



# Sydney Metro City & Southwest

Construction Compliance Report #3 (1 April 2018 to 30 September 2018)



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## 1. Executive Summary

This City & Southwest Construction Compliance Report #3 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 April 2018 to 30 September 2018.

The vast majority of construction activities during the reporting period were undertaken by the Tunnels & Station Excavation (TSE) contractor across numerous sites from Chatswood to Marrickville. Other major contractors undertook work activities within the northern rail corridor, Central Station, Sydney Yard Access Bridge, Martin Place Station (minimally) and the Sydenham Station and precinct areas.

Onsite environmental performance was generally well managed across the project. Ten (10) Non-Compliances were raised during the reporting period, which is an increase from the previous report of five (5). Two of these non-compliances were the subject of warning letters from the Secretary. The increase in non-compliances is reflective of the increased construction activity during the reporting period by the TSE contractor, as well as three other contractors commencing construction activities. One incident during the reporting period required notification to both the Secretary and the Environment Protection Authority.

The total number of complaints received during the reporting period increased from 306 to 358 compared with the previous reporting period. However the number of complaints attributable to project works decreased from 271 to 264. Complaints were dominated by TSE Noise & Vibration matters, which represented 47% of all complaints attributable to project works.

Archaeological investigations during the reporting period helped to reveal what early settler life was like in the 1800's across Sydney. The most interesting findings were discovered at the Blues Point, Barangaroo Station and Waterloo Station sites.

The completion of the Sydney Yard Access Bridge exceeded all sustainability targets, including a Sustainable Design Guideline score of 78, a 17% reduction in construction carbon emissions and 41% replacement of Portland cement with low-carbon alternatives.

Construction 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 (LOR)	206 (1)	0 (1)	5 (18)	0 (0)	1
NCW (LOR)	149 (1)	0 (1)	0 (0)	2 (0)	9
TSE (JHCPBG)	322 (7)	1 (19)	27 (133)	2 (8)	253
CSM (LOR)	261 (0)	0 (3)	6 (8)	0 (0)	0
SSJ (JHLOR)	246 (0)	0 (3)	1 (4)	1 (1)	1
MP ISD (MG)	229 (0)	0 (0)	0 (0)	0 (0)	0
Sydney Metro (SM) (including non-staged and Metron works)	156 (1 against SM) (0 against Metron)	0 (1)	0 (0)	1 (0)	0
<b>Total</b>	<b>1,569 (10)</b>	<b>1 (28)</b>	<b>39 (163)</b>	<b>6 (9)</b>	<b>264 (358)</b>
<b>Total from Previous Report</b>	<b>1,277 (5)</b>	<b>0 (16)</b>	<b>41 (95)</b>	<b>3 (6)</b>	<b>271 (306)</b>

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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>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 (NSW)</i>
<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>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>POEO Act</b>	<i>Protection of the Environment Operations Act 1997 (NSW)</i>
<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>SSC</b>	Southwest Stations and Corridor
<b>SSD</b>	State Significant Development
<b>SSJ</b>	Sydenham Station Junction
<b>SYAB</b>	Sydney Yard Access Bridge
<b>TfNSW</b>	Transport for New South Wales
<b>TSE</b>	Tunnels and Station Excavation
<b>TSOM</b>	Trains, Systems, Operations and Maintenance

## 2. Introduction

### 2.1. Purpose of this Report

The purpose of this Construction Compliance Report (CCR) is to document Sydney Metro (formerly a delivery office of Transport for NSW) and its delivery partners' compliance with the requirements of the City & Southwest Critical State Significant Infrastructure (CSSI) planning approvals (refer to Section 0 for further 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 City & Southwest project's planning approvals as granted by the Secretary during each reporting period. This will include both the Chatswood to Sydenham (C2S) and Sydenham to Bankstown (S2B) components of the project.

This report covers the reporting period for all works undertaken on the City & Southwest project from 1 April 2018 to 30 September 2018.

Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs. Only the C2S planning approval was applicable during this reporting period.

**Table 1: CCR Planning Approval Conditions Cross-References**

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	<b>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:</b>	This report and Section 2
C2S A34(a)	<b>A results summary and analysis of environmental monitoring;</b>	Section 5.6
C2S A34(b)	<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;</b>	Section 0 and Appendix 1
C2S A34(c)	<b>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;</b>	Section 3.2
C2S A34(d)	<b>A register of any consistency assessments undertaken and their status;</b>	Section 2.3.5
C2S A34(e)	<b>Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;</b>	Section 5.5
C2S A34(f)	<b>A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and</b>	Section 5.3
C2S A34(g)	<b>Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.</b>	This report

## 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 three projects, all of which have been identified by the NSW Government as priority projects:

- **Northwest** (formerly North West Rail Link) – a 36 kilometre project currently under construction and opening in the first half of 2019 with a metro train every four minutes in the peak. Tunnelling has finished and construction is progressing.
- **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.

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



Figure 1: Sydney Metro Project Alignments



## 2.3. Project Planning Approvals

The City & Southwest 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 City & Southwest project comprises two core components that are each subject to the CSSI planning approval pathway:

- **Chatswood to Sydenham** (refer to Section 2.3.1.1), and
- **Sydenham to Bankstown** (refer to Section 2.3.1.2).

This CCR covers the full scope of the City & Southwest works that are subject to CSSI planning approvals and does not cover any City & Southwest 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.



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

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, five (5) 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.

### 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*, is expected to be determined by the NSW Minister for Planning in late 2018.

### 2.3.2. State Significant Development Planning Approvals

The City & Southwest 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 3.1.7.2).

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

### 2.3.3. Self-Determinations and Exempt Development

The City & Southwest 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.
- **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 and grey rows indicate pending determinations.

**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) EIS (SSI-5931)</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>15 January 2014</b>
<b>C2S EIS (SSI-15_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 (not subject to this report or C2S CoA A34).	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 EIS (SSI-17_8256)</b>	<b>CSSI</b>	<b>NSW Minister for Planning</b>	<b>Pending</b>

### 2.3.5. Consistency Assessments

A total of 35 Consistency Assessments have been endorsed by either TfNSW or Sydney Metro under the CSSI project planning approvals to date. Thirteen (13) of these were endorsed by either TfNSW or Sydney Metro during the reporting period (the Sydney Metro Delivery Office under TfNSW became its own authority as 'Sydney Metro' on 1 July 2018).

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 Power Supply	C2S EIS	11 Apr 2018
Mortuary Station Site Office & Access	C2S EIS	16 Apr 2018
Central Station Office Relocation to Platform 0	C2S EIS	30 Apr 2018
Fraser Park Haul Road	C2S EIS	14 May 2018
Bolton Street Ancillary Facility	C2S EIS	14 May 2018
Barangaroo Additional Temporary Construction Land for Spoil Management	C2S EIS	27 Jun 2018
Central Station Access Points and Temporary Laydown Areas	C2S EIS	13 Jul 2018
Blues Point Dive Site Utilities Augmentation	C2S EIS	18 Jul 2018
Fraser Park Laydown Area	C2S EIS	16 Aug 2018
Pitt Street Station Over-Station Development Integration	C2S EIS	24 Aug 2018
Noise Mitigation Installations on Heritage Items	C2S EIS	12 Sep 2018
Blues Point Temporary Wharf Relocation	C2S EIS	20 Sep 2018
Crows Nest Additional Temporary Construction Land	C2S EIS	20 Sep 2018



**Figure 3: Archaeologists working at the Blues Point Site**

### 3. Construction Packages

Figure 4 provides a high level overview of the latest City & Southwest delivery strategy (April 2018). 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 City & Southwest [Chatswood to Sydenham Staging Report](#) for further detail on the C2S construction packages.

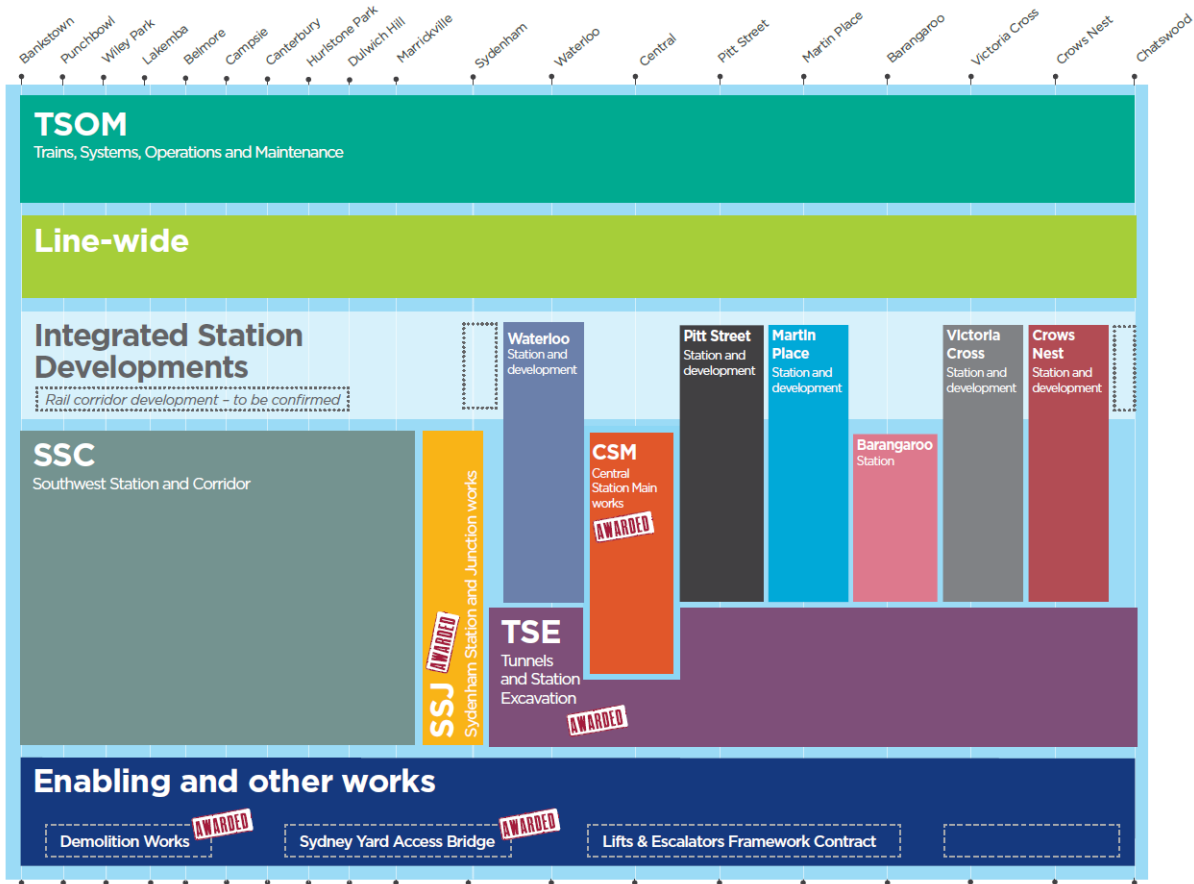


Figure 4: Latest City & Southwest Project Delivery Strategy (April 2018)

### 3.1. Construction Package Status Updates

Table 4 lists the status of City & Southwest construction packages as of November 2018. Grey rows indicate construction packages that are yet to be awarded.

Table 4: Status of Construction Packages

Construction Package	Contractor	Contract Award Date	Status
<b>Sydney Yard Access Bridge</b>	Laing O'Rourke (LOR)	20 Jan 2017	All physical works onsite completed in June 2018.
<b>Northern Corridor Works (Portion 7a)</b>	Laing O'Rourke (LOR)	1 Sep 2017	Construction* commenced 7 May 2018 and remains ongoing.
<b>Northern Corridor Works (Portion 7b)</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Tunnels &amp; Station Excavation (TSE)</b> (including Demolition A and Demolition B contracts novated to TSE contractor on 22 June 2017)	John Holland CPB Ghella (JHCPBG) Joint Venture	22 Jun 2017	Demolition A (Delta) completed all physical works onsite in September 2018. Demolition B (Metropolitan) completed all physical works onsite in July 2018. TSE construction* remains ongoing.
<b>Central Station Main</b>	Laing O'Rourke (LOR)	7 Mar 2018	Construction* commenced on 4 Aug 2018 and remains ongoing.
<b>Sydenham Station &amp; Junction</b>	John Holland Laing O'Rourke (JHLOR) Joint Venture	20 Sep 2017	Construction* commenced on 28 Aug 2018 and remains ongoing.
<b>Martin Place Integrated Station Development</b>	Macquarie Group	12 Sep 2018	Low impact works commenced and remain ongoing until construction* commencement.
<b>Southwest Station &amp; Corridor</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Integrated Station Development Contracts:</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
- <b>Crows Nest</b>			
- <b>Victoria Cross</b>			
- <b>Pitt Street</b>			
- <b>Waterloo</b>			
<b>Barangaroo Station</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.		
<b>Line-Wide</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 [Chatswood to Sydenham conditions of approval](#) as issued by the Secretary.

### 3.1.1. Sydney Yard Access Bridge

The Sydney Yard Access Bridge (SYAB) construction 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 5.



Figure 5: Completed Sydney Yard Access Bridge

### 3.1.2. Northern Corridor Works

The Northern Corridor Works (NCW) construction package has been split into two (2) sub-packages:

- Portion 7a, comprising of:
  - Design of track slews and associated civil works, combined services routes, signalling and overhead wiring works, Mowbray Road Bridge collision protection, Hopetown Avenue access ramp removal, Drake Street hi-rail installation, Nelson Street Bridge demolition works and retaining and noise wall installations, and
  - Design and construction of overhead wiring footings and structures, and all drainage works to support the Chatswood Dive Site (including a stormwater attenuation basin and network connection).
- Portion 7b, comprising of construction of the design-only aspects of Portion 7a.

### 3.1.2.1. Portion 7a

Portion 7a was awarded to LOR on 1 September 2017.

During the reporting period, the contractor:

- Continued to undertake low impact works, including vegetation removal and footing installations along Frank Channon Walk and geotechnical investigations along the Mowbray Rd embankments,
- Obtained Secretary approval of its:
  - Construction Ancillary Facilities Management Plan on 18 May 2018, and
  - Construction Environmental Management Plan and sub-plans on 7 May 2018,
- Commenced construction activities including overhead wiring structures, security fencing and w-beam barriers installations.

### 3.1.2.2. Portion 7b

Portion 7b is planned to be awarded in late 2018.

No works were undertaken during the reporting period as part of Portion 7b.

### 3.1.3. Tunnels and Station Excavation

The Tunnels and Station Excavation (TSE) construction 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 construction 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 all demolition works under the Demolition A (Delta) and Demolition B (Metropolitan) novated contracts.
- Completed archaeological investigations at the Marrickville Dive and Waterloo Station sites, and commenced archaeological investigations at the Blues Point and Barangaroo Station sites.
- Commenced construction of acoustic sheds at various sites, including the completion of acoustic sheds at the Barangaroo Station, Bligh Street and Pitt Street North sites.
- Completed piling activities at the Barangaroo Station, Pitt Street Station, Waterloo Station and Marrickville Dive sites.
- Continued box excavations across all sites and commenced road-header excavations at the Victoria Cross, Barangaroo, Martin Place and Pitt Street station sites.
- Commenced the assembly of two TBMs at the Marrickville Dive Site.





Figure 6: Pre-Cast Concrete Tunnel Segments at the Marrickville Dive Site



Figure 7: Artefacts Discovered at the Blues Point Site

### 3.1.4. Central Station Main

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

The Central Station Main (CSM) construction 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:

- Commenced low impact works, including service investigations, auguring on platforms, hazardous material assessments and soft-stripping of buildings, non-destructive digging and installation of footings and overhead wiring structures, temporary offices and associated facilities and fencing,
- Obtained Secretary approval of its Construction Environmental Management Plan and sub-plans on 4 August 2018, and
- Commenced construction activities, including auguring and excavation of platforms and vegetation removal in Sydney Yard.

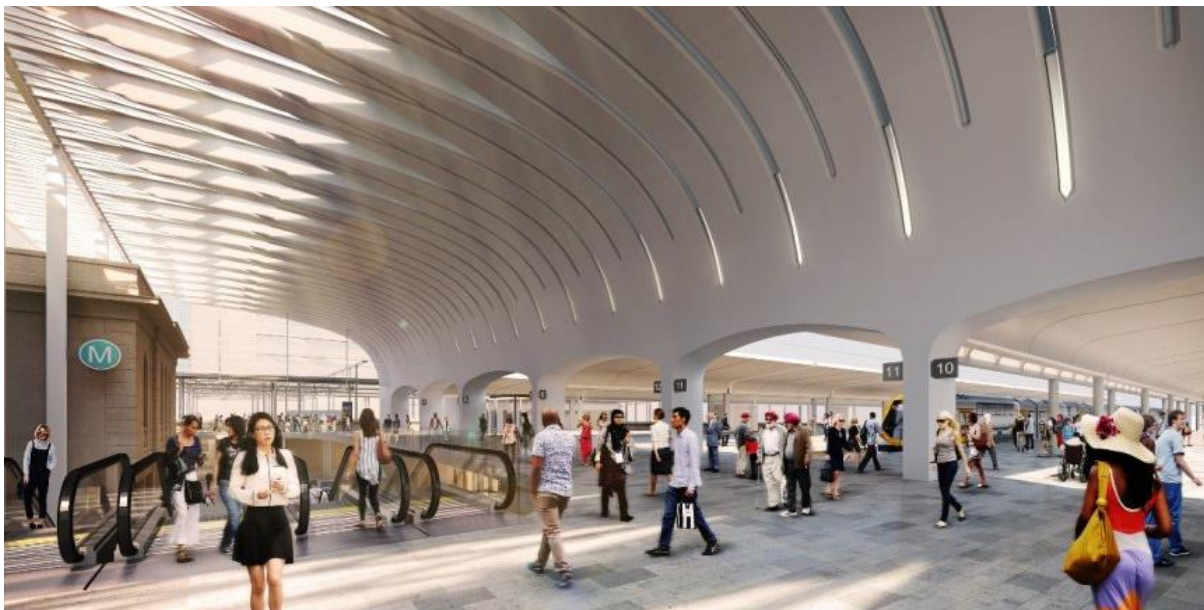


Figure 8: Artist Impression of Central Station

### 3.1.5. Sydenham Station Junction

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

The SSJ construction 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 to undertake low impact works in the form of design investigations, service searches, utility works, underline crossings, overhead wirings and footing works,
- Obtained Secretary approval of its Construction Environmental Management Plan and sub-plans on 28 August 2018.
- Obtained Secretary approval of its Ancillary Facilities Management Plan for Fraser Park on 6 September 2018 and subsequently commenced site establishment activities.
- Commenced demolition of some buildings within Sydenham Station.

### 3.1.6. Integrated Station Development (Awarded)

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

#### 3.1.6.1. Martin Place ISD

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

During the reporting period, low impact works only were undertaken in the form of infilling door openings between 50 Martin Place and 9-19 Elizabeth Street, Sydney.



Figure 9: Artist Impression of the future Martin Place Station Entrance looking East

### 3.1.7. Construction Packages yet to be Awarded

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

#### 3.1.7.1. Southwest Station and Corridor

The Southwest Station and Corridor (SSC) construction 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.

#### 3.1.7.2. Integrated Station Development (yet to be Awarded)

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

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

### 3.1.7.3. Barangaroo Station

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

### 3.1.7.4. Line-Wide

The Line-Wide (LW) construction 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.



Figure 10: The Sydney Metro Trains Facility at Rouse Hill in July 2017

### 3.1.7.5. Trains, Systems, Operations and Maintenance

The Trains, Systems, Operations and Maintenance (TSOM) construction 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. Grey rows indicate CEMPs that are yet to obtain Secretary approval.

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

Construction 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)	The CEMP has not been amended as a result of any reviews since the Environmental Representative endorsed an update on 22 December 2017. Works onsite were completed in September 2018. This CEMP is no longer in effect.
<b>Demolition B (Metropolitan)</b>	12 July 2017	The CEMP has not been amended as a result of any reviews since the Environmental Representative endorsed an update on 15 September 2017. Works onsite were completed in July 2018. This CEMP is no longer in effect.
<b>SYAB</b>	9 June 2017	The CEMP has not been amended as a result of any reviews since the Environmental Representative endorsed an update on 6 March 2018. Works onsite were completed in June 2018. This CEMP is no longer in effect.
<b>NCW</b>	7 May 2018	Following Secretary approval, the CEMP was reviewed in preparation for Portion 7b works. The review identified some minor amendments which are currently being addressed. The updated CEMP will be endorsed by the Environmental Representative prior to implementation.
<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>MP ISD – Demolition</b>	CEMP (specific to demolition activities only) is yet to be approved by the Secretary.	
<b>MP ISD</b>	CEMP yet to be approved by the Secretary.	
<b>SSC</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.	
<b>ISD</b>	Contracts yet to be awarded and subject to delivery strategy changes/refinements.	
<b>BS</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.	
<b>LW</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.	
<b>TSOM</b>	Contract yet to be awarded and subject to delivery strategy changes/refinements.	

### 3.3. Planning Approval and Construction Package Relationships

Table 6 outlines the relationships between the planning approvals and construction packages (grey rows indicate pending approvals).

Table 6: Allocation of Planning Approvals to Construction Packages

Planning Approval	Sydney Metro	EW	TSE	SSJ	CSM	SSC	ISD	BS	LWC	TSOM
<b>Sydney Metro Trains Facility</b> (formerly known as the Rapid Transit Rail Facility) <b>EIS (SSI-5931)</b>	✓								✓	✓
<b>C2S EIS (SSI-15_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	✓		✓							
<b>S2B EIS (SSI-17_8256)</b>	✓					✓			✓	✓
<b>Clyde Barging Facility</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	Construction 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>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. Refer to the Sydney Metro City & Southwest [Chatswood to Sydenham Compliance Tracking Program](#) (CTP) report for further information on how Sydney Metro manages and tracks compliance under the C2S planning approval.

