manager for ongoing communication and one from nearby business for reaching out during COVID-19 • 100% of businesses within 50m have been contacted • Nil complaints referred to • Community Complaints Mediator

Performance Parameters	Monitoring	Reporting	Status
			<ul style="list-style-type: none"> Lessons learnt – Regular contact with business managers/owners to understand (where possible) how their business is managing COVID-19 impacts.
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues Percentage of businesses where mitigation measures were implemented as agreed Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity Lessons learnt 	<ul style="list-style-type: none"> Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g. LOR Place Manager engaged early with businesses prior to any changes to traffic, access or parking – particularly related to Randle Lane and the Railway Institute Driveway. Traffic controllers and staff/workers were briefed appropriately to manage changes and ensure businesses had access as needed. No business complaints received regarding access, parking, visibility or amenity. No repeat business complaints. Lessons learnt
<p>Agreed measures to minimise noise and vibration impacts on noise and</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to 	<ul style="list-style-type: none"> Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction

Performance Parameters	Monitoring	Reporting	Status
<p>vibration sensitive businesses.</p>	<p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>address noise and vibration impacts</p> <ul style="list-style-type: none"> • Summary of non-standard mitigation measures implemented • Number of referrals to Sydney Metro • Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts • Lessons learnt 	<p>e.g. LOR Place Manager engaged early with businesses prior resuming excavation and prior the work in the Railway Institute Driveway. It also involved working out appropriate mitigation measures in the form of respite periods during busy business times e.g. lunchtime for Haven Specialty Coffee (HSC), coffee rush time with coffee cart or scheduling noisier activities after 3pm when HSC was closed or after 12pm when coffee cart was less busy.</p> <ul style="list-style-type: none"> • Two unavoidable complaints from owner of 30-34 Chalmers Street regarding noise at 20-28 Chalmers St and requesting compensation in May and September. One complaint from coffee cart owner related to noise during high noise impact activity. • One compliment received from nearby business at Railway Institute Driveway, re management of noise impact to facilitate a specific filming activity at their office. • No referrals to Sydney Metro. • Lessons learnt - Continue to educate each subcontractor (and workers) on the community's specificities via presentation and include subcontractor into decision process of mitigation strategies – e.g. particularly for the

Performance Parameters	Monitoring	Reporting	Status
			20-28 Chalmers Street site. This was also undertaken with subcontractor and staff working in the Railway Institute Driveway.

4.6.3. SSJ and SMEW

The Sydenham Metro Upgrade and Southwest Metro Early works Business Management Plan (BMP) will be reviewed at least every six (6) months and updated as required to reflect project progress and ensure communication tools and activities match the timing of construction activities and communication remains effective with all stakeholders, customers and the public.

Effectiveness of the strategies outlined in the BMP are monitored via three (3) key parameters:

1. Businesses being aware of construction work and potential impacts (monitored through feedback provided by businesses at meetings and Business Connect events)
2. Effectiveness of mitigation efforts to maintain access to and visibility of businesses – monitored through feedback provided by businesses and evidence of complaints (or lack of) from Consultation Manager database
3. Collaboration with businesses that have vibration or noise sensitive operations – (evidenced in Construction Noise and Vibration Impact Statement (CNVIS), Consultation Manager records and escalation of any unresolved complaints)

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	• Number of notifications issued	Number of monthly notifications issued during this period - 3544 Number of commercial businesses who received community notifications - 744
		• Percentage of notifications issued on time	100%
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	• Number of briefings, information sessions and completed doorknocks	Due to Covid-19, individual and face to face meetings, doorknocks and information sessions were not permitted during this time and business owners have relied on notifications, 'sorry we missed you' cards, phone calls, emails and letterbox drops.

Performance Parameters	Monitoring	Reporting	Status
	<p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p>		<p>Some urgent face to face meetings with businesses were undertaken with strict social distancing measures. These businesses included <u>Sydenham Station Newsagency and Coffee Shop</u>, owners of 360 Edgeware Road and local property owner Richard Edmondson.</p>
		<ul style="list-style-type: none"> Percentage of businesses within 50m contacted prior to works 	<ul style="list-style-type: none"> 100% of businesses were identified and contacted as being potentially affected by works, prior to works
		<ul style="list-style-type: none"> Number of complaints received from businesses relating to lack of information about construction activities and impacts 	<ul style="list-style-type: none"> Nil
	<p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Currently the Sydenham Metro Upgrade project team are very proactive and transparent when it comes to consulting, recording and actively communicating with the local businesses on all upcoming works. We will continue this approach for the duration of the project and during the COVID-19 restrictions. On a recent possession weekend, a backup generator that supplied electricity to the two shops at Sydenham Station failed to work. The alarms on the generator failed to notify certain team members. This issue has since been

Performance Parameters	Monitoring	Reporting	Status
			rectified with the generator supplier so any future incidents/ contacts with the backup generator will be notified immediately.