#### 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 (refer to the Sydney Metro City & Southwest [Chatswood to Sydenham Staging Report](#)), 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.



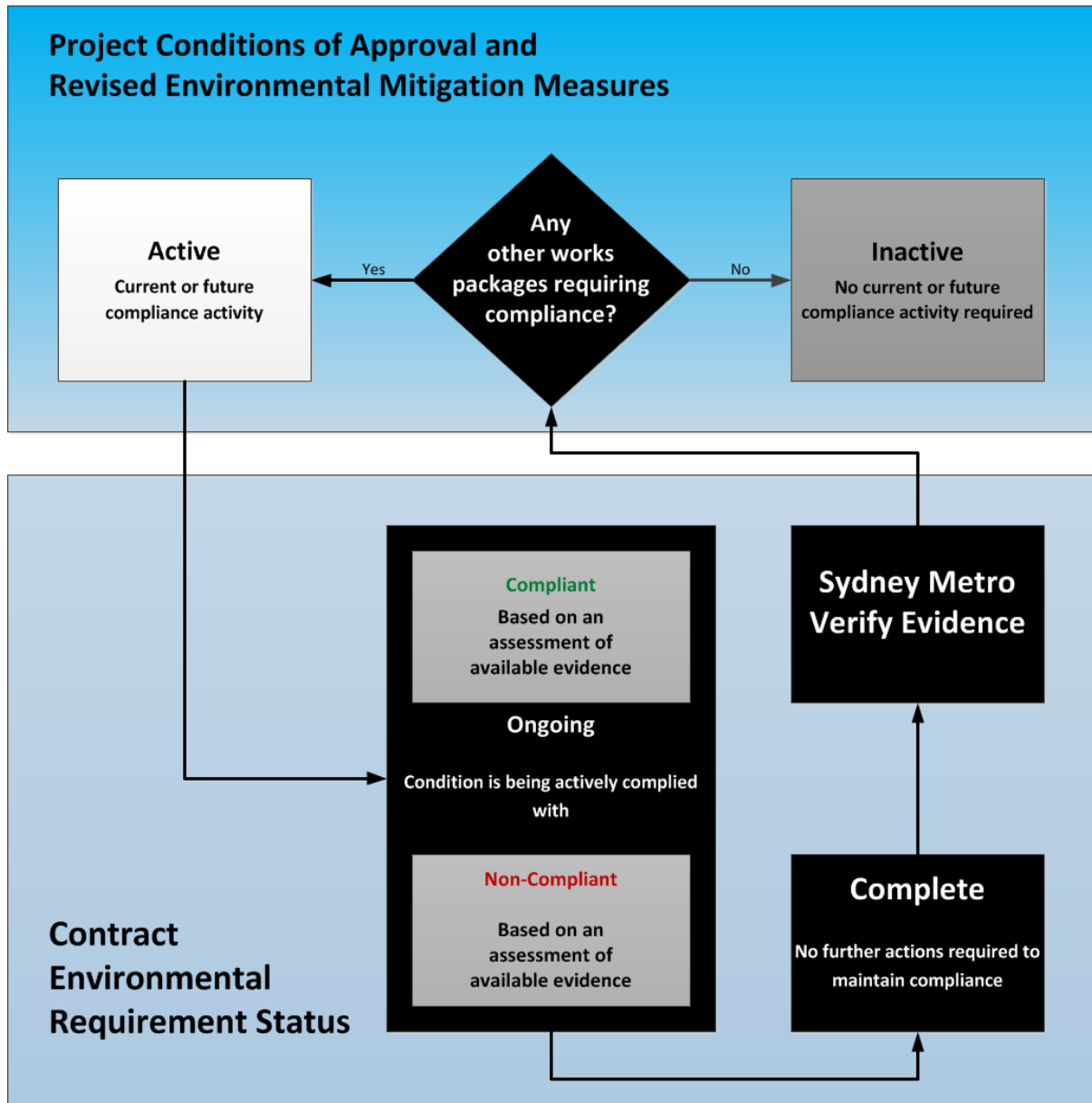


Figure 11: Tracking of Environmental Requirements

## 5. Environmental and Compliance Performance

The total number of City & Southwest ongoing compliance requirements at the end of the reporting period was 1,569 – inclusive of Metron’s design-related requirements (refer to Section 5.1.1 for information on Metron). There were a total of ten (10) non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 11. There was one major (Class 1 or 2) environmental incident during the reporting period. A summary of this incident is provided in Table 12.

### 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

Construction 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 (LOR)	206 (1)	0 (1)	5 (18)	0 (0)	1
NCW (LOR)	149 (1)	0 (1)	0 (0)	2 (0)	9
TSE (JHCPBG)	322 (7)	1 (19)	27 (133)	2 (8)	253
CSM (LOR)	261 (0)	0 (3)	6 (8)	0 (0)	0
SSJ (JHLOR)	246 (0)	0 (3)	1 (4)	1 (1)	1
MP ISD (MG)	229 (0)	0 (0)	0 (0)	0 (0)	0
Sydney Metro (including non-staged and Metron works)	156 (1 against Sydney Metro) (0 against Metron)	0 (1)	0 (0)	1 (0)	0
<b>Total</b>	<b>1,569 (10)</b>	<b>1 (28)</b>	<b>39 (163)</b>	<b>6 (9)</b>	<b>264 (358)</b>

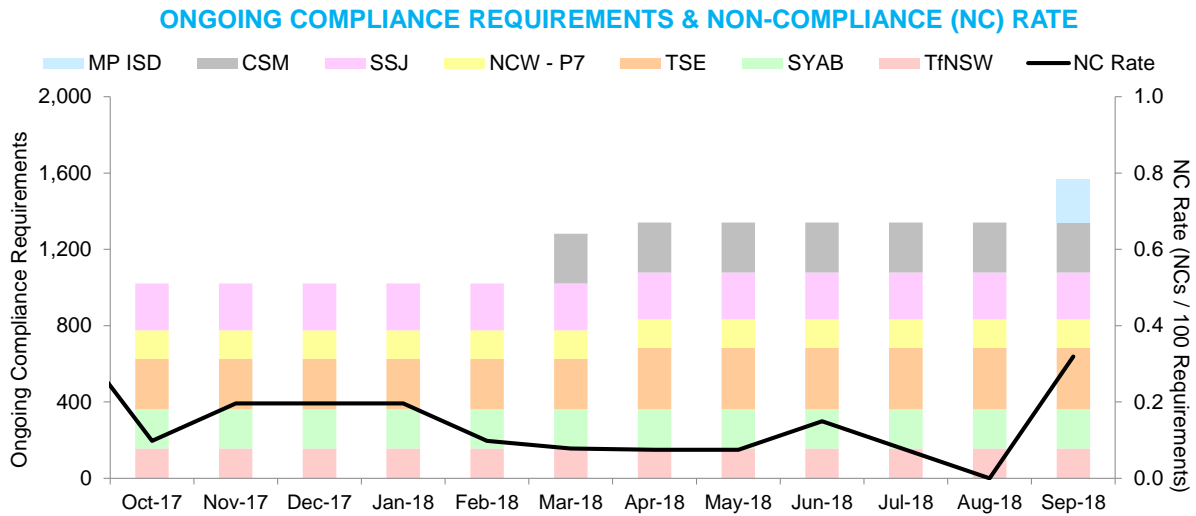


Figure 12: Compliance Load and Non-Compliance Rate

### 5.1.1. Design Compliance (Metron)

Sydney Metro has contracted the Metron consortium to undertake preliminary 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 review of planning approval requirements in accordance with Table 2 of the Sydney Metro City & Southwest [Chatswood to Sydenham CTP](#) report. This table indicates that the formal compliance review of Sydney Metro-held compliance requirements (including that of design requirements being undertaken by Metron) will be undertaken in consultation with the ER at a general frequency of every six months.

During the reporting period and in accordance with *Sydney Metro City & Southwest CTP* report:

- Metron was the subject of an Independent Environmental Audit in accordance with C2S CoAs A39 and A40 (refer to Section 5.5). The final Audit Report identified two ‘Opportunities for Improvement’, relating to:
  - Greater consideration of heritage interpretation for Stage 2 designs, and
  - Greater clarification on the flood modelling / assessment that was undertaken as part of Stage 1 designs.

Metron’s Stage 1 designs are now effectively complete, except for the remaining Stage 2 and 3 designs being undertaken for Barangaroo Station. The development of Metron’s remaining Stage 1 designs beyond Stage 1 are now the responsibilities of the ISD and LW contractors following contract award.

### 5.1.2. Compliance Documentation

The C2S conditions of approval 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 submissions to the Secretary for information only and approval under the C2S planning approval as of the end of September 2018. More than 222 documentation submissions have been made to the Secretary over the last 21 months (i.e. more than ten submissions per month).

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

Construction Package	Total Number of Out of Hour Work Approvals (minimum)	Documentation Submissions to the Secretary for Information (minimum) (each document requiring ER endorsement)	Documentation Submissions to the Secretary for Approval (minimum) (each document requiring ER endorsement)
SYAB (LOR)	37	4	10
NCW (LOR)	19	2	9
TSE (JHCPBG)	123 (excluding approvals under EPLs)	34	44
CSM (LOR)	12	4	21
SSJ (JHLOR)	12	7	17
MP ISD (MG)	1	0	1
Sydney Metro (incl. non-staged works)	38	44	25
<b>Totals</b>	<b>+ 242</b>	<b>+ 95</b>	<b>+ 127</b>

## 5.2. Non-Compliances

There were ten (10) 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 construction 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**

Construction Package	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances	Compliance Load at end of Reporting Period
SYAB (LOR)	1	0	206
NCW (LOR)	1	0	149
TSE (JHCPBG)	7	0	322
CSM (LOR)	0	0	261
SSJ (JHLOR)	0	0	246
MP ISD (MG)	0	0	229
Sydney Metro (including non-staged and Metron works)	1 against Sydney Metro 0 against Metron	0	156 (inclusive of Metron scope)
<b>Totals</b>	<b>10</b>	<b>0</b>	<b>1,569</b>

Table 11 provides details on the non-compliances that were raised during the reporting period. The Non-Compliances raised on 23 Jul 2018 and 26 Sep 2018 were the subject of warning letters issued by the Secretary.

Table 11: Non-Compliances raised during the Reporting Period

Date Raised	Contract	CoA / REMM	Type	Description	Status and Actions taken or to be taken
3 Apr 2018	NCW (LOR)	C2S E36	Noise & Vibration	Concrete pour of footings was completed outside of standard hours without relevant approval at approx. 6:40pm.	<b>Closed –</b> 1) Contractor reminded of contractual requirement to comply with Sydney Trains' Out of Hours Environment Protection Licence requirements.
29 May 2018	TfNSW	C2S E6	Flora & Fauna	A tree at the Chatswood Station Site was incorrectly identified for retention in a Tree Report. The contractor's intention was to remove the tree.	<b>Closed –</b> 1) Copy of contractor's Tree Register obtained for reconciliation of status of trees. 2) Environmental Alert issued internally confirming requirements of C2S CoA E6 Tree Report requirements prior to any vegetation interference activities.
6 Jun 2018	SYAB (LOR)	C2S E65	Soil & Water	Sediment bags were not appropriately maintained to minimise water pollution.	<b>Closed –</b> 1) Sandbag positioning was rectified appropriately.
21 Jun 2018	TSE (JHCPBG)	C2S E38	Noise & Vibration	Timed respite from noise impacts was not provided during jack-hammering of concrete abutments at the Crows Nest Station Site.	<b>Closed –</b> 1) Respite periods now included as standard item in pre-start briefings. 2) Commenced announcements of respite periods throughout worksites. 3) Respite period stickers provided in plant / vehicles for greater awareness.
23 Jul 2018	TSE (JHCPBG)	C2S A8 & C8	Noise & Vibration	A vibration monitor at the Martin Place Station Site was relocated as requested by Macquarie Bank, but was inconsistent with the position indicated in the Noise & Vibration Management Plan.	<b>Closed –</b> 1) The vibration monitor was relocated back to the position indicated in the Noise & Vibration Management Plan.
12 Sep 2018	TSE (JHCPBG)	C2S C11	Noise & Vibration	Real-time access to noise and vibration data was only provided to the Acoustics Advisor.	<b>Closed –</b> 1) Real-time access to noise and vibration data was provided in accordance with C2S CoA C11.
13 Sep 2018	TSE (JHCPBG)	C2S A8 & E82	Traffic, Transport & Access	A site entry/exit at the Barangaroo Station Site was utilised prior to the updated Construction Traffic Management Plan being approved by the Roads and Maritime Services.	<b>Closed –</b> 1) Immediate cease use of entry/exit point. 2) Construction Traffic Management Plan was approved by Roads and Maritime Services.

Date Raised	Contract	CoA / REMM	Type	Description	Status and Actions taken or to be taken
26 Sep 2018	TSE (JHCPBG)	C2S A8 & E82	Traffic, Transport & Access	Trucks parked outside Pitt Street Station Site in breach of the Construction Traffic Management Plan.	<b>Closed –</b> 1) Finalise main spoil haulage contract to require truck drivers to undertake robust inductions and receive clear rules to abide by.
27 Sep 2018	TSE (JHCPBG)	C2S C11	Noise & Vibration	Real-time access to noise and vibration data was not provided for the Demolition B (Metropolitan) works at the Martin Place Station Site.	<b>Closed –</b> 1) Contract closed in September 2018. 2) Ensure provision of real-time monitoring access for remaining TSE scope of works.
28 Sep 2018	TSE (JHCPBG)	C2S A8	Heritage	Ongoing works in the vicinity of the heritage-listed Congregational Church at the Waterloo Station Site generated ten recurrences of exceeding the 7.00mm/s vibration alert at the vibration monitor located at the church. This breached the requirement in the Noise & Vibration Management Plan to 'prevent recurrence' whenever when the vibration alert was exceeded.	<b>Closed –</b> 1) Noise & Vibration Management Plan has been updated to remove reference to 'prevent recurrence' and includes requirements to stop works when the alert is triggered, review the data and consider additional mitigation measures. 2) Daily inspections of church to be undertaken for remainder of piling activities. 3) Continue vibration monitoring after vibratory intensive piling activities have been completed. 4) Continue ongoing communication with church regarding upcoming works and impacts.

### 5.3. Incidents

One environmental ‘Incident’, as defined by the C2S planning approval definition of ‘Incident’, occurred on the City & Southwest project during the reporting period. Sydney Metro classifies incidents that meet this definition as either Class 1 or Class 2 incidents.

All Class 1 and 2 incidents that occurred on the project during the reporting period are summarised in Table 12. Table 12 also summarises each of these incidents’ subsequent compliance obligations under C2S CoA A41 and CoA A44.

**Table 12: Summary of Class 1 and 2 Incidents during the Reporting Period**

Date	Contract	Site	Description	Was the Secretary Notified within 24hrs? (C2S CoA A41)	Was the EPA Notified? (C2S CoA A44)	Was the Secretary provided with the EPA Notification within 24hrs of providing the EPA Notification? (C2S CoA A44)
6 Jul 2018	TSE (JHCPBG)	Martin Place Station	An hydraulic hammer punctured a 150mm diameter pressurised steel gas main pipe during investigation works.	Yes	Yes	Yes

A total of 28 minor (Class 3) environmental incidents occurred on the project during the reporting period. Table 13, Figure 13 and Figure 14 provide breakdowns of all City & Southwest minor environmental incidents that have occurred during the reporting period.

**Table 13: All Incidents that Occurred during the Reporting Period**

Construction Package	Class 1 and 2 Incidents	Class 3 Incidents
<b>SYAB (LOR)</b>	0	1
<b>NCW (LOR)</b>	0	1
<b>TSE (JHCPBG)</b>	1	19
<b>CSM (LOR)</b>	0	3
<b>SSJ (JHLOR)</b>	0	3
<b>MP ISD (MG)</b>	0	0
<b>Sydney Metro (including non-staged works)</b>	0	1
<b>Totals</b>	<b>1</b>	<b>28</b>



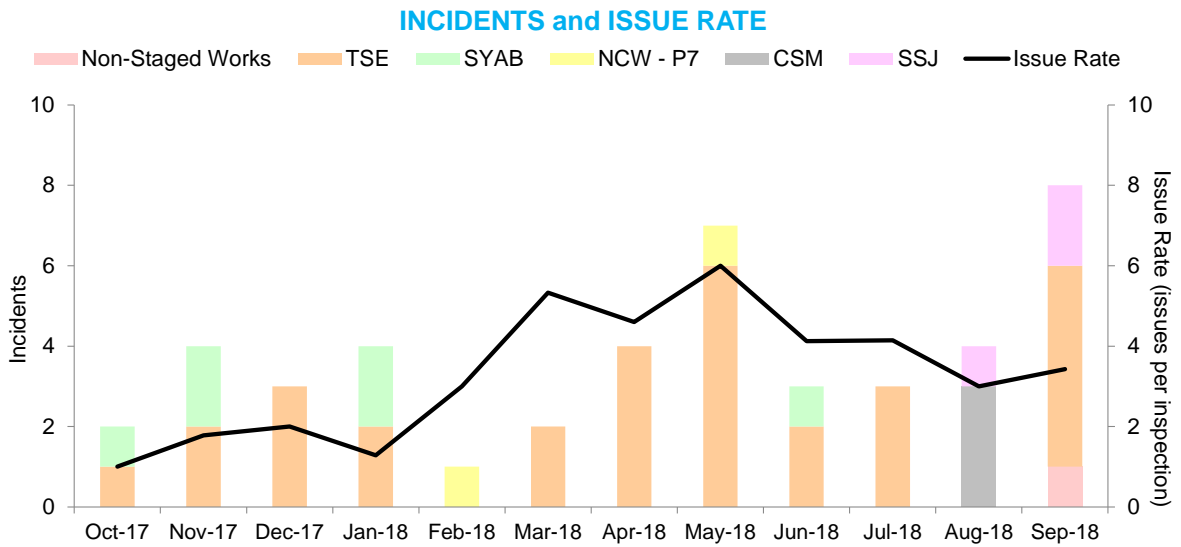


Figure 13: Incidents and Issue Rate (issues per inspection per month)

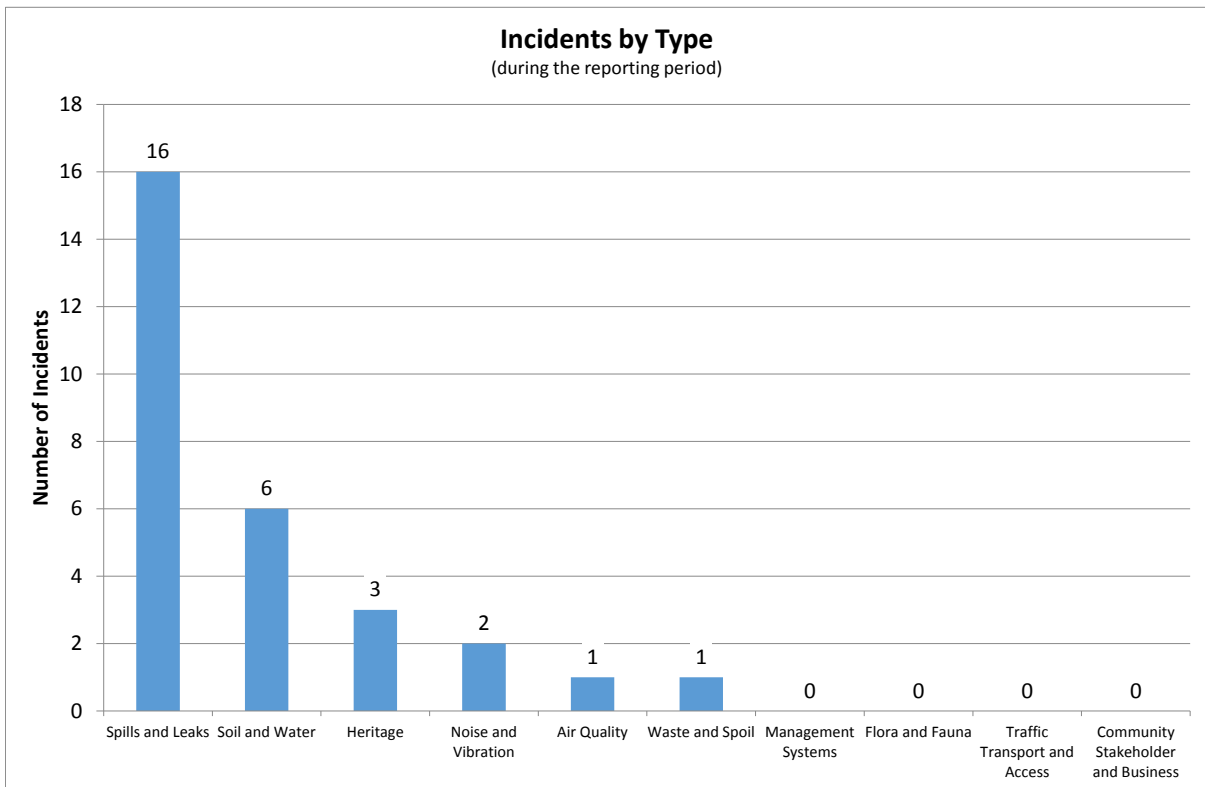


Figure 14: Incidents by Type during the Reporting Period

### 5.4. Independent Environmental Representative Inspections

Two (2) Independent Environmental Representatives (ERs) conducted 39 environmental inspections and raised 163 environmental issues during the reporting period. Table 14 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 construction packages during the reporting period.

Table 14: Independent ER Inspection Frequencies, Number of Inspections and Issues Raised

Construction Package	General Frequency	Inspections	Issues
SYAB (LOR) – Last inspection held 6 Jul 2018.	Monthly	5	18
NCW (LOR)	As Required	0	0
TSE (JHCPBG)	Weekly	27	133
CSM (LOR)	Fortnightly	6	8
SSJ (JHLOR)	As Required	1	4
MP ISD (MG)	Minimal works undertaken to date. First inspection currently planned for 2018 Q4.		
<b>Totals</b>	-	<b>39</b>	<b>163</b>

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

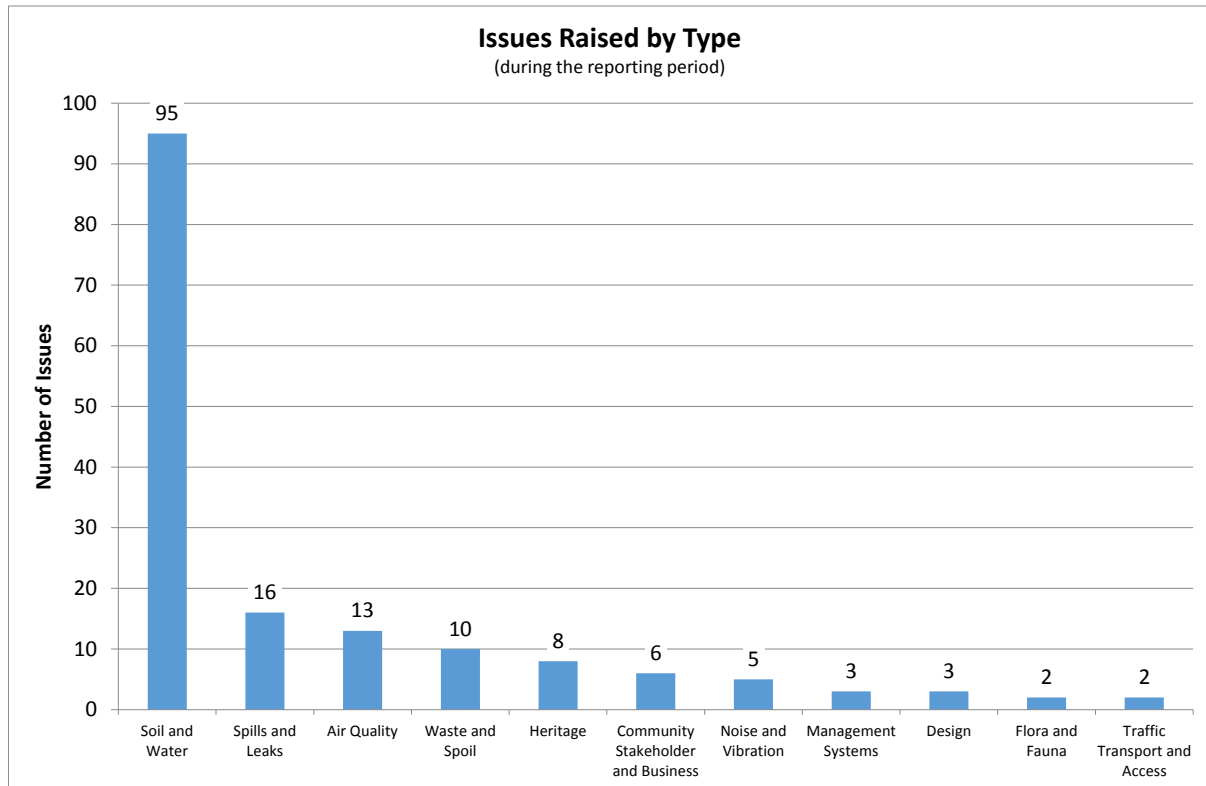


Figure 15: Environmental Issues Raised by Type during the Reporting Period

## 5.5. Environmental Audit Findings

Six (6) environmental audits were undertaken during the reporting period, which resulted in nine (9) findings. Refer to Table 16 for a summary of audits during the reporting period and Table 17 for details on 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').

### 5.5.1. Open from Previous Reporting Period

Two environmental audit findings were reported as 'open' in the previous reporting period, both of which were closed during the reporting period. These are summarised in Table 15.

**Table 15: Environmental Audit Findings Open from Previous Reporting Period**

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
31 Jan 2018	JHCPBG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Evidence of Sound Power Level register could not be provided for actual plant and equipment used.	Implement and maintain a register of plant and equipment Sound Power Levels.	<b>Closed –</b> Register developed and maintained by contractor.
31 Jan 2018	JHCPBG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Construction Noise & Vibration Impact Statement Rating Background Levels (RBL) were not consistent with those derived in the Construction Noise & Vibration Management Plan (CNVMP).	In consultation with the Acoustics Advisor, determine and document representative RBL locations to be used for catchment specific noise assessments.	<b>Closed –</b> RBLs listed in CNVMP confirmed as appropriate and adopted.

### 5.5.2. This Reporting Period

Six (6) environmental audits were undertaken during the reporting period:

- Four (4) were undertaken internally by Sydney Metro contractors, and
- Two (2) were undertaken by the Independent Environmental Auditor.

The six audits resulted in a total of nine findings. Table 16 summarises the environmental audits undertaken during the reporting period and Table 17 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 16: Environmental Audits undertaken during the Reporting Period

Auditee	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
LOR (NCW)	Environmental Management System	Internal Contractor Audit	7 May 2018	0	0	0
LOR (NCW)	Construction Environmental Management Plan	Internal Contractor Audit	2 Aug 2018	0	0	0
JHCPBG (TSE)	Construction Heritage Management Plan	Internal Contractor Audit	29 Jun 2018	2	2	0
<b>Metron (Sydney Metro)</b>	<b>Stage 1 Design</b>	<b>Independent Environmental Audit</b>	<b>30 Aug 2018</b>	<b>0</b>	<b>0</b>	<b>0</b>
JHLOR (SSJ)	Environmental Audit – General	Internal Contractor Audit	14 Sep 2018	1	0	1
<b>JHCPBG (TSE)</b>	<b>Martin Place Construction Traffic Management Plan</b>	<b>Independent Environmental Audit</b>	<b>19 Sep 2018</b>	<b>6</b>	<b>0</b>	<b>6</b>
<b>Totals</b>				<b>9</b>	<b>2</b>	<b>7</b>

Table 17: Environmental Audit Findings during the Reporting Period

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
29 Jun 2018	JHCPBG (TSE) Construction Heritage Management Plan	Existing 'authority to commence new works' form has potential to allow for destruction, modification or affect heritage items in contravention of C2S CoA E10.	Update 'authority to commence new works' form to include signoff from Environmental Manager that all relevant approvals required to impact heritage items has been obtained prior to commencing works.	Closed
29 Jun 2018	JHCPBG (TSE) Construction Heritage Management Plan	Existing 'authority to commence new works' form has potential to allow for direct impacts on heritage items in contravention of C2S REMM NAH11.	Update 'authority to commence new works' form to include signoff from Environmental Manager that all relevant approvals required to impact heritage items has been obtained prior to commencing works.	Closed
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.	<b>Open – Contractor addressing actions.</b>
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open – Contractor addressing actions.</b>

Date	Auditee & Audit Title	Finding	Action / Resolution	Current Status
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open –</b> Contractor addressing actions.
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open –</b> Contractor addressing actions.
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open –</b> Contractor addressing actions.
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open –</b> Contractor addressing actions.
19 Sep 2018	JHCPBG (TSE) Martin Place 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.	<b>Open –</b> Contractor addressing actions.

## 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 18 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 SYAB, TSE, CSM and SSJ 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 18: 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>	Applicable	N/A	N/A	N/A	N/A
<b>NCW</b> (Portion 7b yet to commence)	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 is planned.	Applicable	Applicable	Applicable
<b>SSJ</b>	Applicable	N/A	Applicable	N/A	Applicable
<b>MP ISD - Demolition</b> (construction yet to commence)	Applicable	N/A	N/A	N/A	Applicable
<b>SSC</b> (construction yet to commence)	Subject to S2B determination.	Subject to S2B determination.	Subject to S2B determination.	Subject to S2B determination.	Subject to S2B determination.
<b>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	Not Applicable	Applicable
<b>LW</b> (construction yet to commence)	Applicable (C2S component)	N/A for the C2S component	Applicable (C2S component)	N/A for the C2S component	Applicable (C2S component)
<b>TSOM</b> (construction yet to commence)	Applicable (C2S component)	N/A for the C2S component	N/A for the C2S component	N/A for the C2S component	Applicable (C2S component)

### 5.6.1. Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable for the SYAB, TSE, CSM and SSJ stages. Table 19 and Table 20 provide a noise and vibration summary and analysis at each City & Southwest site for construction activities undertaken during the reporting period.

**Table 19: Noise Monitoring Results Summary and Analysis**

Site (north to south)	Management Level Exceedances*	Comments
<b>Chatswood Dive (TSE)</b>	23	Traffic was identified as the dominant source at this site.
<b>Artarmon Substation (TSE)</b>	2	Traffic was identified as the dominant source at this site.
<b>Crows Nest Station (TSE)</b>	11	8 of these exceedances were attributable to non-project works, with traffic being the dominant source at this site.
<b>Victoria Cross Station (TSE)</b>	22	Traffic was identified as the dominant source at this site.
<b>Blues Point (TSE)</b>	0	Based on 1 attended monitoring event.
<b>Barangaroo Station (TSE)</b>	53	Non-project works were identified as the dominant source at this site (including traffic).
<b>Martin Place Station (TSE)</b>	34 <sup>^</sup>	Non-project works were identified as the dominant source at this site (including traffic and garbage removal activities).
<b>Pitt Street Station (TSE)</b>	15	Traffic was identified as the dominant source at this site.
<b>Central Station (SYAB)</b>	Generally not exceeded	In accordance with the Construction Noise & Vibration Management Plan (Monitoring Program), unattended noise monitoring was completed in February 2018 (prior to the reporting period commencing) upon completion of the bridge structure. Attended noise monitoring was undertaken for all Out of Hours (OOH) works in accordance with each OOH approval. The noise impacts of these works were generally consistent with the predicted impacts indicated in each OOH application.
<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>	2	Both exceedances attributable to traffic noise.
<b>Marrickville Dive (TSE)</b>	97	Traffic was identified as the dominant source at this site.
<b>Sydenham Station &amp; Surface Track Works (SSJ)</b>	23	Four (4) exceedances were caused by Sydney Metro works (impacts were lower than predicted and addressed through the implementation of additional mitigation measures. One (1) exceedance was caused by other construction works in the area. All remaining exceedances were caused by surrounding road, traffic and/or aircraft noise (or combinations of these factors).

\* TSE exceedances are based on attended monitoring events only. In accordance with the TSE Construction Noise & Vibration Management Plan, unattended noise monitoring commenced at each site at various times throughout the reporting period. Exceedances based on unattended monitoring will be included in future CCRs.

<sup>^</sup> The Martin Place Station Site was subject to monitoring undertaken by the novated Demolition B contractor. The novated Demolition A contractor completed all monitoring prior to the commencement of the reporting period.



Table 20: Vibration Monitoring Results Summary and Analysis

Site (north to south)	Management Level Exceedances*	Comments
Chatswood Dive (TSE)	0	Based on 2 attended monitoring events.
Artarmon Substation (TSE)	0	No attended monitoring events.
Crows Nest Station (TSE)	0	No attended monitoring events.
Victoria Cross Station (TSE)	0	Based on 13 attended monitoring events.
Blues Point (TSE)	0	No attended monitoring events.
Barangaroo Station (TSE)	0	Based on 3 attended monitoring events.
Martin Place Station (TSE)	0 <sup>^</sup>	Based on 5 attended monitoring events. Monitoring data obtained as part of the novated Demolition B contract exceeded the 'Early Warning' level on 2 occasions during the reporting period.
Pitt Street Station (TSE)	0	Based on 4 attended monitoring events.
Central Station (SYAB)	0	In accordance with the Construction Noise & Vibration Management Plan (Monitoring Program), unattended vibration monitoring was completed in February 2018 (prior to the reporting period commencing) upon completion of the bridge structure. Works undertaken during the reporting period generated negligible vibratory impacts on nearby receivers. Attended monitoring was undertaken during bridge load testing activities, which indicated vibration impacts were within management levels.
Central Station (CSM)	N/A	No vibratory activities were undertaken during the reporting period, therefore no vibratory monitoring was undertaken during the reporting period.
Waterloo Station (TSE)	0	Based on 3 attended monitoring events.
Marrickville Dive (TSE)	0	Based on 1 attended monitoring event.
Sydenham Station & Surface Track Works (SSJ)	0	-

\* TSE exceedances are based on attended monitoring events only. In accordance with the TSE Construction Noise & Vibration Management Plan, unattended noise monitoring commenced at each site at various times throughout the reporting period. Exceedances based on unattended monitoring will be included in future CCRs.

<sup>^</sup> The Martin Place Station Site was subject to monitoring undertaken by the novated Demolition B contractor. The novated Demolition A contractor completed all monitoring prior to the commencement of the reporting period.

## 5.6.2. Blasting

No blasting activities were undertaken during the reporting period, however the TSE contractor was preparing a Blast Management Strategy and Blast Monitoring Program for the commencement of blasting activities at the Victoria Cross Station Site.

The CSM contractor is not planning to undertake any blasting activities.

## 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 during the reporting period (i.e. two samples were taken at each of the ten locations 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	7.7	0.7	10.2	<5	12
Lower Scotts Creek	8.0	34.7	2.1	<5	<5
Upper Flat Rock Creek	No water present at monitoring location.				
Lower Flat Rock Creek	8.5	31.7	4.5	<5	<5
Milsons Park	7.8	0.9	30.1	<5	53
Blues Point	8.7	54.2	0.1	<5	6
Farm Cove	8.6	53.7	19.9	<5	9
Barangaroo	8.7	54.0	0.1	<5	<5
Alexandra Canal	8.0	0.6	29.9	<5	46
Eastern Channel	8.2	0.4	30.5	<5	14

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 the 20 monitoring results that were obtained during the reporting period for each of the parameters presented in Table 21 (two samples at ten locations):

- 15 acidity results were greater than the trigger value,
- 8 electrical conductivity results were greater than the trigger value,
- 6 turbidity results were greater than the trigger value, and
- 2 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.

Since excavation of the Metro Box is yet to commence, there was no surface water quality monitoring undertaken during the reporting period.

#### 5.6.3.3. SSJ

Four (4) pre-construction phase baseline samples were collected in the Eastern Channel in accordance with the SSJ *Construction Soil and Water Management Plan* during the reporting period. The upstream and downstream results showed similar levels of acidity (pH), salinity and dissolved oxygen, however the downstream Total Suspended Solids (TSS) levels were approximately three (3) times higher than the upstream TSS levels.

One (1) construction phase sample was collected at both locations during the reporting period after the construction team noticed the presence of dirty water in the Eastern Channel at a time when no works were being undertaken. The TSS measured at the downstream location was 784mg/L and at the upstream location was 30mg/L. All other parameters were generally consistent between both locations. The source of the turbid water was unable to be identified and is not considered to be attributable to any of the SSJ works.

#### 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 yet to be approved by the Secretary and is therefore not being implemented. This approval is required prior to the commencement of excavation of the Central Station Metro Box (anticipated to be Q1 2019) and Central Walk (anticipated to be in the second half of 2019).

#### 5.6.5. Business Impacts

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

Table 22 provides a summary and analysis of business impact monitoring results during the reporting period.

Table 22: Business Impact Monitoring Results Summary and Analysis

Stage	Construction Activity & Impact Awareness	Access & Visibility Maintenance	Minimisation of Noise & Vibration Impacts
<b>TSE</b>	<p>All construction notifications to business were issued within required timeframes during the reporting period. These notifications include likely impacts of upcoming works. Ongoing consultation has confirmed that businesses appreciate the assistance that advanced notice provides. The email distribution list was expanded to include a greater number of businesses. Briefings, meetings and door-knocks of businesses located within 50m of sites continued during the reporting period. Face-to-face contact was well-received and appreciated (as documented in communications records).</p>	<p>Access has been maintained for businesses and traffic controllers actively managed vehicle access to buildings to ensure loading zones were maintained and business deliveries continued. Signage was also provided. A business in Martin Place expressed concerns around visibility. Following feedback from the business, a nearby barrier was repositioned to improve visibility.</p> <p>At the Crows Nest Station Site, HC Café closed due to impacts caused by the Hume St closure despite improved signage, provision of regular window cleaning and encouragement of worker patronage. The business owner was consulted extensively prior to closing.</p>	<p>Noise and vibration sensitive businesses have been assessed by specialist noise and vibration consultants and offered tailored mitigation measures where appropriate. These mitigation measures are currently being implemented. Noise cancelling headphones were provided to one business.</p>
<b>CSM</b>	<p>All construction notifications to businesses were issued within required timeframes. Briefings, meetings or door-knocks were conducted at all businesses within 50m of work sites. Face-to-face contact was well-received and appreciated.</p>	<p>Access was maintained at all identified businesses.</p>	<p>Noise and vibration mitigation measures were in the process of implementation and remain ongoing.</p>
<b>SSJ</b>	<p>All adjacent businesses were door-knocked prior to works to identify specific interests and preferred communication.</p> <p>In June 2018, a newsagency was consulted to develop a protocol whereby electrical equipment would not be impacted when electrical supply would switch from main to generators during weekend possession works.</p> <p>In Aug 2018, businesses adjacent to 11 Sydenham Rd (planned demolition site) were explained the potential impacts and expressed any concerns they had. These discussions remain ongoing.</p> <p>In Sep 2018, a café owner advised that possession weekend works generally provide greater revenue than non-possession weekends.</p>	<p>In Aug &amp; Sep 2018, the pedestrian route along Burrows Ave (near Hogan Ave) was changed to improve access following a review after initial implementation.</p>	<p>In April 2018, a business that manufactures vibratory-sensitive aviation-drag equipment was contacted to provide information on upcoming works, timings and likely impacts.</p>

## 5.7. Complaints

A total of 358 complaints associated with the C2S planning approval were received during the reporting period. Of these, 264 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 construction 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 50% of all complaints attributable to project works.

The TSE contractor generated the vast majority of complaints (96% of all complaints attributable to project works). Of these, 124 were Noise & Vibration related (representing 47% of all complaints attributable to the project).

Works at the Chatswood Dive, Barangaroo Station and Marrickville Dive sites generated the most number of complaints during the reporting period (36, 50 and 40 respectively, representing 48% of all complaints attributable to the project).