4.6.4. MPISD

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total: 15 <ul style="list-style-type: none"> Out of hours: 7 Monthly updates: 6 Newsletters: 2 Note: this includes notifications combined with TSE contractor.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Percentage of notifications issued on time	<ul style="list-style-type: none"> 100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks	Total: 61 <ul style="list-style-type: none"> Doorknocks: 52 Meetings: 9 Information sessions: 0 Briefings: 0
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Percentage of businesses within 50m contacted prior to works	<ul style="list-style-type: none"> 100% of businesses identified as being potentially affected by works were notified.
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> Nil
		Lessons learnt	<ul style="list-style-type: none"> Digital engagement is key especially when social distancing measures are in place and most businesses are closed or working from home.
	Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues
Feedback on effectiveness of mitigation measures (documented in Consultation Manager)		Percentage of businesses where mitigation measures were implemented as agreed	<ul style="list-style-type: none"> N/A
Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.		Details of mitigation measures implemented	<ul style="list-style-type: none"> N/A

Performance Parameters	Monitoring	Reporting	Status
		Lessons learnt	<ul style="list-style-type: none"> N/A
		Business feedback on effectiveness of mitigation measures	<ul style="list-style-type: none"> N/A
		Number of repeat complaints received from businesses relating to vehicle access, parking, visibility and amenity	<ul style="list-style-type: none"> Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	Number of businesses with agreed mitigation measures to address noise and vibration impacts	<ul style="list-style-type: none"> Nil
		Summary of non-standard mitigation measures implemented	<ul style="list-style-type: none"> N/A
		Number of referrals to Sydney Metro	<ul style="list-style-type: none"> Nil
		Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	<ul style="list-style-type: none"> Nil
		Lessons learnt	<ul style="list-style-type: none"> N/A

4.6.5. Linewide

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Number of notifications issued</p>	<p>Based on a Consultation Manager records for the period covering 1 April -30 September 2020:</p> <p>28 monthly notifications were issued, including:</p> <ul style="list-style-type: none"> • Bulk Power Supply: 3 x Surry Hills, 1 x Belmore, 6 x Campsie ; • 6 x Sydney Metro Trains Facility North (SMTF North); • 2 x Crows Nest; • 4 x Northern Connection; • 2 x Waterloo. <p>7 specific notifications were issued, including:</p> <ul style="list-style-type: none"> • Bulk Power Supply: 2 for Lillian Lane work, 1 for Canterbury Rd night works. • 4 specific notifications were issued for Northern Connection works. <p>Consultation letters issued included:</p> <ul style="list-style-type: none"> • 5 x consultation letters for Artarmon, Dulwich Hill, Campsie, Canterbury Sub Stations and Canterbury Rd night work • 25 email updates • 1 x additional OOHW letter for SMTF North <p>Newsletters:</p> <ul style="list-style-type: none"> • 1 project newsletter for SMTF North Bi-annual Newsletter <p>The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect.</p>

Performance Parameters	Monitoring	Reporting	Status
		Percentage of notifications issued on time	100%
		Number of briefings, information sessions and completed doorknocks	<p>A total of 44, including doorknocks completed for out of hours work and substation package of work consultation.</p> <p>It is important to note that Covid-19 has resulted in the reduction of face to face consultation during this reporting period. Where face to face consultation was not carried out for safety reasons, online meetings were held in lieu. The above number includes online consultation meetings.</p>
		Percentage of businesses within 50m contacted prior to works	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	<p>During this reporting period one complaint was received for Surry Hills night investigation work. The business claimed that there had been a lack of notification. Systems Connect records revealed that the business was captured by a door knock and had received and email notification.</p> <p>Following investigations, the business confirmed receipt of notification the business adjusted its internal communication practices to ensure appropriate dissemination of notification information.</p>
		Lessons learnt	<p>Ongoing provision of targeted, localised information and availability of a Systems Connect point of contact are key to successfully engaging with alignment businesses.</p> <p>Businesses highly valued having a nominated contact that was available and accessible to them on a 24/7 basis.</p> <p>Email, telephone and SMS updates outlining specific</p>