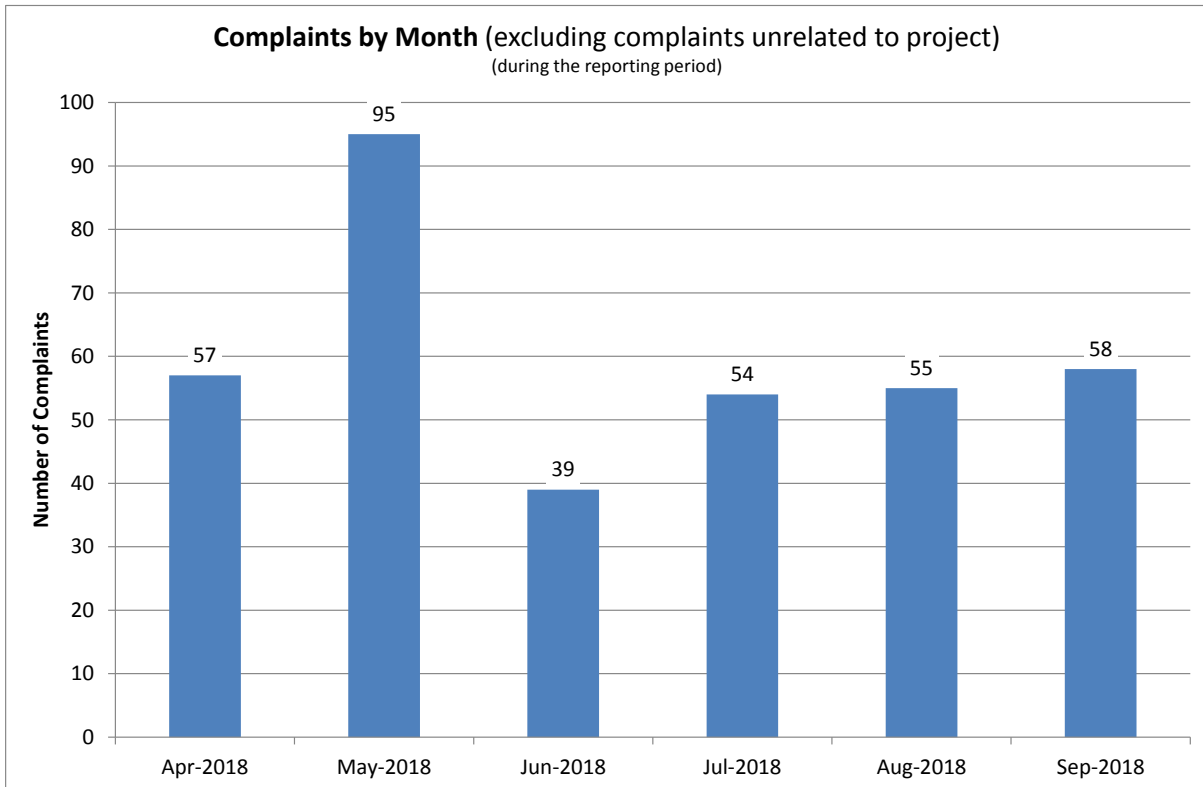


Figure 16: Complaints by Month during the Reporting Period

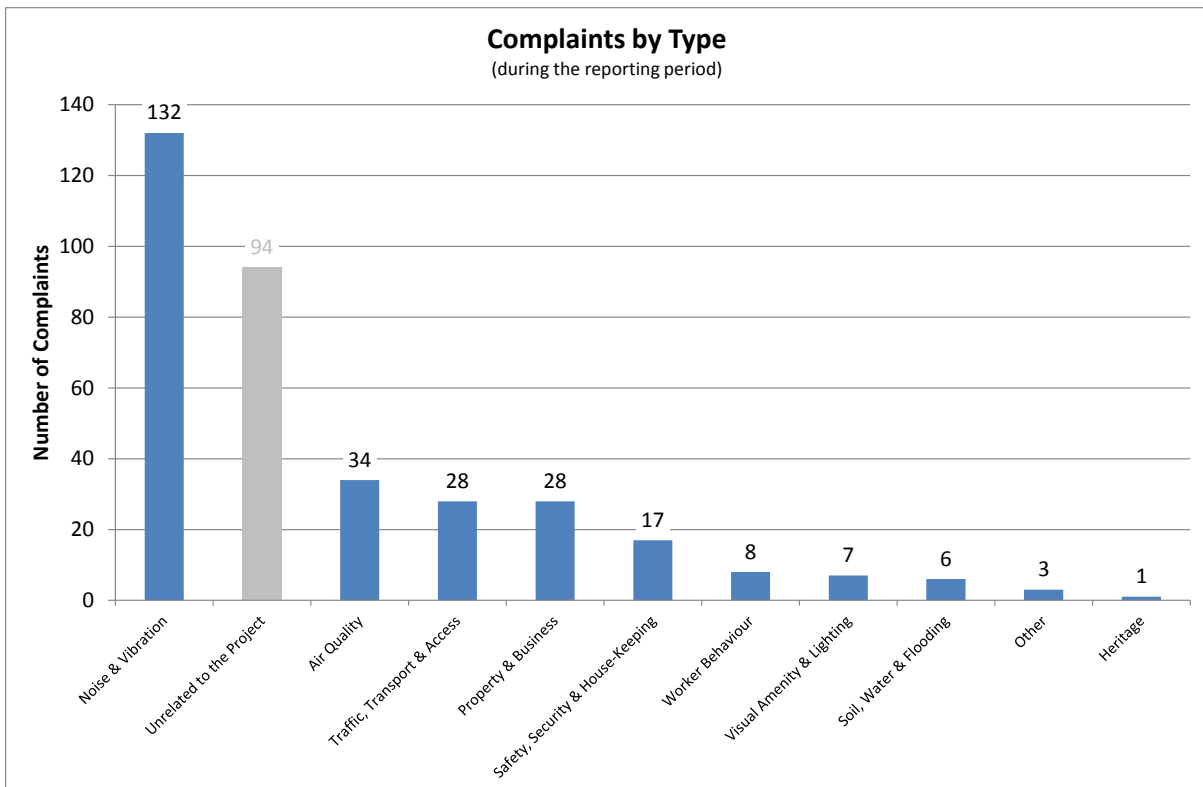


Figure 17: Complaints by Type during the Reporting Period

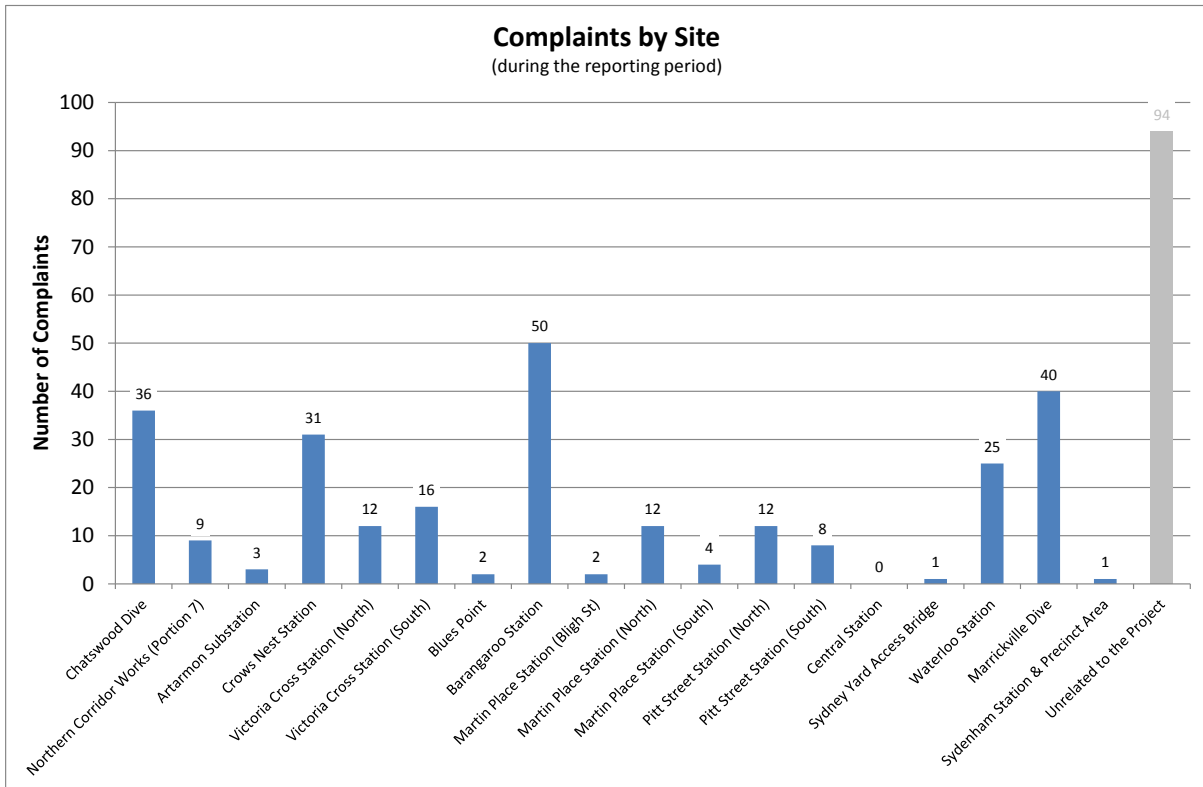


Figure 18: Complaints by Site during the Reporting Period

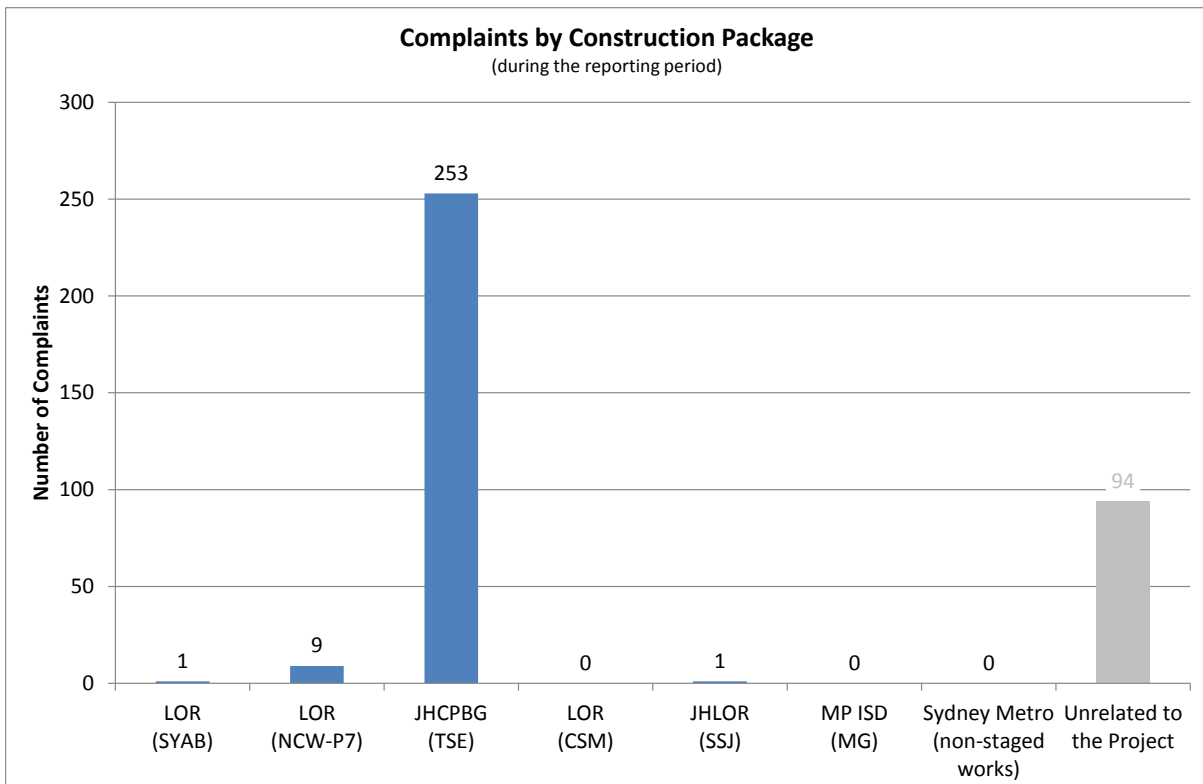


Figure 19: Complaints by Construction Package during the Reporting Period



## 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](#), which was submitted to the Secretary on 7 July 2017.

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

In March 2018, TfNSW published the NSW Transport cluster's first [Sustainability Report](#). The Sustainability Report 2017 highlights Sydney Metro's commitment to building a responsible and resilient transport system by minimising our environmental impact and maximising our socio-economic benefits.

The report covers the period from commencement of the Northwest project in 2011 through to 30 June 2017. The Sustainability Report 2018 is currently being drafted by Sydney Metro and should be available publicly by early 2019. The 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 construction packages are required to achieve a minimum *Infrastructure Sustainability Council of Australia* Design and As Built Rating of 65.
- The Enabling Works construction 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. Archaeological Investigations

During the reporting period, archaeological investigation works were undertaken by heritage consultants across numerous sites. These investigations have contributed to the Sydney community's understanding of what life was like in the 1800's across the city.

The most interesting findings were at the following sites:

- **Blues Point** – Including the footings of a 19<sup>th</sup> Century house and artefacts from 1850s-1900s (including children's toys, cooking equipment, glass and crystal drinkware, mother-of-pearl and pressed porcelain buttons, dress and boot hooks, jewellery and ink pens). The 19<sup>th</sup> Century house was built prior to 1857 and is associated with John Stevens, who acquired the site from the estate of Billy Blue – after who Blues Point is named. A Heritage Open Day was held on 15 September 2018 that allowed community members to access the site and inspect the discovered artefacts.
- **Barangaroo Station** – Including an [historic timber boat](#) believed to have been built in the 1830s and remains of old wharves that provided moorings and shipbuilding facilities during the late 1800s. Artefacts include seawalls, piles, wharf surfaces, steps into the harbour and road surfaces that all date to the late 19<sup>th</sup> Century. The footings of a house have also been uncovered onsite.
- **Pitt St Station** – Including children's toys (such as toy soldiers, lead slates and a knuckle-bone that may have been used to play 'Jacks') and foundations for a row of houses dating back to 1840s.
- **Waterloo Station** – Including an area paved in stout and ginger beer bottles dating back to pre-1891 (with at least one ginger beer bottle featuring a 'Lambeth London' trademark), sandstone block house foundations with brick superstructures, a telegraph transmitter and many children's toys (such as a Cupie doll and marbles). A Heritage Open Day was held on 10 February 2018 that allowed community members to access the site and inspect the discovered artefacts.

The archaeological investigation and findings are currently being documented in Excavation Director's reports in accordance with the C2S conditions of approval. Any items found to be of local or state significance are being recorded, retrieved, catalogued and stored. Sydney Metro is currently investigating opportunities for these artefacts to be publicly displayed.



Figure 20: Artefacts discovered at the Barangaroo Station Site

## 6.4. 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.

## 6.5. 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.

## 6.6. Sustainability Achievements to Date

The September 2018 City & Southwest Sustainability Dashboard is provided in Figure 21. The dashboard provides key sustainability data statistics across the project, including:

- 100% of over 120,000t of construction and demolition waste recycled, exceeding the project target of 95%.
- 100% of over 140,000t 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%.

### 6.6.1. Sydney Yard Access Bridge Outcomes

The Sydney Yard Access Bridge (SYAB) completed all physical works in June 2018. This stage of the project exceeded all sustainability targets, including the achievement of:

- A final TfNSW Sustainable Design Guideline score of 78 (target of 70),
- 17% reduction in construction carbon emissions (target of 15%), and
- 41% replacement of Portland cement with low-carbon alternatives (target of 25%).

The SYAB contractor was also proactive in reusing approximately 4,000 tonnes of spoil from the WestConnex project as fill for the bridge abutments.

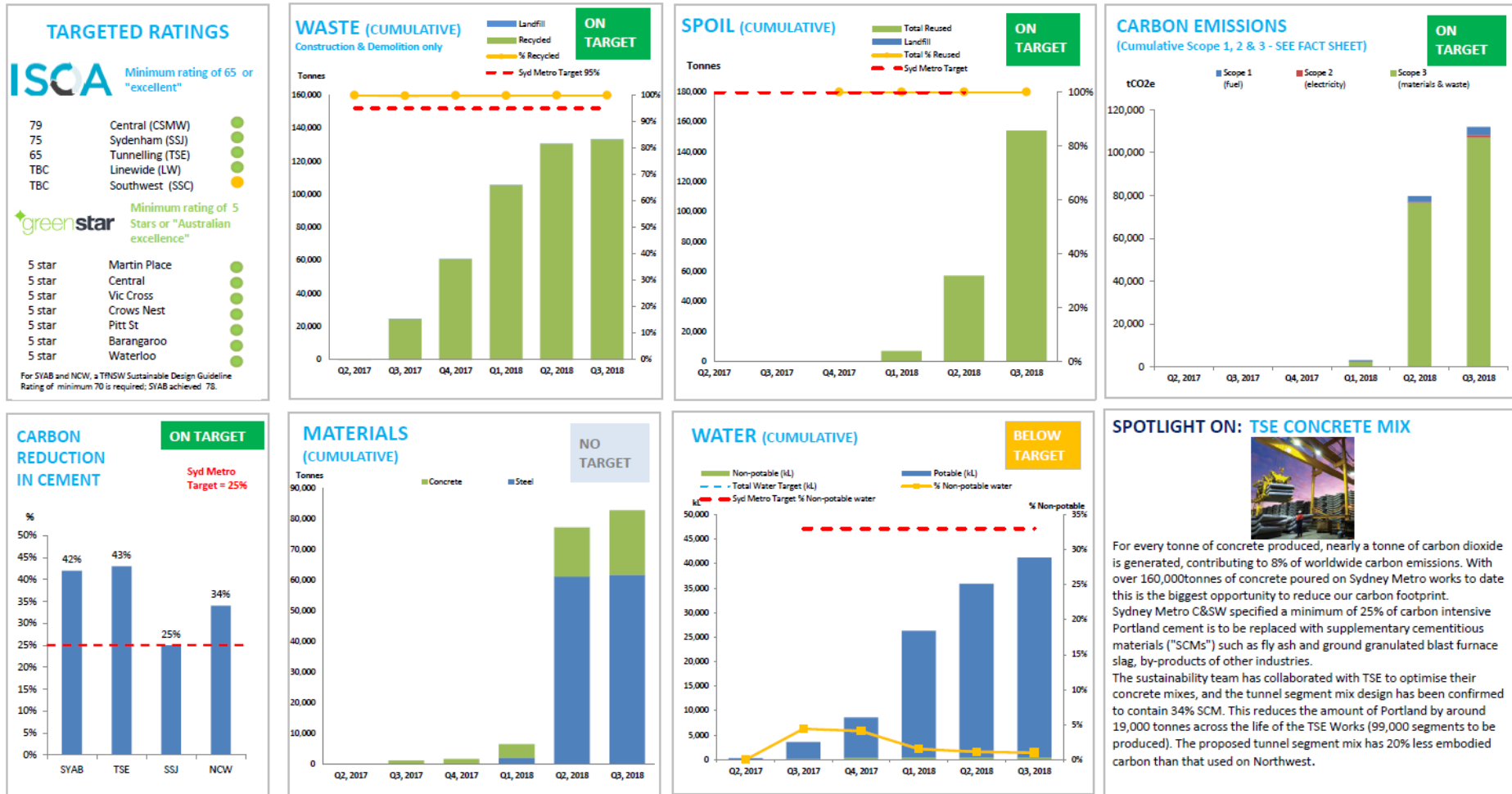


Figure 21: September 2018 City & Southwest Sustainability Dashboard

## Appendix 1 – Complaints during the Reporting Period

Date	Construction Package	Site	Type	Complaint Information
03-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Cafe owner approached the Place Manager and complained of dust on his windows and requested they be cleaned. Investigation - No visible dust was being generated at the time of the complaint. Resolution - The Place Manager explained the mitigation measures being employed and also undertook to raise the concern with agencies responsible for other construction in the area.
03-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Stakeholder called with concerns about the visibility for motorists exiting from his property onto Hickson Road. Investigation - Place Manager arranged a site visit with the stakeholder, Safety Advisor, Site Engineer and Foreman. Resolution - Adjustments were arranged for temporary fencing, shade cloth and traffic cones to improve visibility and a mirror to be installed. Stakeholder was satisfied with the actions taken.
03-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Building manager from adjoining property contacted to see if a water leak into their basement was related to the works. Investigation - The Site Supervisor advised this was a pre-existing known leak from Sydney Water pipes. Resolution - Sydney Water were contacted and to arrange repairs within the next two days. Leak is unrelated to TSE Works.
04-Apr-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Sensitive business owner has complained of a drilling noise that his disrupting his consultations with patients. Investigation - The source of the drilling noise was not clear and Stakeholder Manager arranged noise monitoring to be undertaken. She also advised that the complaint has been registered and would be seen by Sydney Metro and the EPA. She also indicated that as a sensitive business, there would be a further assessment of noise impacts and possible mitigation measures and that she would check on the status of that assessment. Resolution - Noise monitoring was conducted and the noise was compliant with management levels. The business has been identified for assessment under Condition E34.
04-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained via several consecutive emails of an excavator operating at 8pm, a transporter collecting equipment out of hours, and the transported travelling uphill making more noise than necessary. Investigation - The Stakeholder Manager investigated and responded that there was no excavator operating in the area. Resolution - Advised the stakeholder that the removal of the piling rig was notified to residents and that the removal was scheduled as early in the evening as permits would allow.

Date	Construction Package	Site	Type	Complaint Information
05-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Complaint escalated from workers at business adjacent to site, relating to impacts of construction noise between 10-11.30am and starting again from 1.30pm. Investigation - Place Manager acknowledged email and said she would provide further details later in the day. Resolution - Monitoring undertaken found the works to be within predicted levels. Noise at 1.30 was not related to Sydney Metro works as a respite period was being undertaken. The likely source of this noise was the project at 1 Dennison St. Stakeholder manager responded to email with updated details and reaffirmed noise and vibration monitoring were due to be taken next Monday.
05-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise from out of hours work. Investigation - Place Manager investigated and responded that no works or deliveries related to the Metro project were undertaken on the night referred to. Resolution - The complaint was referred to BDA for information/action as appropriate.
06-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Air Quality	Complaint - Complaint from resident next to site stating that a machine was creating a strong diesel smell and there was a large amount of soot left on the property windows. Investigation - The site supervisor arranged for the windows to be cleaned and vents to be closed when machinery is operating nearby. Resolution - Stakeholder manager to discuss outcomes with resident.
07-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise from activities before 7am and provided photos of work vehicles. Investigation - On-call Business Relationships Manager arranged for the Construction Manager to investigate who confirmed that there were no noisy activities being undertaken and that the activity and vehicles shown in the photos were not related to TSE and involved contractors that are not used by TSE works. Resolution - Complaint to be referred to BDA for attention.
09-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Parent of child in child care centre contacted the hotline commenting that the works were noisy and asking if any noise and vibration monitoring for human comfort was being undertaken. Investigation - Stakeholder Manager responded that monitoring was being undertaken at the time of the complaint. Resolution - Results would be provided to the child care centre and posted monthly to the website.
09-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Manager of building adjacent to works stated that they received complaints from people on four different floors. Investigation - Place Manager contacted building manager explaining works are currently close to building to prepare for installation of acoustic shed. Noise and vibration monitoring had been conducted at one floor on that day, and results were compliant. Resolution - Place Manager has agreed to organise further monitoring on other floors over the next few days.

Date	Construction Package	Site	Type	Complaint Information
09-Apr-2018	JHCPBG (TSE)	Waterloo Station	Other	Complaint - Stakeholder complained of incorrectly receiving a property condition survey that had his business address shown. Investigation - The survey was booked by the business next door who's receptionist provided the incorrect address. The signage adjacent to the shop that was surveyed was for this address so that the inspector had no reason to believe it to be incorrect. Resolution - Stakeholder Manager apologised for the error and arranged for the report to be collected.
09-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Hotel stakeholder called to report a drilling noise in the basement at 7.15am. Investigation - Business Relationships Manager investigated with the site superintendent who advised there were no works underway at that time. A compressor was not started until 9.30am and electrical subcontractor was not on site until 8.30am. Resolution - In further discussion with the stakeholder he said he could not tell where the sound was coming from and noted that the Pitt St site was quiet at that time.
10-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Supervisor of childcare centre adjacent to works complained of large amount of dust during pick-up period around 5pm. Stated that recent change to wind conditions had improved the situation. Investigation - Place Manager confirmed excavator was working nearby but did not see any dust at the time. Resolution - Confirmed with complainant that water trucks regularly service the area and organised for the truck to come and water where the excavator was operating.
10-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Worker Behaviour	Complaint - Resident of nearby building contacted BDA after seeing two workers fighting and a third worker taking a video of the fight. Investigation - Following investigation, the workers stated the fight was merely 'horseplay' and they were not aware they could be seen. Resolution - The workers were stood down and will not be permitted to return to Sydney Metro TSE works.
10-Apr-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Complaint forwarded by North Sydney Council relating to state of footpaths as a result of metro activities. Council asked for advice on what/where upgrades are planned. Investigation - Place Manager noted that upgrade works were noted in latest monthly updates. Resolution - Place Manager also noted that in time the email was referred to JHCPBG a series of reinstatement works have been conducted, particularly in areas impacted by utility relocations.
10-Apr-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Complaint relating to trucks lined up on Clarke Lane in morning, causing noise to vibrate through the building. Also concern relating to truck movement when walking past the site entry. Investigation - Place manager attempted to contact resident but was unable to do so, will continue to attempt. Site manager said day featured nothing unusual in terms of truck movement patterns and that traffic controllers work with truck drivers to ensure safe passage for pedestrians.

Date	Construction Package	Site	Type	Complaint Information
10-Apr-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - EPA contacted the Project Environment Manager to advise that a dust complaint had been received via the EPA Pollution Line. The complainant had complained of dust leaving the site and had taken a video Investigation - Environment manager responded to EPA citing measures and place and providing further details about current works. Resolution - Information was communicated to the complainant about works and mitigation measures were taken appropriately.
12-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Complaint relating to dust from line marking works. Investigation - Water was not used to mitigate dust during this activity as line marking requires the road to be dry and is carried out immediately after. How it was closed out - Future works will trial the use of a vacuum system.
12-Apr-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Local resident approached Telstra work crew to complain about their car parking within the property and blocking the driveway. The resident also raised concerns about workers smoking near property windows and leaving rubbish behind. Investigation - The supervisor explained the need for them to do this while they were installing power cables. Telstra complied with the resident's request to leave the property. Both Telstra and the resident contacted the JHCPBG Place Manager, who explained that the truck would need to park within the property. How it was closed out - The resident agreed that this could take place provided the driveway was not blocked. The Place Manager discussed these issues with them. Note that the works are not controlled by JHCPBG, and while associated with the TSE works, are undertaken separately.
12-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Owner of café adjacent to VC South site complained that noise from works were turning customers away and impacting well-being of staff. Investigation - Place Manager responded that hammering was currently taking place adjacent to the café, and provided an overview of upcoming works, including the construction of the acoustic shed, which will reduce impacts. How it was closed out - Noise and vibration monitoring conducted around site while these activities have taken place have shown compliance.
13-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complaint related to working outside of normal hours, particularly on Saturday 7/4 where the resident viewed work taking place and workers still on-site some hours after the scheduled finish time (still working at 2pm). Investigation - After checking with the construction manager, Place Manager confirmed that a concrete pump failure required works to be undertaken outside of standard hours. How it was closed out - Noise modelling undertaken prior to 1pm were determined to be compliant with the Environment Protection Licence requirements as the works were predicted to be under the background noise level plus 5dBA at the nearest sensitive receiver.



Date	Construction Package	Site	Type	Complaint Information
13-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Safety, Security & House-Keeping	Complaint - Complainant contacted Place Manager to notify that two parked cars and a section of footpath on street appeared to have flecks of mud on them, possibly from nearby works being carried out. Investigation - Works were immediately stopped and work methods reassessed prior to restarting. Dried sandstone was observed on cars and the footpath. How it was closed out - As owners of vehicles unknown, the Place Manager left notes on the cars to contact to discuss (offering car wash vouchers).
13-Apr-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complaint relating to noise from night works sent as email direct to Place Manager. Specific question related to overall timing of night works in the areas Investigation - Place Manager explained works would occur over the next week and offered alternative accommodation for the following night. Explained that future night works would be required and discussed those works and processes regarding notification How it was closed out - Resident accepted alternate accommodation.
13-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Children at child care adjacent to project struggling to sleep due to noise. Investigation - Place Manager explained that site was doing piling works at 189 Miller Street on the corner of Miller and Berry Street. This work is not subject to the respite period observed by site between 11:30-2:00pm. Rang site to find out how much longer the piling work would continue today and was told by M Site supervisor that the drilling had just finished and site was now filling the pile with concrete.
13-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Director of childcare centre adjacent to works called asking about the agreed respite period as the noise from piling was creating difficulty getting children to sleep. Investigation - Place Manager confirmed that piling works were being undertaken on the corner of Berry and Miller Streets and is not subject to the respite periods. How it was closed out - Informed complainant the drilling has finished and the piles were now being filled with concrete. Previous noise monitoring showed the works to be compliant.
14-Apr-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Caller complained that noisy works had started at 7.30 on the Saturday morning. Investigation - Place Manager contacted site supervisor who confirmed an excavator started managing spoil on-site at 7.30am. How it was closed out - Works were able to be carried out at that time under Condition L4.14 of the EPL which applies to weekend work at Crows Nest. All high impact works were scheduled and began after 8am. Place Manager will follow-up with resident to explain conditions and discuss future respite.
14-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant contacted Place Manager regarding a car parked in an exclusion zone near property. Investigation - The Place Manager followed up with Site Supervisor who confirmed that the car was not related to the project. Resolution - Place Manager passed on these details to complainant.

Date	Construction Package	Site	Type	Complaint Information
15-Apr-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Business owner complained that noise was impacting work productivity. Concern that workers may leave or seek worker compensation. Investigation - Business Relationship Manager described current works and positioning, which was close to the business at this time. Results from noise monitoring currently being updated and will be added to report. How it was closed out - Meeting has been set-up with complainant to discuss works and monitoring results.
16-Apr-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Stakeholder texted Place Manager about vibrations. Investigation - Community coordinator contacted resident and discussed works, including use of vibratory roller to compact the foundations for acoustic sheds. Resolution - Discussed respite periods and offered vibration monitoring (declined).
16-Apr-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Stakeholder phoned to complain that a contractor had parked on her property, and when requested to move was refusing to. Investigation - Advised the stakeholder that the vehicle she was describing was not related to the project. TSE site supervisor attended the site and spoke with the vehicle owner who then promptly moved off of the stakeholder's property. Resolution - The stakeholder phoned to confirm the issue had been resolved.
16-Apr-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Complainant stated that since start of dive site, his car is layered in dust and outdoor areas of his home. Investigation - Site environment manager reviewed site controls and confirmed all were in place and compliant. Resolution - Stakeholder manager contacted complainant and advised of dust mitigation/suppression measures and asked to call 1800 in future if notices instances of heightened dust so investigations and isolations could be conducted .
16-Apr-2018	JHCPBG (TSE)	Martin Place Station (South)	Worker Behaviour	Complaint - Adjacent building owner reported rubbish being left by workers around 39 Martin Place and Elizabeth/Castlereagh streets. Requested a rubbish bin be placed for workers. Stakeholder manager returned call and said would investigate options. Investigation - Place Manager followed up with project manager who agreed to clean the area regularly, noting that rubbish may also be generated by others as this is a highly trafficked public area. Resolution - Place Manager advised the complainant of the action to be taken.
16-Apr-2018	JHCPBG (TSE)	Pitt Street Station (North)	Air Quality	Complaint - Complainant called asking when windows would be cleaned as were dusty. Investigation - Place Manager contacted strata who said that regular clean had been postponed due to ongoing discussions with Sydney Metro as part of adjoining owner agreement. Resolution - Place Manager advised stakeholder of agreement and of current dust suppression measures.
17-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complained that he was unable to sleep because of nearby night works. Specifically requested not to be called back. Investigation - Place Manager confirmed works were being carried out in accordance with permit and that noise monitoring would be undertaken to verify at nominated receivers. Resolution - Stakeholder advised of mitigation measures next day.

Date	Construction Package	Site	Type	Complaint Information
17-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder advised that a sewer cover on the road near residence was loose and creating a loud noise all day and night. Requested that it be repaired. Investigation - Utility investigations were carried out in the area and it was discovered that the noise was coming from the valve lid belonging to Sydney Water. Resolution - The stakeholder was advised of the findings and Sydney Water was contacted about the problem so that it could be repaired.
18-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident emailed with general concerns about noise and traffic/ bus travel delays on Hickson Road with "all the construction". Investigation - Place Manager responded requesting more information in order to discuss her concerns. Resolution - Noise monitoring undertaken by the JHCPBG environment team at Barangaroo site during the night of 18/4/18 was found to be compliant with predicted noise management levels.
18-Apr-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident called to advise that metal plates on Lord Street are creating excessive noise when passed over, and requested a seal be inserted. Investigation - How it was closed out - Place Manager returned call and explained the plate was temporary and that the project team were attempting to secure it better to reduce associated noise.
19-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Stakeholder phoned to advise trucks were constantly beeping outside of property all night long and causing disturbance Investigation - Noise monitoring was undertaken by the Environmental team and the noise being generated on site was found to be compliant with all noise management levels. Noted that non tonal reversing alarms were being used. Resolution - Stakeholder declined to provide contact details.
19-Apr-2018	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Business stakeholder complained to her building manager of a drilling noise in the late afternoon which disturbed her while undertaking a conference call. Investigation - The complaint was referred to the TSE contractor the next day. The Place Manager explained the works involved were short term involving screwing ply panels to the steel beams for the site facilities. The stakeholder indicated she had only been bothered for a short time on 18/4/18. Resolution - Site Supervisor advised that these works were carried out from approximately 4.30 to 5.30pm on 18/4/18. Stakeholder was also invited to join the email distribution list for regular updates which she accepted.
19-Apr-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Gaming room business adjacent to the demolition site complained of noise which was affecting patronage. The noise is from removal of slabs in preparation to install a tower crane. Investigation - Business Relationships Manager apologised for the noise and explained that there was one more day to complete this work which had been notified as potentially being very noisy. Resolution - Monitoring was undertaken and noise levels were found to be elevated at the time of monitoring. Works were noted to be undertaken in accordance with the planning approval and respite periods were being observed.

Date	Construction Package	Site	Type	Complaint Information
19-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business complained that a delivery truck was unable to access his business due to the works. Investigation - Place Manager investigated and it was confirmed that a truck driver had been unable to negotiate a corner due to the combination of an illegally parked car and a damaged communication cable (unrelated to project works) hanging too low for the truck to pass under. An unrelated local business owner confirmed that the cable had been reported to communication company which was due to repair the cable. Traffic controllers had been unable to identify the owner of the illegally parked car to have it moved. Resolution - Details provided to resident.
19-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant advised dust was debris was settling over their property and was becoming disturbing. Investigation - The site engineer reported that the works in the area could not have been responsible for the dust being complained about due to no nearby works in the area at the time of the complaint that would cause dust. Resolution - Place Manager advised the stakeholder of the investigation findings. The contractor agreed to install scaffolding over the affected area of the property as a mitigation measure.
21-Apr-2018	LOR (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Stakeholder complained he can't sleep due to the light and noise (constant drilling and grinding) at site. Complainant and partner need to work in the morning and requested alternative accommodation. Investigation - Place manager explained alternative accommodation would've been offered already. Agreed to see if lights can be adjusted away from the property so they can sleep and noise monitoring be done to confirm that noise levels are not exceeding predictions. Resolution - Place Manager explained lights have been directed away from the property. Place Manager acknowledged specific situation and offered alternative accommodation as a once off. Complainant was grateful for the offer.
24-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Safety, Security & House-Keeping	Complaint - Complainant called to report he had hit his elbow on signage near project Investigation - Safety Advisor reviewed placement of the signage and discovered that while the signs had been correctly installed, some minor adjustments were required to their positioning on the footpath. Resolution - Place Manager contacted complainant to advise on the outcome of the investigation and the mitigation measures put in place.
24-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - A cyclist has complained of the location of a "cyclists dismount" sign alleging he has injured himself on the sign. Investigation - Place Manager called the stakeholder to obtain more details and left a message to voice mail. Place Manager reviewed the location of the sign with the site safety coordinator. Resolution - It is noted that two traffic controllers are posted in that location and neither has reported any incidents at that location.

Date	Construction Package	Site	Type	Complaint Information
24-Apr-2018	JHCPBG (TSE)	Chatswood Dive	Soil, Water & Flooding	Complaint - EPA forwarded anonymous complaint received via the EPA Pollution line which alleges significant spoil/sediment tracking on Mowbray Road and onto the Pacific Highway. Investigation - In response to the complaint the area was inspected by site staff who noted 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. 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, Sydney Metro 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. How it was closed out - A full response including corrective and preventative actions will be provided to the EPA within the specified timeframe as required in the complaint notification.
24-Apr-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Complainant called the Project Manager advising that the works were too noisy. Investigation - Place Manager requested the site foreman to stop current works until after 9am and phoned the stakeholder to advise this had been done. Resolution - Senior Environment Coordinator has arranged to undertake internal noise monitoring at the stakeholder's premises on the afternoon and the Business Relationships Manager has arranged to meet with the complainant to discuss the ongoing works and the monitoring results.
24-Apr-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Stakeholder phoned Place Manager to complain works next door were noisy. Investigation - Noise monitoring was undertaken within the premises and noise levels were found to be compliant with noise management levels. Resolution - Ongoing meetings with stakeholder arranged to discuss noise monitoring results and preferred respite period has already completed the E38 Survey and other stakeholders are being consulted on their preferred respite periods.
24-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident emailed to say that phone service was down. Investigation - Site works were unrelated to the issue. There are currently multiple telecommunications providers working in the area including NBN. Resolution - Stakeholder was contacted and advised that the works were unrelated to the project.

Date	Construction Package	Site	Type	Complaint Information
26-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Manager of child care centre contacted Community Place Manager (CPM) to say that the piling activity was causing noise when shaking the excavated material from the rig. The stakeholder said the noise from the piling is not usually an issue, however the piling rig had recently moved closer to the childcare centre and it was disrupting the children's sleep period. Investigation - Place Manager discussed with Construction Manager who confirmed the works would be in that area for about a week. How it was closed out - Options were discussed with the workers to arrange lunch breaks to align with the childcare's sleeping periods and implement a different technique when shaking the drilling piece to remove excavated material. CPM updated the stakeholder on 27/4/18.
26-Apr-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Owner of business adjacent to dive site emailed and later discussed with the place manager (PM) her with concerns about dust. The stakeholder noted that mitigation measures in place but wanted to understand what happens during windy periods as were occurring that afternoon. Investigation - Place Manager provided feedback to the site team who will continue to monitor weather conditions and implement measures as necessary. How it was closed out - Place Manager updated stakeholder with details of the mitigation measures being used on site.
27-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of jackhammering in front of his property associated with utility relocation works and said that he would ask the workers to stop. Investigation - Stakeholder Manager (SM) explained the reason the works needed to be carried out as approvals could not be obtained for the road to be closed during the day. She confirmed that the high impact works would cease at midnight and that other activities to reinstate the road would continue. How it was closed out - JHCPBG environmental coordinator undertook attended noise monitoring on High street at 23:15 on 27/4/2018, the recorded noise level was compliant with the predicted noise level from the endorsed CNVIS. Site supervisor also confirmed the high impact works ceased at 11.55pm.
27-Apr-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of noise and vibration from utility relocation in Hickson Road. Investigation - Stakeholder Manager confirmed that the high noise impact works would not continue all night and would be finished by midnight. She also confirmed he was receiving notifications and advised that she would contact him on 30/4/18 to provide additional information on upcoming works. Resolution - JHCPBG environmental coordinator undertook attended noise monitoring on High street at 23:15 on 27/4/2018, the recorded noise level was compliant with the predicted noise level from the endorsed CNVIS.

Date	Construction Package	Site	Type	Complaint Information
27-Apr-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Complaint received from a person who reported being covered in water and dust. Investigation - Stakeholder Manager has made multiple attempts to reach the complainant to obtain more specific information without success. How it was closed out - Enquiries from the site team found that a large water mister was being used for dust suppression and needed to be stopped briefly and repositioned when it was found that high winds were blowing the water vapour towards Berry Street. This was around the same time as the complaint was received.
27-Apr-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained via Facebook of disturbance from noise from works in Pitt Street from 9.30-11pm on 26/4/18. Investigation - Place Manager made enquiries of both the demolition contractor and utilities manager. How it was closed out - There were no works associated with the project being undertaken at that time. Place Manager followed up with the complainant to advise her and offered to register her for email updates which was accepted.
30-Apr-2018	JHCPBG (TSE)	Crows Nest Station	Worker Behaviour	Complaint - Complaint that rubbish is being left by contractors after work and that loud conversations continue when work is complete. Also stated that workers are parking across his driveway. Investigation - Place Manager contacted resident who confirmed that he could not provide further information about whether the conduct was Metro workers or others. Place Manager encouraged resident to report future issues immediately and provide photos if possible. Resolution - Night security guard arranged to watch the specific area overnight in parts of shift in future.
01-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complaint to City of Sydney that works start at 10pm and go all night until 5am. Forwarded to JHCPBG. Investigation - Place Manager responded with details of works, approvals and that other agencies are also working in the area. Confirmed that work will only take place three nights a week associated with Sydney Metro. Resolution - Validation monitoring undertaken showed levels to be compliant.
01-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Email to EPA relating to OOH construction at Barangaroo claiming no notification provided. Investigation - Notification was provided including letterbox drop and weekly email. Resolution - Email response to EPA providing further details. Continue to promote email registration.
01-May-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Complainant sent an SMS to Place Manager about two trucks parked on premises, and provided photos. Investigation - An investigation was undertaken by site staff to identify the two trucks in question, as the licence plates were not visible in the photos provided they were unable to positively identify the trucks. Resolution - As a precautionary action, the site will allocate a traffic controller/ security guard to check for any trucks and move on any that arrive before 7am.

Date	Construction Package	Site	Type	Complaint Information
01-May-2018	JHCPBG (TSE)	Martin Place Station (North)	Property & Business	Complaint - Additional sweeping required after works in the footpath. Investigation - Sweeping is being conducted after night works. How it was closed out - Commitment to further and improve lighting while cleaning. Toolbox talk regarding tidiness around site.
01-May-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Noisy works past 5pm. Investigation - Works permitted in standard construction hours 9-6. Resolution - Provided details to resident of works until 6pm. Notification with details of hours and respite periods to be distributed in coming weeks.
01-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Dust complaint from adjacent hotel. Investigation - Investigation found there was no cause of that dust from the project considering activities and mitigations at the time it was reported.
01-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - VMS on footpath near Martin Place blocking pedestrians. Investigation - Found not to be associated with Sydney Metro works. How it was closed out - Confirmed with resident, followed up with City of Sydney and VMS company.
02-May-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Overall length of time it is taking to complete utility and other night works. Investigation - Workers are not within prescribed area for relocation and high noise, provided expected completion and house conditions (stated they have double glazing and can still here). Resolution - Explained reasons for work and volunteered to monitor at-property during another period of noise.
02-May-2018	JHCPBG (TSE)	Chatswood Dive	Safety, Security & House-Keeping	Complaint - Resident advised area near gate where works had been undertaken had trip hazards. Investigation - Included recent walks through the area and photos from complainant. Resolution - Commitment to provide improved surface by end of the week, provided details of works and final reinstatement.
02-May-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Received via Sydney Metro Facebook relating to noise from drilling. Investigation - Contractor drafted response detailing current works, noise and efforts to minimise> Monitoring showed noise levels to be compliant. Resolution - JHCPBG sent response back to Sydney Metro to send. Request to send complainant contact details to JHCPBG to close out Facebook complaints verbally.
02-May-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Excessive noise, including noise from neighbouring site not related to Sydney Metro. Investigation - Piling works being undertaken for next two weeks in area, validation monitoring complaint. Resolution - JHCPBG will continue to update on movement/progress of activities. Continue to notify about upcoming works and impacts.
03-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Complaint relating to night construction noise, call centre forwarded to Sydney Metro but not received by JHCPBG until next morning. Investigation - Noise monitoring showed noise levels to be compliant. How it was closed out - Place Manager made multiple attempts to return call without success. Will continue to try to make contact. Call centre process has been reinforced.



Date	Construction Package	Site	Type	Complaint Information
03-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from night work and did not receive notification. Investigation - Notification on website and delivered 27/4. Noise monitoring was undertaken at the time and compliant. How it was closed out - Advised of work schedule and registered for email updates.
03-May-2018	JHCPBG (TSE)	Martin Place Station (Bligh St)	Property & Business	Complaint - Restaurant manager called saying that lights were shining into restaurant windows. Investigation - Business Relationship Manager contacted Project Manager, agreed to turn off perimeter lights when not required for deliveries. How it was closed out - Contacted manager to advice, thankful for response.
03-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Tyre damaged by screw on the road. Investigation - Screw found to not be consistent with material used in Marrickville works. How it was closed out - Provided details and closed out with complainant.
04-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Worker found using water from local property. Investigation - Investigation being undertaken to see if workers were associated with Sydney Metro. How it was closed out - Spoke with complainant to explain that after investigation it was confirmed Sydney Metro contractors were not responsible.
05-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Excessive noise from adjacent overnight construction, despite moulded ear plugs. Investigation - Attended noise monitoring and a monitor within complainant's apartment block showed noise was under predicted levels. How it was closed out - Resident found own alternative accommodation 5/5, agreed to relocation on 6/5.
05-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise complaint relating to adjacent night works, stated received no notification and could not sleep. Investigation - On-call manager returned call and advised of notifications, noise monitoring showed noise was within predicted levels. How it was closed out - Registered for email updates, provided further details about works.
05-May-2018	JHCPBG (TSE)	Marrickville Dive	Worker Behaviour	Complaint - Large length of time stopped in traffic at Lord St (20-25mins) due to Sydney Metro project moving large pipe. Investigation - Project Manager investigated the team responsible for the works at the time of the complaint. Through enquiries it was found the team members were not yelling at each other during the time that they were attending the site. Resolution - Place Manager closed out the complaint with the complainant and explained the findings of the investigation. Stakeholder appreciated the investigation and was satisfied with the response.
06-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - New resident in area complaining about noise from adjacent night works. Investigation - Was provided update of upcoming works, noise monitoring showed levels to be compliant. How it was closed out - Registered for email updates, appeased concerns that night works aren't long-term.