Performance Parameters	Monitoring	Reporting	Status
			impacts a given business could expect along with a direct mobile number for any questions / issues so that they can be resolved quickly were welcomed.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues	<p>Systems Connect agreed mitigation measures with 8 businesses in advance of the commencement of its Bulk Power Supply package of work.</p> <p>Early communication with businesses resulted in agreed mitigation measures such as alternative parking / traffic management and modified hours of work.</p>
		Percentage of businesses where mitigation measures were implemented as agreed	100%
		Details of mitigation measures implemented	<p>Systems Connect contacted individual businesses who were impacted by works.</p> <p>Efforts were made to adjust working days and hours to better suit impacted business, where possible. Alternative parking and travel arrangements were made. Traffic management teams were briefing impacted business accordingly.</p>
		Lessons learnt	<p>Providing a contact available for 24-hour work and introducing the site supervisors to the business managers was key to building positive relationships with local businesses. It allowed for quick communication and timely adjustment of approach where possible, avoiding escalation of issues.</p> <p>Ensuring construction and traffic management teams and subcontractors supporting the delivery of work are aware of local issues and are community focused, helps with meeting the needs of the local businesses and residents.</p>

Performance Parameters	Monitoring	Reporting	Status
		Business feedback on effectiveness of mitigation measures	Positive feedback was received, generally based on businesses welcoming regular work updates and the willingness of the site supervisors and traffic teams to immediately address any issues arising onsite.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of nonstandard mitigation measures implemented	100% compliance with agreed respite periods from high noise impact activities
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		Systems Connect has implemented a customised approach, including agreed respite, consultation and email updates.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil
		Lessons learnt	Ongoing consultation and advance notification of activities is greatly appreciated, allowing businesses to adjust operations based on important information such as the nature, timing and duration of work. Differentiating the project is important.

4.7. Complaints

A total of 296 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 229 complaints were determined to be attributable to project works following investigation. Figure 3 to Figure 6 provide a breakdown of the complaints by month and planning approval, project stage, type and site.

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.

The TSE Stage was attributable for the majority of complaints, followed by Central Station Mainworks (68% and 16% respectively of all complaints attributable to project works)

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 134, or 59% of all complaints attributable to project works. This was followed by 35 relating to Property, then business and Traffic, Transport and Access (representing 15% and 11% respectively of all complaints attributable to the project).

Works at the Central Station, Pitt Street North and Chatswood Dive sites generated the most number of complaints during the reporting period (37, 24 and 23 respectively, representing 37% of all complaints attributable to the project).

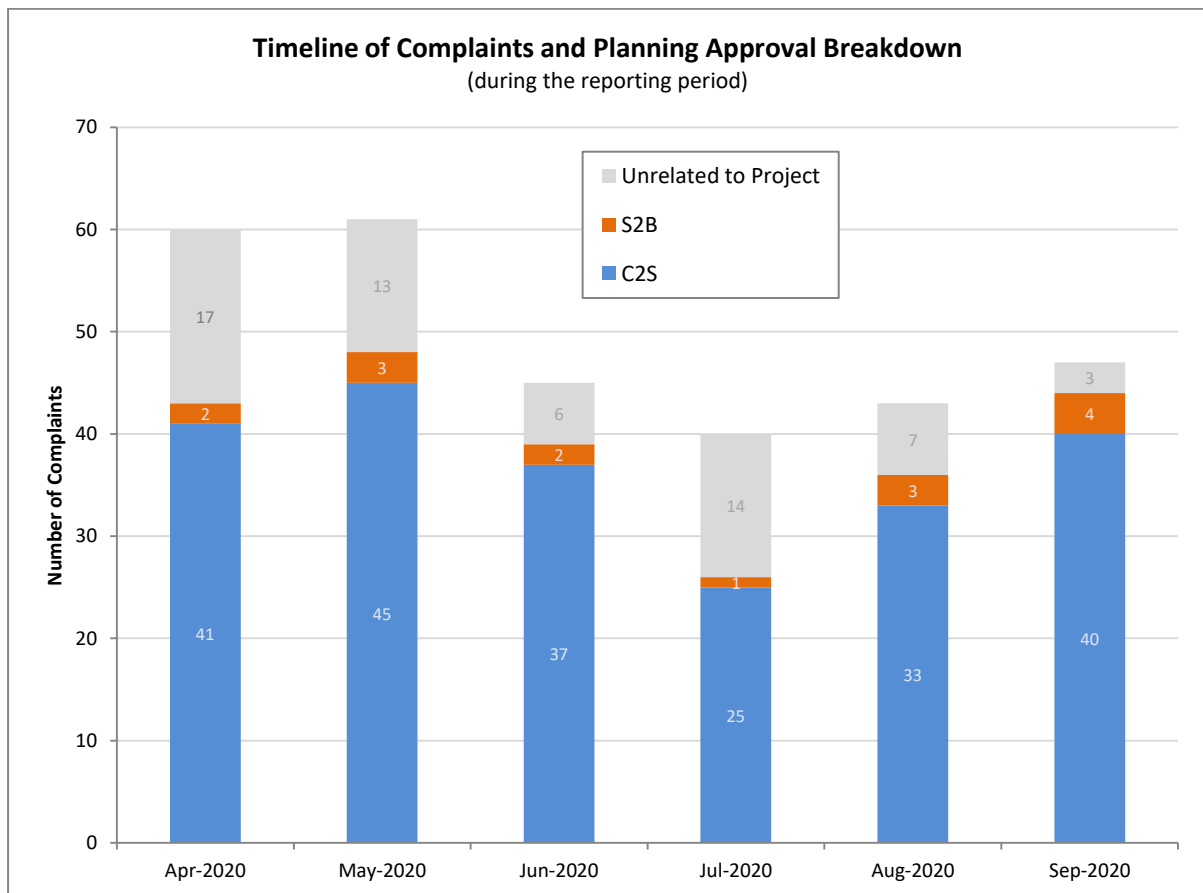


Figure 3: Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

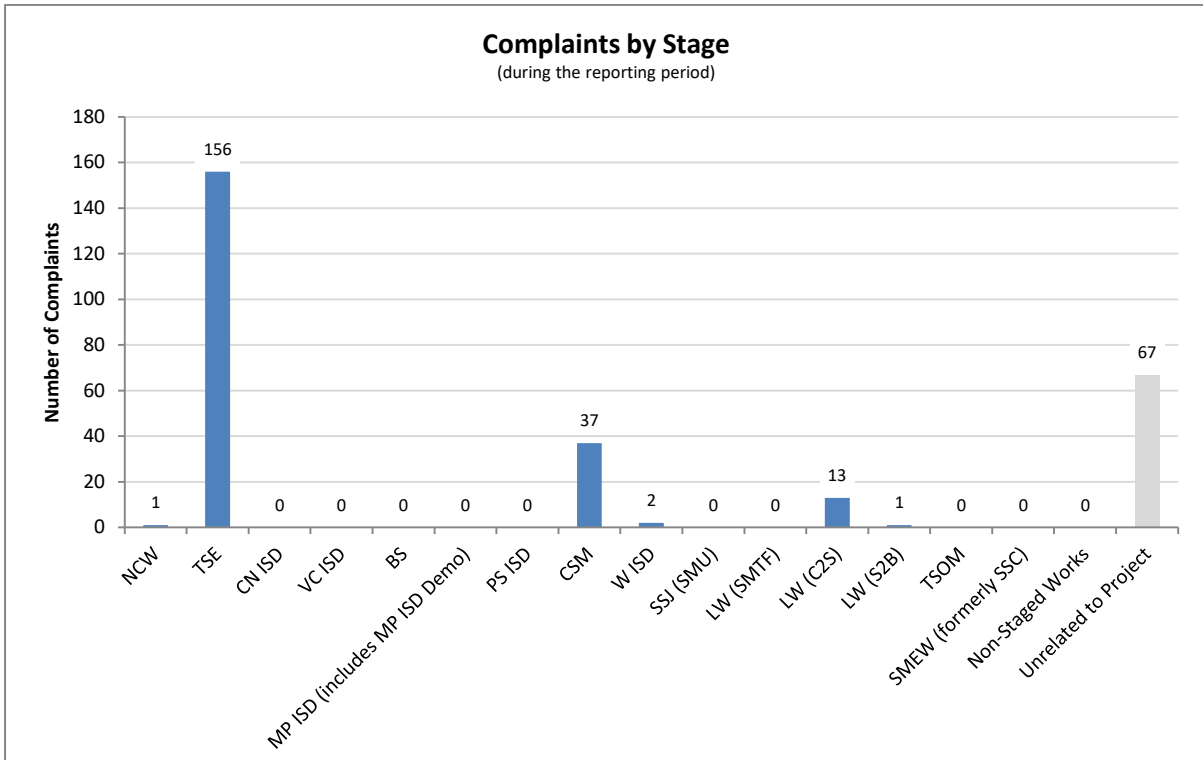


Figure 4: Complaints by Stage during the Reporting Period

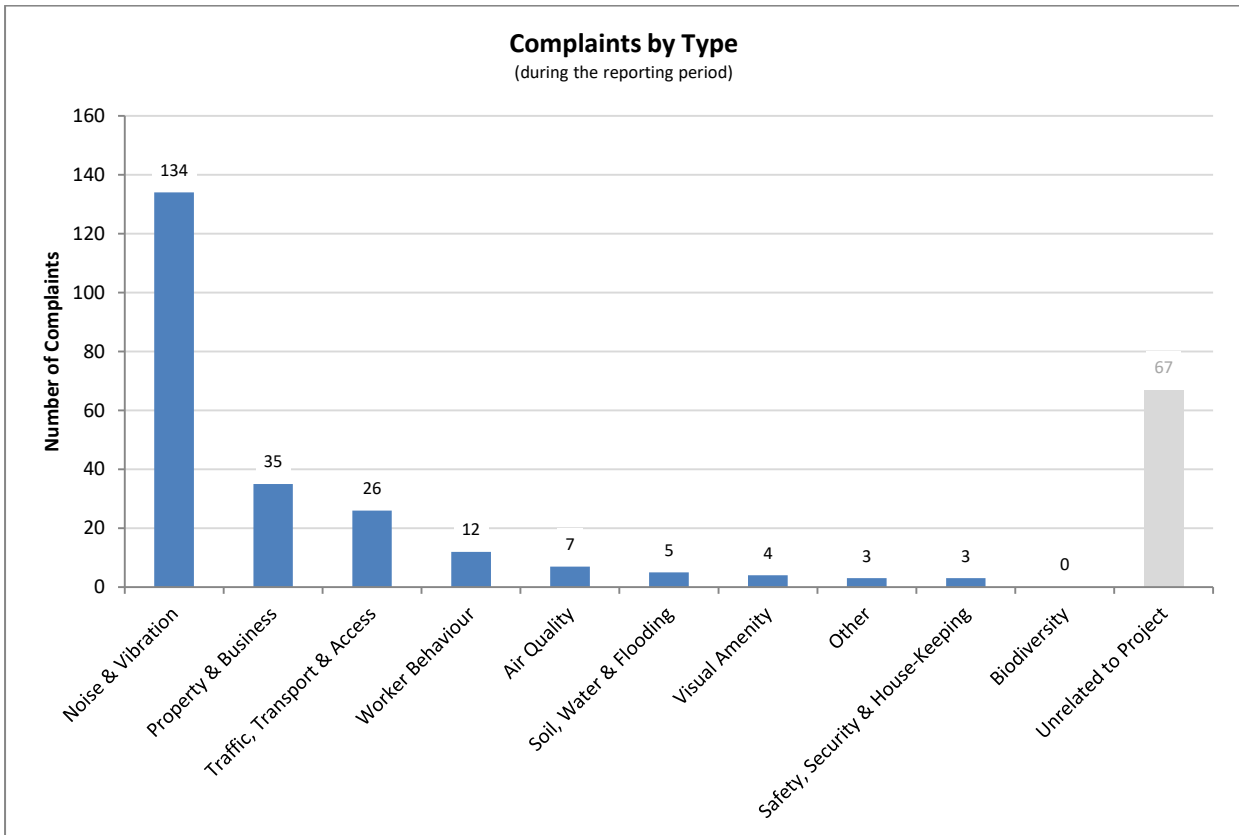


Figure 5: Complaints by Type during the Reporting Period