Date	Construction Package	Site	Type	Complaint Information
06-May-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Stakeholder complained that a subcontractor had made it difficult to exit and later access the lane that has the driveway to his building during works on the corner and that he had taken offence to remarks made. Investigation - The project manager made further enquiries of staff and contractors who were working at the time. All staff members working on shift were interviewed about the incident and all reported there were no offensive remarks made. It was confirmed the pour was already in progress when the complainant entered the site and he had to wait for it to finish safely. How it was closed out - Complaint is unavoidable as it is not supported by any of the workers on site at the time of the event. Complainant contacted and advised of investigation outcome.
06-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise relating to work in the rail corridor. Investigation - On call manager returned phone message and advised of Sydney Trains notification work. How it was closed out - Provided Sydney Trains community information line and phone number.
07-May-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Work to temporarily reinstate driveway was not completed on Saturday as communicated. Investigation - How it was closed out - Temporary work was completed today. Complainant was notified of completion and that complaint would be classified as avoidable.
07-May-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Traffic delay caused by stopped traffic around work. Investigation - All works in Lord Street have been conducted under an approved ROL, TCP and ROP using ticketed traffic controllers. The ROL allows stop/slow operations which were required between 5.00pm and 6.00pm for safety reasons. One stoppage took longer than anticipated during an unloading process that needed to be isolated from the public. All required signage was in place. Resolution - Details provided to resident.
07-May-2018	JHCPBG (TSE)	Pitt Street Station (South)	Traffic, Transport & Access	Complaint - Vehicles improperly parked in front of night work area on Pitt St and Bathurst St. Investigation - On-call team member reviewing whether ROL allowed parking. Resolution - Further details will be sought from site team night of 8/5 and communicated with complainant.
07-May-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Noise and vibration from adjacent works impacting business, including decorations on the wall falling off. Requested that work starts after 10am. Investigation - Vibration monitoring undertaken on site. How it was closed out - Place Manager spoke to resident and updated on works and vibration monitoring all being within limits. Reiterated agreed respite periods and that it was necessary to start work earlier than 10am.

Date	Construction Package	Site	Type	Complaint Information
07-May-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Noise and vibration from adjacent works impacting stakeholder and requested for work to cease. Investigation - Vibration monitoring to be undertaken. Resolution - Place Manager spoke to resident and updated on works, including that the stormwater relocations closer to their business than last week and would likely be completed this week. Reiterated agreed respite periods and that it was necessary to start work earlier than 10am.
07-May-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complaint about vibration starting on Friday and also experienced on Monday - would like to know what type of equipment. Investigation - Vibration roller used for compacting between Brand St and Drake St starting Friday and on track to finish this week (Friday 11 May). Vibration monitoring compliant. How it was closed out - Email and returned call left message explaining work and encouraged to ring back on place manager's direct number.
08-May-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complainant believed that works were taking place during the day, however they were being done at night, and workers suggested would continue until close to midnight. Investigation - Details about night works were updated and provided in e-news to specific distribution list. How it was closed out - Work timings discussed with resident and details added to HV distribution list.
08-May-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from HV cable works, specifically reinstatement works (backfilling). Investigation - Monitoring showed levels were compliant. Resolution - Place Manager contacted complainant with details of further works and commitment to provide more details of impacts when works may affect resident again.
08-May-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Stakeholder phoned to complain about a truck noise during the day. As the stakeholder works from home this noise was disturbing. Investigation - The Project Engineer investigated the site and confirmed a large vacuum truck was being used to complete cabling work. How it was closed - Place Manager advised the stakeholder of the reasoning for the source of the noise, and explained the works would be completed by the end of the week. Agreed to keep stakeholder up to date on progress of the works.
08-May-2018	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	Complaint - Tiles have cracked since construction started. Investigation - Resident confirmed that condition survey was undertaken, were advised to take photos and provide further details. How it was closed out - Business Relationships Manager communicated that the damage claim is being referred through the process.
08-May-2018	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Complaint from hotel manager relating to noise from previous night. Investigation - Noise monitoring scheduled for evening of 8/5 to verify compliance. How it was closed out - Email addresses added to distribution lists and information provided.

Date	Construction Package	Site	Type	Complaint Information
08-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Bus idling near Barangaroo. Investigation - Photo sent by complainant to Place Manager confirmed bus was not related to Sydney Metro. How it was closed out - Confirmed details with complainant and advised to contact City of Sydney Council.
08-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint of noisy overnight works at Waterloo. Investigation - Project engineer confirmed no works were taking place. How it was closed out - Details were communicated to complain and invitation to meet to discuss upcoming work.
08-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise in Castlereagh St - asked not to be called back. Investigation - Identified number as being at city hotel, no works taking place near that location.
08-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Workers trespassing inside people's properties to rest, sit down etc. Investigation - Found to be NBN contractors who were working in area and accessing properties. How it was closed out - Confirmed not related to TSE works with complainant.
08-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to advise petrol was leaking from a truck near works and needed to be reported as it has hazardous. Investigation - It was investigated and found to be unrelated to TSE works. How it was closed - Stakeholder was advised of the outcome of the investigation .
09-May-2018	JHCPBG (TSE)	Marrickville Dive	Worker Behaviour	Complaint - Complaint that workers from the previous night were foul mouthed and very noisy packing up at around 2am after completing work. Investigation - Place Manager will investigate details with appropriate crew. Resolution - CPM contacted the complainant to confirm once joining works were complete in the street, crew moved onto a different location. The team returned to Council Street to re-plate the exposed joining bay (to make it safe), and packed away the plant equipment. Through the enquiries undertaken by PM and PE, it was found that the team members on site did not yell to each other during the time they were attending to the site.
09-May-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Works continuing past 5pm without significant mitigations. Investigation - Works were being conducted within standard, approved construction hours. Resolution - Place Manager explained standard construction hours, works being undertaken and respite periods. Movie tickets were offered as a form of respite but were declined as the resident works from home. The Stakeholder Manager will follow up and discuss further respite options.
09-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Normal path in Clarke Lane unable to be used. Investigation - Stakeholder manager investigated current traffic control and changes. How it was closed out - Confirmed current changes and timings and reasons for them with complainant.
10-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Strata secretary sent email on behalf of apartment residents relating to noise and requesting no night works. Resolution - Place Manager responded explaining why certain works needed to be carried out OOH, offering attended monitoring and a briefing for the residents.

Date	Construction Package	Site	Type	Complaint Information
10-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Local resident reported damage to Frank Channon Walk. Investigation - Found to be unrelated to project works. Resolution - Matter has been referred to local council.
11-May-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complaint of significant vibration impacts from work. Investigation - Vibration was required for compaction of foundations for the acoustic sheds to be built on site. Resolution - Community Advisor explained the timetable of works and respite periods to reduce the impact of works.
12-May-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Utility service markings affecting appearance of house. Investigation - Place Manager to review and follow-up with utilities team. Resolution - Place Manager to discuss outcomes with resident.
12-May-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Objected to upcoming night works proposed for coming week. Investigation - On-call Place Manager explained need to work out of hours as the utility works are located near a main traffic route. Resolution - Works postponed on Mon 14/5, now proposed to start 15/5. Details were communicated to resident. Noise monitoring will be undertaken.
12-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Home phone not working. Investigation - Confirmed that any outage was not related to TSE works. Resolution - Notified resident and assisted .
14-May-2018	JHCPBG (TSE)	Barangaroo Station	Property & Business	Complaint - Concerned about potential property damage due to tunnelling and cavern excavation activities planned near their property. Investigation - Work has not started, however the project team have met previously with the owners corporation to address concerns and undertake surveys and property conditions surveys. Resolution - Complainant informed of consultation already underway with the owners corporation and confirmed depths of excavation activities.
14-May-2018	JHCPBG (TSE)	Crows Nest Station	Safety, Security & House-Keeping	Complaint - Pedestrian fall near temporary pedestrian diversion. Investigation - Site supervisor suggested resident call and formalise issue. Has not been picked up as an issue in previous site inspections and perimeter walks. Resolution - Place Manager contacted resident who confirmed no further action was required and was happy to make team aware of it.
14-May-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Property & Business	Complaint - Reported crack observed in building. Investigation - Stakeholder Manager arranged for an inspection of the wall to be done on 14/5/18. Resolution - Complaint has been transferred to the property damage claims process.
14-May-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Ongoing noise from construction, requested compensation. Investigation - Stakeholder Manager offered respite in the form of movie tickets or vouchers at a local coffee shop to enable the resident to take time out away from the noise. These were declined. The environment team has been advised of the complaint and additional noise blankets have been purchased and will be installed around equipment where a practical noise reduction can be achieved. Resolution - Validation monitoring will continue to be undertaken to ensure compliance with noise management levels.

Date	Construction Package	Site	Type	Complaint Information
14-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Difficulties charging electronic devices. Investigation - Investigated and found there were no works taking place that could cause this. Resolution - Advised resident of outcome and provided information about other large construction site nearby to further enquiries as required.
14-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained that standard of reinstatement works was not satisfactory. Investigation - The reinstatement of a driveway with asphalt (previously dirt) was approved by the property's Managing Strata. Areas that have not yet been reinstated are unrelated to TSE works. Resolution - Information was communicated to resident.
15-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident from Kent Street, Millers Point, called to complain about ongoing out-of-hours works at Barangaroo. Investigation - Place Manager called site supervisor who advised jack hammering for utility relocations would be finished by midnight. Place Manager called resident to provide update and explain the mitigation measures in place. Also obtained email address to register complainant for email updates. Resolution - Results of attended noise monitoring carried out at the time of the complaint were compliant with noise management levels.
15-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Difficulties charging electronic devices. Investigation - Investigated and found there were no works taking place that could cause this. Resolution - Advised resident of outcome and provided information about other large construction site nearby to further enquiries as required.
15-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Pitt Street resident called to complain about noise from jackhammering at night time. Investigation - Place Manager called resident to explain no night works were being undertaken by TSE. Suggested it may have been Ausgrid works. Resolution - Place Manager took residents email address to add him to the database to receive information updates.
16-May-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Resident emailed to complain about standard of driveway reinstatement, describing the surface as patchy asphalt. Investigation - Resident had been advised that an investigation is currently underway. Resolution - To be advised following investigation.
16-May-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Building Manager of 66 Hunter Street called to complain about vibration impacts from the demolition site. Investigation - Place Manager explained that a larger machine was being used to complete demolition as advised in a recent email update. Recorded vibration levels were below the limit and no vibration alarms were triggered during the past week. Resolution - Place Manager advised complainant that she would continue to keep him updated on the demolition works, which are nearing completion.

Date	Construction Package	Site	Type	Complaint Information
16-May-2018	JHCPBG (TSE)	Martin Place Station (North)	Safety, Security & House-Keeping	Complaint - Concerned about the state of the pavement outside the Mirvac Building following out-of-hours utilities works. Wants more information about timing of works so the building manager can schedule cleaning. Investigation - Place Manager advised that utilities work would be completed by the end of the week and the team was cleaning the site after each shift. She advised they would ensure the area was cleaned thoroughly. Resolution - Place Manager and utilities coordinator met with building concierge to provide an update on the works and agreed to keep him informed.
16-May-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complaint about drilling noise coming from site which he described as deafening. Investigation - Place Manager explained that out of hours work was being undertaken to relocate services and that all noisy work would be completed by midnight. Complainant said that no work should be happening and hung up the phone. Resolution - Attended noise monitoring readings were compliant with predicted noise levels in CNVIS.
16-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Concerned about loud hammering noise during night works. Investigation - Place Manager liaised with site supervisors at both Pitt Street sites who advised no loud hammering works were taking place. They explained Sydney Water was undertaking emergency works on the corner of Park and Pitt streets. Resolution - Place Manager contacted complainant to provide an update and agreed to add complainant to distribution list for email updates.
16-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Concerned about loud hammering noise during night works. Investigation - Place Manager liaised with site supervisors at both Pitt Street sites who advised no loud hammering works were taking place. They explained Sydney Water was undertaking emergency works on the corner of Park St and Pitt St. Resolution - Place Manager contacted complainant to provide an update and agreed to add complainant to distribution list for email updates.
16-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Park Street resident complained about jack hammering noise coming from the Pitt Street area around 1.30am during the previous night. Investigation - Place Manager advised there were no works at the Pitt Street North site the previous night and that noisy work such as jack hammering must be completed by midnight. Resolution - No further action required.
17-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained about noise and vibration impacts during night works at 3.30am the previous night. Was aware the work was occurring but didn't expect it to be so loud. Investigation - Place Manager spoke to site engineer who advised the only work being undertaken was installing cladding on acoustic shed. Resident explained the noise seemed to be coming from further south on Hickson Road. Resolution - Place Manager advised resident he would follow up with the night supervisor and call the resident back.

Date	Construction Package	Site	Type	Complaint Information
17-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained that he's been woken up two nights in a row by reversing beepers. Noted that the notifications said non-tonal reversing alarms would be used. Investigation - Place Manager explained that regularly used plant and equipment must be assessed before coming to site. Resolution - Place Manager advised he will liaise with the night supervisor and then get back to the resident.
17-May-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Pedestrian complained about construction noise coming from martin Place North site and having to block her ears when she walks past the site. She also heard a very loud crash above where she was standing. Investigation - Place Manager provided an update on demolition at the site and complainant provided her details to receive regular email updates. Resolution - Noise monitoring results were reviewed and found to be compliant with the endorsed CNVIS.
17-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Construction work causing noise impacts until 2am for several evenings in a row. Investigation - Place Manager advised complainant that emergency works were being undertaken by Sydney Water. Resolution - Place Manager also provided an update on Sydney Metro works and asked if the complainant would like to register for email updates. He was happy with the information provided.
17-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident emailed to make a general complaint about noise and vibration. Investigation - Place Manager investigated with project team to confirm no work was underway in the rail corridor. Resolution - Place Manager called resident to address concerns and reinforce scope of works underway for all contractors around the area.
18-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Concerns about noise impacts caused by hammering on site during day works. Staff members were complaining even though they were using noise cancelling headphones. Investigation - Place Manager explained the work being undertaken in the southern portion of the site is pile trimming, which will continue for another 3 weeks. Resolution - Place Manager arranged for noise monitoring to be undertaken at the business next week. Previous validation monitoring undertaken for this activity found noise levels were compliant with CNVIS.
18-May-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident complained she hadn't been notified of night works occurring in the area and work should not continue after 11pm. Investigation - Place Manager advised that noisy works would be completed by 12am. The complainant explained the noise was coming from the Oxley Street area but out-of-hours works were being undertaken in Hume Street, therefore unlikely to be connected. Place Manager confirmed a notification had been distributed. Resolution - Noise monitoring undertaken shortly after the complaint were compliant with predicted levels.



Date	Construction Package	Site	Type	Complaint Information
18-May-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Resident emailed the Place Manager to complain about the walkway to Crows Nest from the Pacific Highway being closed to pedestrians without any signage or person providing directions. He said it was not included in the notification. Investigation - Place Manager liaised with the site team who confirmed there had been a brief footpath closure and detour in place during the works on 18 May. Resolution - Place Manager contacted the complainant to confirm the details of the temporary closure and advise that the need for temporary footpath closures and diversions was included in notifications .
18-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about noise from reversing beepers at 1am in the morning. Investigation - Place Manager advised no out-of-hours works were being undertaken by JHCPBG last night. Resolution - Followed up with Sydney Metro Place Manager to see if noise could have been from Northern Corridor works.
19-May-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant contacted the Place Manager to advise that the works were too noisy and lights were shining into the property. Investigation -Minimum lighting towers were used and the heads were turned toward the ground to minimise impacts to residents. Generators were in use to power the lighting towers from 5.30 pm - 6.30am. Resolution - The stakeholder was advised to contact the Sydney Metro on 1800 171 386 in the first instance at any time of the day or night, 24-hour community information line at the time so concerns can be addressed at the time.
20-May-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise on Nelson Street, Chatswood. Investigation -the noise from the parked truck did not follow the designated approved route for the delivery of the heavy equipment. Resolution - The delivery company was issued with a warning about abiding by approved traffic management plans.
20-May-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Truck using local roads and creating noise on Nelson Street, Chatswood. Investigation - The truck was required for the delivery of work equipment relating to weekend works in the rail corridor. On this occasion, the truck did not follow the designated approved route for the delivery of the heavy equipment. Resolution - The delivery vehicle company has been given a written warning about the requirement to adhere to the traffic management plans to minimise impacts to the community and the safety of pedestrians and road users. Delivery vehicles will continue to be briefed regarding traffic management plans to ensure trucks are using the designated and approved traffic routes. Resident was reminded to call the Community information line 24 hours a day 7 days a week with for concerns to enable concerns to be addresses at the time.

Date	Construction Package	Site	Type	Complaint Information
21-May-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Use of grinder in Frank Channon Walk, Chatswood. Investigation - grinders were not being used in the area by Sydney Metro, however a 'rattle-gun' was being used which can sound similar to that of grinding which was required for the safe erection of an overhead structure. The fixing was done by hand to minimise the use of the rattle gun. This work was carried out in accordance with approvals and licenses. Notifications that were issued to local residents. Resolution - As a reminder, Sydney Metro operates a 24-hour community information line so please do not hesitate to call on 1800 171 386 in the first instance at any time of the day or night so we can respond to your concerns.
21-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained that he's had a drop in water pressure since JHCPBG undertook sewer installation works in the area. Investigation - Initial enquiries with the site team indicate the works would not affect water pressure in the area. No other enquiries or complaints have been received. Resolution - Utilities Project Engineer undertook further investigations and confirmed sewer works could not have affected water pressure. No other works undertaken by the team could have caused the problem. Follow up call made to complainant.
21-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Strata manager for building opposite construction site complained trees had been damaged and traffic cones were being used daily to block access to parking spaces. Investigation - Trees found to be located where they could not be damaged by construction vehicles and on inspection did not show signs any damage. Traffic cones have not been used in this area other than during notified OOH works which last occurred in early May. Resolution - Stakeholder encouraged to make contact when issues are current so that enquiries can be made at the time.
22-May-2018	JHCPBG (TSE)	Barangaroo Station	Property & Business	Complaint - Motorist complained about mud being splashed onto his car by machinery operating in the Barangaroo site. Site personnel cleaned the car but he noticed there was still some staining the following day. Investigation - Place Manager spoke to site superintendent who confirmed the incident had occurred the previous day. Screening was in place along the fence line at the time. Resolution - Place Manager contacted the complainant to apologise for the inconvenience and sent him a car wash voucher. The site crew has been briefed about taking extra care when working near Hickson Road.
22-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Buckland Street resident complained about steel road plates causing vibration impacts which are cracking his wall Investigation. Investigation - Place Manager advised the work is being done by a contractor for Ausgrid and is not related to Sydney Metro works. Resolution - Caller advised to contact Ausgrid.

Date	Construction Package	Site	Type	Complaint Information
23-May-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Resident complained of a cumulative build-up of dust and requested compensation. Investigation - Place Manager spoke to site superintendent who advised no dust generating activities were being undertaken at time of complaint. Resolution - Place Manager explained the dust mitigation measures that are used on site to minimise dust and explained compensation was not available.
23-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident called to complain about jackhammering noise at night time. Was concerned that night works have been continuing for a week, making it difficult to sleep and affecting his ability to work. Investigation - Place Manager explained that noisy works would be completed by midnight. Explained why works must be done at night and provided details of EPA licence requirements. Complainant asked for EPA contact details. Resolution - Place Manager offered attended noise monitoring at the property, which will be undertaken on 24/5/18.
24-May-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Request for permanent relocation due to ongoing construction and future operational impacts. Investigation - Resident offer relocation to comparable property for 2 year + period. Resolution - Offer remains open, resident has not accepted terms.
25-May-2018	JHCPBG (TSE)	Barangaroo Station	Other	Complaint - No follow-up call received regarding condition survey for property. Investigation - No record of earlier request found. Resolution - Place Manager confirmed that the survey contractor has contacted the resident directly and arranged a time for the inspection to take place.
25-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about light pollution and nuisance. Investigation - Place Manager contacted to confirm the location of the building. Investigation revealed that the building is not related to Sydney Metro. Resolution - Place Manager referred the resident to the Power Supply Project for TfNSW .
25-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Truck making loud noise every night around 11pm. Investigation - Place Manager investigated, found to be Sydney Water emergency works. Resolution - Added to Sydney Metro distribution list and info received about project works. Complainant will contact Sydney Water re. truck noise.
26-May-2018	JHCPBG (TSE)	Barangaroo Station	Property & Business	Complaint - Concerned about potential property damage due to tunnelling and cavern excavation activities planned near their property. Investigation - Currently investigation.
28-May-2018	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Resident complained of increased dust in recent weeks. Investigation - Measures on-site were confirmed, full-time water cart, hoses, daily hardstand sweeping and covering of long term stockpiles. Recent environmental inspections have not raised dust or management issues. Resolution - Place Manager responded via email to communicate the mitigation measures already in place.

Date	Construction Package	Site	Type	Complaint Information
28-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder who drives through area complained of rubbish near the site. Investigation - Environmental manager inspected the street and could not find rubbish as described. Resolution - No rubbish as described was found in the area.
29-May-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Local childcare centre complained of noise at time when trying to get children to sleep. Investigation - Approved piling activities were only activities taking place. Previous monitoring of the activity was compliant. Resolution - Called back complainant, explained works that were taking place, approvals, and that team was reminded to minimise noise where possible.
29-May-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Why car parking spots are being blocked for works if they are not taking place. Is it so workers during day works can park? Investigation - Witches hats were placed over some parking spaces as a rig was removed the night before and a crane delivery was taking place that night. Resolution - Responded to the resident with reasons for witches hat and explained upcoming works.
29-May-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Other	Complaint - EIS Exhibition Timing is unfair for an informed and meaningful submission. Investigation - The new community participation provisions for planning processes are included within Part 2 Division 2.6 and Schedule 1 of the Environmental Planning & Assessment Act 1979 (EP&A Act). Specifically, Clause 9 of Schedule 1 specifies the following: "Application for development consent for State significant development (cu previous s 89F) 28 days". Department of Planning and Environment is responsible for the exhibition process and assessment of the application. Resolution - Confirmed and emailed details of the location of EIS hard copy volumes and links to the Sydney Metro and the department of planning websites providing access to documents and to make submissions. As requested the Environmental Planning & Assessment Act 1979 (EP&A Act) was also provided.
29-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Windows of the stakeholder's property are marked from construction and stakeholder would like to request they are cleaned Investigation - The source of the impact is currently being investigated. It was confirmed that works being undertaken by Metro did not involve earthworks and therefore, not creating airborne impacts. Resolution - Complainant was advised of the outcome of the investigation.
30-May-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Access to building near Crows Nest works blocked and request for trucks to be washed when leaving site. Investigation - Place Manager received call shortly before complaint that truck had broken down in Clarke Lane (near building). Daily sweeping is conducted and other measures enacted to control mud on truck wheels. Resolution - Relayed details to resident and thanked them for continuing to work closely with project team and residents. Advised about break down and that traffic flow will improve once Clarke Lane is reopened. Committed to talking to traffic controllers to minimise delay to entering buildings.