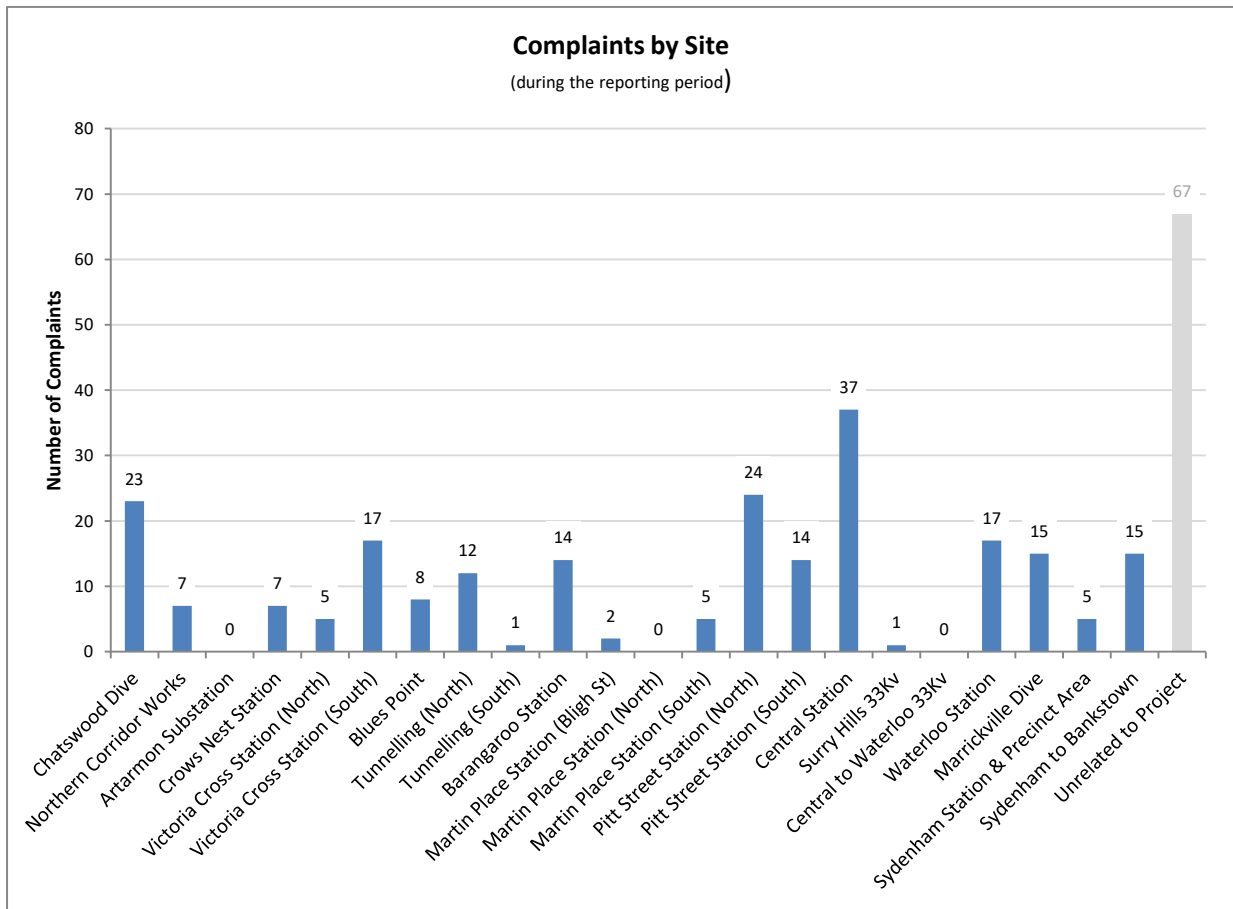


Figure 6: Complaints by Site during the Reporting Period

5. Sustainability and Environmental Initiatives

Sydney Metro's sustainability and environmental initiatives are outlined in its annual Sustainability Reports. Sydney Metro's inaugural Sustainability Report 2017 and all other subsequent annual Sustainability Reports are available on the Sydney Metro Sustainability webpage (<https://www.sydneymetro.info/our-approach-sustainability>).

A combined 2019/2020 report is due for release Q1 2021.



Figure 7: Sydney Metro 2017 and 2018 Sustainability Reports

Appendix 1 – Complaints during the Reporting Period