Date	Construction Package	Site	Type	Complaint Information
30-May-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Sydney Trains customer complained of untidiness and smell near the underground entrance from MLC Centre. Investigation - The area is not in the control of TSE works. Resolution - JHCPBG undertook an initial clean up and referred ongoing maintenance of the area to Sydney Metro to liaise with relevant stakeholders who control the area.
01-Jun-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant called to advise their car was near construction site and was now covered in dust and sand due to excavation work Complainant also said there was no sign advising of the work. Investigation - Place Manager called the complainant who had parked in the location for several weeks while away and returned home to find the car covered in dust. Senior Project Engineer conducted an immediate inspection of the site. Resolution -The site had already identified the issue as a risk and had been putting traffic controls in place to create an exclusion zone and covering cars which had been parked there long-term with geo fabric.
01-Jun-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant called to state their car was parked near construction site and they returned to find their car covered in mud, dirt, oil and possible damage. Complainant said there was no signage to warn people not to park there. Investigation – Place Manager contacted the stakeholder immediately and the complainant sent details and photos through. Place Manager talked the issue through with the JV who confirmed that mitigation exclusion zone signage was displayed and cars had also been covered in geofabric if they had been parked there long-term. Resolution – Complainant understood and was offered a car wash voucher.
02-Jun-2018	JHCPBG (TSE)	Marrickville Dive	Visual Amenity & Lighting	Complaint - Complainant called to say lights at site were blinding oncoming traffic. Investigation – Place Manager called the complainant and asked them to confirm the light source. Place Manager explained no team members were onsite and no work was being carried out. Place Manager said details would be passed onto the site team to investigate on Monday 4 June. Complainant agreed to this. Resolution – Senior Project Engineer confirmed there was a lighting tower within the dive area for site and safety purposes. Senior Project Engineer committed to assessing the lighting tower upon darkness and will modify where required.
05-Jun-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - EPA received a complaint regarding dust emissions from eastern side of Marrickville dive site, near intersection of Edinburgh Rd and Railway Pde at 2.15pm on 4/6/18. Two videos were attached. Investigation - The site was investigated in collaboration with senior management, and it was found all actions to mitigate dust were being actively applied in accordance with management plans. Resolution - Complaint closed out with the EPA.

Date	Construction Package	Site	Type	Complaint Information
08-Jun-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident complained about continuous low grade humming sound. Said she had not received a notification for out of hours work and asked when the work would stop. Investigation - Place Manager contacted site to determine the source of the noise and expected completion time. Left a message with the complainant advising that work would be completed by 5am. Noise monitoring confirms noise levels were compliant with levels predicted in CNVIS. Resolution - Crows Nest Place Manager followed up the next day providing details of previous notifications about the work and advising that it would continue that night. Asked complainant to contact her if she needed further assistance.
08-Jun-2018	JHCPBG (TSE)	Pitt Street Station (South)	Soil, Water & Flooding	Complaint - Complainant noticed fluid which looked like oil coming from the site and running onto the footpath. He spoke to the site supervisor but was concerned that he didn't appear to be doing anything about it. Investigation - Place Manager spoke to site superintendent and foreman who advised that rainwater which has been trapped by steel on the hoarding roof was released when the steel was moved. Foreman inspected the runoff and confirmed no oil was present. Resolution - Foreman arranged for all hoarding roof areas to be swept clean. Place Manager provided details of his investigation to the complainant.
08-Jun-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant said he spoke to someone on site last week about dust on his car and was offered a car wash voucher. At the time he said he would do it himself but has now decided it need a professional clean. Investigation - Place Manager asked who he spoke to and requested photos of the vehicle to be emailed to her. After making enquiries with the site team the Place Manager was unable to identify anyone on site who spoke to the complainant. Site supervisor confirmed dust suppression is being undertaken on site daily. Resolution - The complainant hasn't provided any additional details which would be required to verify the request. No further action will be taken unless this is received.
08-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Local resident complained she hadn't received any information from Department of Housing about being relocated for the public housing redevelopment. Investigation - Place Manager met with the resident as the information she provided over the telephone was unclear Resolution - Place Manager walked the resident to the Waterloo Connect Office to clarify the situation.
08-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about a continuous high pitched noise like a fire alarm which she can hear from her home on Pacific Highway. Noise is loudest at night time. Investigation - Investigation underway to determine whether the source of the noise is associated with TSE works. Resolution - It was determined the noise was not coming from TSE works. Stakeholder advised of outcome.

Date	Construction Package	Site	Type	Complaint Information
12-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - No Traffic Control in place to manage large vehicles entering drive way. Investigation - The complainant advised where the trucks were entering which is associated with the Central Station power upgrade project adjacent to the property. Sydney Metro Central and Sydney Yard Access Bridge confirmed they were not working in the area at the time. Resolution - Place manager offered to send the contact details for the Power Upgrade Project which was refused.
13-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Castlereagh Street resident emailed to complain about noise during night works, particularly the use of reversing beepers. Also asked if night works could be reduced to one night a week as she's being affected by lack of sleep. Investigation - Place Manager contacted site superintendent who confirmed no work was occurring at wither Pitt Street site at the time of the complaint. Resolution - Place Manager emailed complainant asking for further details in case complaint related to another night, but complainant has not responded. No further action unless complainant makes contact again.
18-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise during sewer out-of-hours works. Investigation - Previous noise monitoring of these works showed compliance. Resolution - Did not require call back at the time but was advised on 19/6/18 that the high noise works were completed before midnight.
18-Jun-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Rock breaking taking place during respite period. Investigation - Investigation conducted to establish if work was undertaken outside of specified hours. Resolution - Place Manager spoke to the stakeholder and provided an update to say that his complaint and a report will be sent to the EPA. Also confirmed that the excavator operator has been removed from the site.
18-Jun-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Cracking at property owner believed to be related to construction. Investigation - Claim received from resident, vibration monitoring of activities was compliant. Resolution - Claim will be managed via specific process .
19-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to OOH works and noise when project team doorknocked local residents about upcoming work. Investigation -The Stakeholder Manager confirmed the Waterloo team had not undertaken night works recently, and local residents are provided with notifications about all Sydney Metro night works. Resolution - Explained JHCPNGB works and mitigation measures with resident.
19-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Excess water from rain on stairs near MLC Centre. Investigation - This area is not near TSE works area, and site team had already escalated to both Sydney Trains and City of Sydney. Resolution - Spoke to complainant with details arranged own resources to resolve the issue so that it could be fixed in a timely manner. Site was completely dried with wet floor signage. Closed out.

Date	Construction Package	Site	Type	Complaint Information
19-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder emailed the community inbox to make a complaint about noisy works that were happening that night, attaching a video as evidence of the noise. Investigation - The Place Manager viewed the video attachment and determined the source of the noise was not in relation to Sydney Metro works. Resolution - Place Manager responded to the stakeholder and explained the Metro works were not responsible for the noise, and suggested other construction contractors in the area along with their contact information .
20-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Stakeholder emailed to make a complaint about jack hammering and consecutive nights of out-of-hours works. Investigation - The Project Manager attended noise monitoring of the works and it was found that all level were compliant and met the levels predicted in the endorsed CNVIS. Resolution - Investigation was communicated to the complainant and closed out.
20-Jun-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Section of noise wall at Chatswood has been removed. Investigation & resolution - Place Manager updated the resident on the works and noted that she had previously advised him that the long term noise wall was being erected and the temporary wall removed while that occurred.
20-Jun-2018	JHCPBG (TSE)	Chatswood Dive	Visual Amenity & Lighting	Complaint - Lights in construction site, noise from works outside construction hours and no progression of temporary fencing replacement in previous 24 hours. Investigation - Senior Environment Coordinator was on site at time of complaint and observed lights were directed down to safely view low noise impact works. Temporary removal of fencing was notified and explained in previous communications. Resolution - Details about measures in place and description of works provided to complainant.
20-Jun-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Soil, Water & Flooding	Complaint - Water flowing over embankment in rail corridor and flooding footpath between Drake and Brand Street in Artarmon, and causing damage to proprietries. Investigation - There had been extra rain in the area, but the drainage system had behaved according to its intended design. No damage to property was identified. Resolution - Place Manager and Project Manager met with complainant to chat about the overall drainage plans for the area long term which will prevent future flooding events. It was also explained to the complainant that there were blockages in the stormwater drain between Drake and brand which is the responsibility of local council to maintain and to contact them if the issue persists.
20-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Dripping water in car park. Investigation - Found to be a long-term issue - evidence of seepage, pooling in areas not impacted by works. Resolution - Communicated to complainant who was satisfied with the response.



Date	Construction Package	Site	Type	Complaint Information
20-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained that work the previous night had woken her. Was unable to pinpoint where the noise was coming from. Investigation - The only works taking place was cable joining, which did not include any noise generating activities. Resolution - Works and activities explained to resident.
21-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Business suite owner adjacent to site asked about reasons why double glazing property treatments aren't being installed at each suite. Investigation - Review of property and noise reports. Resolution - Place Manager explained the works and respite from high impact activities and that as the premises were vacant, they did not qualify for assessment which is provided for noise- sensitive business or community organisation operations.
21-Jun-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Stakeholder called to complain that a pothole on the road near the work site had caused her tyre to be punctured and needed to be replaced. Stakeholder explained site manager advised her to contact the 1800 number regarding the incident, and wants to claim the costs incurred from JHCPBG. Investigation - Place Manager confirmed the details of the pothole with site manager. The pot hole in question had been identified by JHCPBG staff as requiring attention. Resolution - Approved claim and reimbursed motorist for repairs.
21-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise from out of hours works. Investigation - Found to be associated with Council works being undertaken by their contractors. Resolution - Communicated to complainant who was satisfied with the response .
22-Jun-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Noticeable vibration at business was felt. Investigation - Vibration monitoring was undertaken, and everything was compliant. Resolution - Further monitoring will be undertaken when rock bolting is undertaken next week. Closed out with complainant. Update: Additional vibration monitoring was undertaken at 66 Hunter street during rock bolting works on the 25/6/18 and 26/6/18, the highest recorded vibration level was 0.17mm/s which is less than half the preferred value for human disturbance detailed in the endorsed CNVIS.
22-Jun-2018	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Stakeholder emailed to complain about vibration being felt from works. Investigation - Place Manager advised attended monitoring was being arranged, and confirmed the rock bolting would be continuing for at least another hour on the site. Resolution - All vibration levels were monitored as compliant. Additional monitoring will be undertaken during bolting works when they recommence next week.

Date	Construction Package	Site	Type	Complaint Information
22-Jun-2018	JHCPBG (TSE)	Waterloo Station	Visual Amenity & Lighting	Complaint - Complainant advised they had two flood lights directly pointing into their lounge and bedroom. Investigation – Place manager immediately called the site to ensure lights were directed away from residential properties. Resolution – The place manager then called the complainant and advised the site team would pack up and rearrange their equipment on the site at the end of their shift and ensure lighting was moved directed from the property. The site engineer contacted the place manager to confirm the lights were immediately lowered and angled downwards before being turned off at the end of the shift. The site engineer also confirmed the team would be reminded not to shine lights towards residential properties at the next toolbox talk.
23-Jun-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Complainant emailed place manager advising her email states that 'hours of work on Saturdays are 8am – 1pm. Complainant said that at the time of emailing work is actively progressing on the site with considerable noise. Complainant wanted to know why work was still going. Investigation – Place manager contacted the site first thing Monday morning to request details about work over the weekend. Site advised they were working till 3pm as per the out-of-hours permit for demolition at Martin Place north. Resolution - Place manager contacted the complainant to explain these details and asked if they would like to sign up to email notifications. Complainant was satisfied with the information provided and requested email notifications.
25-Jun-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Complainant stated they were dissatisfied not all design, construction staging and noise mitigation information is available for future work to widen the corridor along Frank Channon Walk. She requested her previous request for information be registered as a complainant. Investigation – Place Manager emailed complainant and provided the complaint ID number and explained the planning process. The initial request for information related to information as to whether their noise wall along the rail corridor would be retained to mitigate noise. Resolution – The Place Manager offered to meet with the complainant to discuss the mitigation measures with her and her neighbours in September (or earlier if the information became available) and work would start around November.
26-Jun-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Resident called asking for a condition survey as he believed trucks were shaking his house. Investigation - Place Manager met with resident and attended noise and vibration monitoring. Resolution – Further investigation found that vibratory rolling occurred briefly (less than 15min) on the day of original complaint and this is assumed to be the cause. Offer made to undertake monitoring in the future for key activities which was accepted. Resident is outside zone of eligibility for condition survey.

Date	Construction Package	Site	Type	Complaint Information
26-Jun-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Business complained about a drilling noise in their administration offices. Investigation - The offices are located adjacent to work involving the installation of retention anchors. Place manager called the complainant and advised attended monitoring was being arranged. The Project Manager confirmed that rock bolting was occurring and the work was likely to continue for another hour. Resolution – Vibration monitoring was carried out and vibration levels were compliant with the CNVIS. Further monitoring will also be carried out when rock bolting work starts again next week.
27-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - A business reported a traffic control set up had caused issues with rubbish collection and access. Investigation - Place Manager called the stakeholder to get further details and the stakeholder advised she had received further details which the work was being carried out on another worksite. Resolution – Not related to TSE work.
27-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant called to advise water at her address had been disconnected by workers. Investigation - The Place Manager called the site team who advised nothing had happened on site and engineers confirmed no reports of water issues. Resolution - Not related to TSE works.
28-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complainant called and advised they did not want a return phone call however wanted to complain about excessive noise due to jack hammering and horns blaring from congested traffic. Investigation – The Place Manager contacted the site engineer to inform him of the complaint. The site engineer confirmed the work taking place included jack hammering which would finish in about an hour. The site engineer was not aware of any traffic issues associated with Sydney Metro work. Resolution – The Place Manager left a message with the complainant to acknowledge the complaint was received and to contact her if they wished to discuss. The Place Manager noted the complaint would be registered. Further, noise monitoring was carried out on the night of 27/6/18 on High Street Millers Point and was found to be compliant with predicted noise levels in the CNVIS.
29-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Jackhammering taking place and causing noise impacts. Investigation - Place Manager explained utility works could only be carried out on the road between 8pm and 5am and that rock breaking works are carried out as soon as possible in the shift and were ceased by midnight. Attended noise monitoring showed noise was compliant with noise levels predicted in the endorsed CNVIS. Resolution - Closed out with complainant.
29-Jun-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant called to advise a worker lurking in her front property. When asked, the worker advised they were looking for a tap. Investigation - Place Manager called the stakeholder back multiple times but there has been no answer. Confirmed there was no planned work for the location at the time of the phone call. Resolution - Item closed as complainant was not contactable.

Date	Construction Package	Site	Type	Complaint Information
30-Jun-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Works continuing and causing noise impacts after midnight. Investigation - Site supervisor confirmed high impact activities ceased before midnight and other utility works continued to 5am. Noise monitoring at Hickson Road and High Street found noise levels from the works were compliant with noise levels predicted in the endorsed CNVIS. Resolution - Closed out with complainant.
02-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Strata manager referred complaint of works occurring at 2.30am to Place Manager. Investigation - It was confirmed that there were no works taking place at the time of the complaint. Resolution - Closed out with strata manager and encouraged complainant to contact project directly to have complaints resolved at the time.
03-Jul-2018	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Complaint about have to drive around traffic cones to access property. Investigation - The site supervisor confirmed that the contraflow traffic controls, including cones, were in accordance with the approved TMP and that traffic controllers were available to assist motorists. Resolution - Place Manager explained the safety and traffic management requirements to the resident and apologised for any inconvenience.
03-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Overall noise from work at night and beeping noise at 1am. Investigation - Approved works within the dive were being undertaken until 10pm. A generator operating on site is enclosed but additional attenuation will be installed. Previous attended monitoring for similar activities had found the works inaudible at the resident's location. Further monitoring will be arranged and the results communicated to the resident. Resolution - Information provided to complainant.
03-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained about lack of information about another project in the area and impacts to their property. They requested more information about this project. Investigation and resolution - Place Manager advised resident they passed on concerns to other project team referred to in complaint. They also provided more information about this project and that they would be engaging with property owners to organise pre-construction condition surveys. Resident was invited to call the information line if they had any more questions about the project.
04-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Vibration impacts and concerns about render on apartment block falling. Investigation - Vibratory roller was being used to create safe piling pad near rail corridor. Work was suspended and an inspection of the building undertaken by senior engineer and strata manager. It was agreed it was unlikely the compaction work would affect the render and arrangements made for monitoring and daily inspection of the building. Monitoring undertaken when work resumed demonstrated levels above human comfort but well below the levels that could cause structural damage. Respite periods continued to be implemented. Resolution - Stakeholders updated with this information.

Date	Construction Package	Site	Type	Complaint Information
04-Jul-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Heard work overnight and asked about duration. Investigation - Remaining work consisted of low impact painting and lighting installation. Resolution - Place Manager explained works to install hoarding could only be completed at night due to the need for footpath and lane closures and that the main installation work was completed.
05-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident called to say noise mitigation working well but had experienced vibration four times that day and was worried about damage to his home. Investigation - Monitoring undertaken on 5/7/18 in the basement and boundary of the resident's building which demonstrated levels above human comfort but well below the levels that could cause structural damage. Respite periods of one hour after 30 minutes work are implemented at the site. Resolution - Place Manager explained the works being undertaken and the need for vibratory rolling.
05-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Soil, Water & Flooding	Complaint - Stakeholder complained of driveway flooding and a pothole near the site and business entrances. Investigation - JHCPBG had observed drains in the area backed up prior to construction. Following heavy rainfall earlier in the week, as a good will gesture, the site team attempted to remove water with a sucker truck which was unsuccessful. The stakeholder also noted drains backing up had occurred before, prior to construction. Inner West Council was contacted regarding the blocked drains. Site has been undertaking washing of truck wheels, fortnightly cleaning of cattle grid as well as daily sweeping of the street. A permanent entrance for tunnelling works and wheel wash are being installed and resurfacing of haul road with concrete is planned in the next two weeks. Resolution - Communicated to complainant.
06-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Safety, Security & House-Keeping	Complaint - Sign has been placed outside of property, complainant has safety concerns. Investigation - Place Manager organised superintendent to review on Saturday AM and received response that they had removed the sign. Resolution - Place Manager communicated outcome with resident.
06-Jul-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Serious gas incident had occurred nearby. Investigation - Place Manager returned call and explained situation including details that works would continue to complete emergency repairs. Resolution - Stakeholder was satisfied with this explanation and did not require further follow-up.
06-Jul-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Stakeholder complained about high noise levels. Investigation - Works were undertaken in order to reinstate the public footpath to make the area safe for pedestrian traffic. A Wacka Packa was used for approximately 5 minutes after 6pm to complete the reinstatement works creating the reported noise. Noise levels were assessed and found to be compliant with Condition. Resolution - Investigation communicated with complainant.

Date	Construction Package	Site	Type	Complaint Information
06-Jul-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complainant reported cracks in bathroom tiling they believe to be a result of increased construction activity in the area both inside the rail corridor and also on the street. Investigation: Currently under investigation. Resolution: While no vibration exceedances had occurred, a goodwill offer of a property condition survey was made available to the complainant. This offer was accepted.
07-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Large vibration impact from works, wife is heavily pregnant. Investigation - Received details of current approved works and note that they would be completed prior to 1pm. As previously determined for this activity, the levels recorded were greater than human comfort level however compliant for cosmetic damage. JHCPBG have been implementing respite periods based on the human comfort level being triggered and will continue to do so in accordance with the Project's CNVMP. Resolution - Stakeholder satisfied with response.
07-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Safety, Security & House-Keeping	Complaint - Approached site team member and raised concern about the amenity and safety of the temporary footpath restoration. Investigation - Planning for permanent reinstatement is underway with council and is due to commence soon where there are no additional works required. Regular inspections are undertaken daily to ensure safety. Resolution - Information provided to complainant.
07-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Commercial street sweeper associated with project was using a fire hydrant to wash and fill. Investigation - Place Manager explained the truck has a permit from Sydney Water to fill up at this hydrant and after speaking with the operator he noted that from time to time he also wash the windows of the truck. In response to stakeholder's feedback, JHCPBG will review the positioning of the truck when at the hydrant. The driver has been instructed not to do any further window washing at this location - this will now be done onsite or at the depot. Resolution - Investigation and outcome communicated to complainant.
09-Jul-2018	JHCPBG (TSE)	Pitt Street Station (South)	Safety, Security & House-Keeping	Complaint - Stakeholder expressed concern that glass was being broken outward and falling onto hoarding. Investigation - The works were being carried out in accordance with the safety procedures for this activity. Resolution - Place Manager explained that there were workers inside and outside to ensure removal of windows was done in a safe and controlled manner.

Date	Construction Package	Site	Type	Complaint Information
10-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from night utilities works and request to be relocated. Investigation - The activity was of short duration and early in the shift. Place Manager explained reasons for night works and updated resident on further works this week. Noise monitoring results from the noise monitors located near the complainants residence demonstrated that noise levels from the utilities works, including jack hammering, were compliant with the predicted noise levels in the endorsed CNVIS. Resolution - Relocation was considered but was not offered for the remaining works as it could not be justified given the short duration and timing of high impact.
10-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from out-of-hours utilities works. Investigation - The activity was of short duration and early in the shift. Noise monitoring within the resident's building and attended monitoring at various locations during evening. Findings demonstrated compliance with noise levels predicted in CNVIS. Resolution - Place Manager explained reasons for night works and updated resident on further works this week.
10-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from out-of-hours utilities works. Investigation - The activity was of short duration and early in the shift. Noise monitoring within the resident's building and attended monitoring at various locations during evening. Findings demonstrated compliance with noise levels predicted in CNVIS. Resolution - Place Manager explained reasons for night works and updated resident on further works this week.
11-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Delivery driver told business owner that entrance was blocked by trucks. Investigation - Site reported the driver had clear access to the business' storeroom and had completed the delivery. A traffic controller asked the driver to stop briefly while a haulage truck was turning. Multiple traffic controllers are available to assist drivers. Resolution - Stakeholder was updated and noted that she simply wanted the incident recorded.
11-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Stakeholder complained that his driveway was blocked where his car was parked and he was unable to exit. Requested that he be notified in future so that arrangements can be made to move his car. Investigation - Place Manager contacted the site Project Manager to understand the incident. The Project Manager advised there was a car in the lane when they started the works, and a team of Traffic Controllers onsite to assist, but no one approached them to get the car out during the evening. Lane closures were implemented in accordance with the approved ROL and other permits and were notified in notification delivered to the resident's building. Resolution - Closed out with complainant.

Date	Construction Package	Site	Type	Complaint Information
12-Jul-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of jackhammering and asked why it needed to start at 11pm. Investigation - Notifications and email updates were discussed and the resident said she gets the updates but wanted to confirm that 11pm would not be standard for these works. Noise monitoring undertaken throughout the night demonstrated compliance with the noise levels predicted in the endorsed CNVIS. Resolution - Place Manager explained the service provider was unable to be on site earlier as planned. Confirmed night works and normal procedures.
12-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder emailed to complain about loud noise disturbing his sleep, claimed it was from tunnelling. Investigation - Place Manager investigated the situation and discovered that there were no works occurring at the sites near the property. Further to this, the complainant's property is not close enough to the project sites to be highly impacted by works in future. Resolution - Findings were communicated with complainant who was satisfied with the response.
13-Jul-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Trucks blocking entrance on both sides of the street, caused delay for delivery driver. Investigation - The delivery driver had clear access to business's storeroom on Clarke Lane (south) and had completed the delivery. As the delivery vehicle was exiting Clarke Lane (south) onto Hume Street the project's traffic controllers asked the driver to stop due to the path being impeded by a turning spoil haulage truck. Resolution - Stakeholder noted that she simply wanted the incident recorded in the event there were any further issues.
16-Jul-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained about hammering noise. Investigation – On call Place Manager explained why the works were required to be undertaken at night, confirmed that high impact work would cease at midnight and provided an update of scheduled works. Resolution - Noise monitoring undertaken during the works demonstrated compliance with predicted noise levels.
16-Jul-2018	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	Complaint - Complainant emailed to say they returned home and went to their storage cage and it was still being occupied by materials from the contractor. He said the agreement was extended to 30 June but as of 16 July the storage space was littered with rubbish from work. Complainant wanted to know who to speak to about redress. Investigation – The Community Place Manager contacted the Project Manager and Site Engineer. The Site Engineer attended the site and identified a small number of items left in the stakeholder's area and cleaned up the items. The Site Engineer reported back that the repair team had not completed the defect work having run out of materials and had not returned to the site. The Community Place Manager left a voicemail and sent an email to the stakeholder stating the area had been cleaned and to call back. Resolution - There have been ongoing updates to the building manager and strata committee on the progress of the work and defect rectification, however the owner was overseas and not aware of these details.



Date	Construction Package	Site	Type	Complaint Information
17-Jul-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Complainant called to ask to speak to someone about dust at the Barangaroo Station site, and explained that the drivers of the cleaning trucks were not cleaning the road – only the site. Investigation – The Stakeholder Manager called the site Environment Officer to confirm watering and dust mitigation was taking place at the site. The Stakeholder Manager called the resident and explained that a street sweeper undertakes rotations within key areas on site and also on the public road when traffic permits. In addition to sweeping the contractor has implemented hardstands in order to minimise the potential for tracking on the public road. Resolution - Resident was satisfied with this response.
17-Jul-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Resident called to complain about dust on balconies in her apartment and cars in the car park. Investigation - Senior environmental coordinator investigated dust management on site. Site was found to be clean and additional clean of Hickson Road including the area in front of Towns Place was undertaken. Resolution - The area will continue to be monitored as part of regular weekly inspections. Place Manager followed up with resident to explain actions taken.
17-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Complaint was referred by the strata manager to TSE via Sydney Metro. The strata manager requested an urgent inspection to inspect and repair cracks that had recently appeared. Investigation – The Place Manager arranged an inspection of the damage and the cracks were measured and photographed. The Place Manager explained to the resident that the project offered pre-construction surveys last year and the offer was not responded to by the Property Manager or owner. The Property Manager acknowledged this and asked for the survey to now be completed. Resolution - The Place Manager explained the damage claim will be assessed and responded to in due course.
17-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complainant emailed about noise coming from generators at night. Investigation – The Stakeholder Manager called the complainant and explained that the Environment Team had monitored the property location multiple times and each time the work and/or operation of lighting has been inaudible. The complainant requested double glazing for which he had obtained quotes. The Stakeholder Manager explained that they are not required to install this form of mitigation as the site activities are not generating noise levels that require property mitigation. The Stakeholder Manager explained the site activities are regulated by an EPL and all reasonable mitigation measures had been implemented. Resolution - The Stakeholder Manager explained that his request for noise treatment could be escalated if he wished or he could email direct. He was advised to call the 1800 number while he is hearing a disturbance to the source could be identified at the time of the complaint.

Date	Construction Package	Site	Type	Complaint Information
17-Jul-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Resident complained of dust on balconies, in the apartment and in the car park. She said she had noticed workers brushing and hosing down the road but traffic continually disturbed the dust that had settled on road. Investigation – The Senior Environment Coordinator reviewed site and found it to be in a clean condition and this observation was also separately noted during a safety inspection. Resolution - An additional detailed clean was also carried out near stakeholder's location and will be monitored in weekly inspections. Acoustic shed will also provide additional dust mitigation. An acoustic shed will also provide additional dust mitigation. The Place Manager updated the resident of the action taken.
18-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Business owner complained of cars parked in their parking spots. Investigation – The Place Manager called the business owner and advised available site members would come and move the cars. Resolution – The Place Manager spoke with the Project Manager. The site team will be tool-boxed and reminded that although many businesses where property had been acquired had closed down that some were still operating. Signs will also be made and placed in the business area.
18-Jul-2018	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - The Building Manager emailed the Business Relationships Manager on behalf of the complainant and said the demolition was too loud and almost impossible to hear or speak to each other in the office. Investigation – The Business Relationships Manager phoned the complainant and discussed the progress of the demolition. Resolution - The Business Relationships Manager told the complainant the demolition of footings at lower levels would be intermittently noisy. She said work was nearing completion and the next lot of noisy work would be demolition of the ground floor slab and the works would be most noticeable when nearest Hunter Street. She explained hammering would only be used when necessary and pulverisers were used where possible.
18-Jul-2018	JHCPBG (TSE)	Pitt Street Station (South)	Soil, Water & Flooding	Complaint - Complainant emailed and said the apartment car park had water pooling near recently completed works to install a safety structure in basement. Photos were attached as a reference. Complainant asked how this would be rectified. Investigation – The Place Manager contacted the Project Manager who organised for the basement to be inspected. Following work which was carried out the groundwater drain was found to be no longer effective. Resolution – The source of the groundwater is currently unknown. The contractor will carry out further investigations and manage the ground water. The drain will be fixed and further checks carried out to ensure the drain is operational. The Place Manager will advise the complainant on the expected date of the rectification.

Date	Construction Package	Site	Type	Complaint Information
18-Jul-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant contacted the Stakeholder Manager about poor air quality and smelling diesel when he opened his window. Investigation – The Stakeholder Manager contacted the Site Foreman and Senior Environment Coordinator to get an update on any new or specific activities. They both confirmed that although work was being carried out near the complainant's property nothing different was happening that morning. The Senior Environment Coordinator confirmed all equipment was serviced and up to date. Resolution – The Stakeholder Manager contacted the complainant and said there was no new activity identified to cause air quality to deteriorate. The complainant agreed the air quality in the area was poor that day. The Stakeholder Manager said she would record the complaint. Plant operation and diesel particulate will continue to be inspected as part of the weekly environment inspections.
18-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about vibration throughout the residence causing disturbance. Investigation - Place Manager investigated the source of the vibration and it was concluded that Sydney Trains passes by particularly in the peak when they are going fast. Resolution - Place Manager provided Sydney Trains information to contact.
18-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder said concrete residue had been sprayed on footpath and garden bed. Investigation – The Place Manager spoke to the site foreman who said there was no work being carried out of that nature but there was concrete work in nearby apartment development. Resolution – The Place Manager advised the stakeholder accordingly.
19-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant called about noisy work being done on high voltage cabling works. Investigation – The Place Manager reviewed all relevant Marrickville notifications as well as the out-of-hours work schedule for the current week. All documentation showed no TSE work in the Vicinity of the complainant's location. Resolution - The Place Manager called the complainant and explained the work was not related to TSE. The complainant was satisfied with the response.
20-Jul-2018	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Complainant called to state concrete had splattered onto his car from construction for the City Link Station. Investigation – The Place Manager rang the stakeholder who said he had parked his car near the construction and he didn't notice the splash marks until he arrived home. He said that the Waterloo site team normally protect the cars with a white sheet. Resolution – The Place Manager offered a complementary car wash voucher to cover the cleaning of the car. The complainant accepted the offer and was satisfied with the outcome. JHCBG manage this risk by having traffic control delineate the area and establish a light vehicle exclusion zone in future.

Date	Construction Package	Site	Type	Complaint Information
21-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from utility relocation work. Investigation - Trenching works to relocate power cables in the roadway of Pacific Highway/Nelson Street intersection was undertaken until about 3.30am. He confirmed noisy works, including saw cutting and hammering, were completed at approximately 10.30pm and temporary noise blankets were in place during these activities and was compliant with predicted noise levels. Resolution - The stakeholder was provide an overview of works the week.
23-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Caller cancelled air bnb customers due to upcoming work and that work had not started as planned. Investigation - Project team confirmed work started as planned, and was site prep work. Resolution - Stakeholder understood and appreciated additional info.
23-Jul-2018	JHCPBG (TSE)	Pitt Street Station (South)	Heritage	Complaint - Display Of Heritage Images and terminology on hoardings is insulting. Investigation - Place Manager explained the wording of "Rich Heritage Always Evolving" is to capture how Sydney as a city is ever evolving and adapting to change. Explained to stakeholder that the project takes heritage very seriously and gave the example of the White Hart Inn which remains were preserved. Resolution - Complainant's comments were recorded.
23-Jul-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Safety, Security & House-Keeping	Complaint - Local resident had tripped and fallen due to raised metal bar on the sidewalk. Investigation - Project manager inspected and found that the metal strips were runners for the sliding door used during demolition. Resolution - Arranged to have them removed.
24-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Complainant called and advised her tenants requested to be released from their lease and have moved out of her property citing impacts from infrastructure including Sydney Metro. Investigation – The place manager called the property owner to confirm details of the complaint. The complainant said the tenants were moving due to multiple impacts including Sydney Metro, WestConnex and Sydney Trains Rail Corridor. She said she wanted to speak to someone about compensation who can make that decision. Resolution - The Place Manager passed these details onto Sydney Metro to manage the request. Sydney Metro contacted the complainant and explained that the Government's policy was that financial compensation as a result of potential loss of rent at her premises, was not payable. No further contact was made by the complainant and both Sydney Metro and TSE agreed the complaint should be closed out.

Date	Construction Package	Site	Type	Complaint Information
24-Jul-2018	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Complainant called to say drilling had resulted in rocks, stones and dirt getting over his car. Investigation – The Stakeholder Manager explained the team were attempting to minimise the impact to local residents and commuters by taking up the section of parking in front of the drilling works but some cars parked in the street before the traffic controllers arrived. The Stakeholder Manager said she would talk to the project team to see what could be done. Resolution – The Senior Project Engineer will investigate extending the distance the protective cloth is placed over vehicles in the street and securing more on street parking near the activities which are expected to be completed in the coming weeks.
24-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to complain about noisy works happening last night near residence. Investigation - Place Manager contacted the complainant to find out exact address and location of the noisy works. It was investigated and confirmed that there were no Metro works happening in proximity to the complainant's location. Resolution - Advised stakeholder of outcome of investigation. Recommended they forward complaint onto local council or RMS to resolve the issue.
25-Jul-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Complainant called to request a noise barrier on their window. Investigation – The Place Manager called the complainant who said that after months of noise impact from demolition and excavation she wanted a noise barrier or some acoustic treatment for her windows. She described the noise as “regular construction work”. Resolution - Place Manager explained the high impact noise was limited to 6.5 hours per day and respite periods are provided. The Place Manager said the completion of the acoustic shed currently being installed will be completed in about 2 weeks and will significantly limit airborne noise. Real time noise monitoring data was reviewed and showed no exceedances during the shift. The complainant was satisfied with this response.
25-Jul-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Stakeholder contacted Place Manager to complain about noise and thumping from the works and requested sound-proofing of apartment. Investigation - The noise impact from auger shaking had previously been assessed at the site and found to be compliant with predicted noise levels. The practice of auger shaking to remove material at Waterloo is only anticipated to be required for a short duration. Regular validation monitoring will continue to be undertaken to ensure works comply with predicted noise management levels. Resolution - Place Manager explained to complainant that the noise was from piling activities on-site and the shaking of the auger to release spoil. The spoil at the time of the complaint was particularly wet/sticky and as a result required additional force and time to remove the spoil from the auger. Informed the resident that soundproofing his building was not viable, but suggested they discuss the option of providing an acoustic headset (as previously offered) so he could continue to work from home.

Date	Construction Package	Site	Type	Complaint Information
26-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complainant emailed on behalf of the residents at a certain address who were very concerned about noise levels at around 10pm. Investigation – The Place Manager called the complainant. The complainant said the noise was between 8 and 10pm. The Place Manager explained the work was part of installing new power cables and the work was required to be carried out out-of-hours due to traffic restrictions. The Place Manager explained the vacuum truck, which was the likely source of the noise, is used for the safety of the work and would need to be used for further work next week. Resolution - The Place Manager advised notification of this work was provided in both the monthly work update and weekly email which the complainant had received and said some of this work would be noisy.
26-Jul-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Two complaints were emailed. Complainant emailed about noise from drilling and when it would stop. They said they called Sydney Metro 24 hour line and were advised they could work until midnight and they found this unacceptable. Videos were attached. Investigation – The Place Manager called the complainant and advised the vacuum truck would be used for one more hour. The complainant was unhappy with the noise and asked for it to be stopped. Resolution - The Place Manager reconfirmed with the Site Supervisor that they would stop at 10.20 to assist with the complainants concerns and advised the stakeholder accordingly. This work was included in the monthly notification and weekly email update. The Place Manager followed up by email with additional detail on the upcoming work and measures to minimise night work and noise.
26-Jul-2018	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Complainant called and said cement had splashed on their car and asked for car wash cost to be reimbursed. Complainant requested a call back. Investigation – The Stakeholder Manager contacted the Project Manager and Environment Officer about the complaint. The Stakeholder Manager called the complainant and explained the site team was attempting to maintain as much parking as possible while maintaining a buffer zone by removing some spots near the work. Site team had applied for an ROL to create a larger buffer zone. It was noted some cars run over the cones and enter the area before traffic controllers are on duty. Resolution - The Stakeholder Manager called the complainant and confirmed he would be reimbursed for the car wash and advised him of the process for reimbursement.

Date	Construction Package	Site	Type	Complaint Information
27-Jul-2018	JHCPBG (TSE)	Marrickville Dive	Safety, Security & House-Keeping	Complaint - Complainant called about damaged footpaths causing a safety hazard for pedestrians. Investigation – Place Manager called the complainant who said there was damage at two locations. The Place Manager said she would investigate to determine if the work was related to the precast facility. Resolution - The Place Manager explained that there were a range of activities being carried out in the area and she would respond to the complainant when she had more information. On 31/07/18 The Place Manager contacted the stakeholder to provide an update. Stakeholder understood that there were two issues were split with different agencies / contractor responsible for the areas. Stakeholder noted that he was happy with the outcome.
30-Jul-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complainant said she was struggling to maintain cleaning their apartment and could not open their doors due to the dust. She wanted to know how much longer there will be a high level of dust coming from the site and if compensation was available to assist with cleaning. Investigation – The Stakeholder Manager requested the Environment Officer to investigate the complaint and provide an update on dust mitigation strategies in place. The Stakeholder Manager called the complainant to discuss her concerns. Resolution – The Stakeholder Manager reinforced dust mitigation strategies were in place and the site team would increase use of street sweeper and hoses. She informed the complainant piling works were due to be completed by the end of the month and that this should result in some improvement.
30-Jul-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - A business complained of trucks queued and blocking driveways. Investigation – The Stakeholder Manager advised complainant that there were no truck arrivals at the Waterloo site that day. Trucks would not be permitted to turn right from the side of Botany Road (where trucks were observed) if they were coming to the site. Resolution - It was noted that the trucks may be waiting to be called to another construction site in Henderson Street that is unrelated to the tunnelling work.
01-Aug-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complainant emailed the EPA pollution line and complained of dust and noise from the Barangaroo development including Hickson road works citing blasting, jackhammering and drilling. Investigation – The EPA will provide an interim response encouraging the caller to contact the Sydney Metro 1800 number to allow for direct engagement if they desire. Resolution - All works at Barangaroo site are carried out in accordance with the approved construction environmental management plan. All out of hours (OOH) works are subject to an OOH permit process detailing the mitigation measures to be employed, including ceasing high impact noise prior to midnight. Validation monitoring is undertaken. No blasting has been undertaken at this site. A suite of dust management measures are implemented on site including sweepers, stockpile management, watercarts and water spraying.

Date	Construction Package	Site	Type	Complaint Information
01-Aug-2018	JHCPBG (TSE)	Chatswood Dive	Visual Amenity & Lighting	Complaint - Complainant called to ask about their need to purchase blinds to block the night time lights and a dust issue. Investigation – The Place Manager left a message inviting her to call back. Resolution – The Place Manager emailed a response to the complainant addressing the issues raised (light during out-of-hours work and dust).
01-Aug-2018	JHCPBG (TSE)	Chatswood Dive	Visual Amenity & Lighting	Complaint - Dust and light impacts from night works. Investigation - Trying to gather more information as details were general in nature. Resolution - Call to resident was unanswered so a detailed email was sent seeking additional information on when lights are an issue as at her location as normal street lighting is generally sufficient for the nearest OOH utility work and additional tripod mounted light is used very infrequently. The email also outlined the extensive dust measure employed and that the material being excavated is clay which due to density does not typically generate dust.
02-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Local councillor complained of dust from site works and provided two short videos taken that evening. Investigation - Place Manager advised the stakeholder the complaint is being investigated. JHCPBG were undertaking dive excavation works which have been modelled and validated with noise monitoring as compliant under EPL Condition L4.2. Senior Environment Coordinator spoke with the night time site supervisor who confirmed that dust mitigation was assessed, however the shale was saturated from ingress of groundwater and he deemed additional dust suppression not required. Additional hose suppression has been installed and will be utilised during night shift works. Resolution - Stakeholder will be updated once investigation is completed. Update provided by email on 8 August and included details of work being carried out and dust mitigation measures in place. Advised complainant that additional dust suppression will be used even if there is groundwater ingress. Subsequent inspection by Environmental Coordinator deemed these measures as appropriate.
02-Aug-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Hotel operator advised complaints had been made by guests about noise. Investigation - Work being undertaken was hoarding changes until 11.00pm and gantry crane commissioning and plant deliveries. Noise monitoring showed traffic noise was significantly higher than any noise occurring from site. Noise levels were compliant with predicted CNVIS levels. Resolution - Details conveyed to hotel operator.
02-Aug-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Question about overall duration of night work as resident is considering ending property lease due to noise. Investigation: Duration and EPL requirements investigated. Resolution - Place Manager contacted complainant and explained all night works are carried out in accordance with the EPL requirements, there are about 18 nights remaining until the end of September and the measures implemented to minimise impacts such as completing high noise impact work before midnight.



Date	Construction Package	Site	Type	Complaint Information
02-Aug-2018	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Noise and vibration has caused structural damage of property of which complainant is a tenant. Investigation - The work involved was to reinstate a footpath using a small roller and installing hoarding with a small jackhammer. Resolution - The stakeholder Manager assured the resident that these activities would not cause damage even though he could feel it and that the work would be completed today. She recommended he contact his tenant representative if he had further concern about the building.
02-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Hotel operator advised that filament lamps had been damaged on level two. Investigation - Additional information sought on timing and nature of damage. As there is no rock breaking adjacent to the business and tunnelling is more than 100metres. It was concluded the damage is unrelated to the TSE works. Resolution - Complaint will be reopened if the stakeholder provides additional relevant information.
03-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Loud music being played by demolition staff at scaffold area. Investigation - Site superintendent spoke with workers, music was turned off. Resolution - Workers instructed not to play music outside the building and regulate volume inside the building. Stakeholder satisfied and thanked team for fast response.
03-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Property Manager complained that tenants have decided to vacate the property due to constant noise from reverse beepers from trucks within rail corridor. Due to loss of income property owner has requested compensation. 25/9/2018 - Complainant dissatisfied with response, requested the complaint be reopened, restating request for compensation. Investigation - Place Manager investigated noise complaint with all contractors working within corridor. Three contractors work in the vicinity. All Sydney Metro contractors are required to use sound suppressors. Sydney Trains also uses the area for rail access gate and is also undertaking work in the area. The gate is due to be removed in February 2019 and the noise wall will be extended from either side to close the gap. This means trucks and vehicles will no longer use the location to access the rail corridor. Extending the noise wall will also provide a noise barrier reducing the noise levels currently experienced from passing trains and also from construction activity in the rail corridor. No compensation is available. Resolution - Property Manager and property owner were provided results of investigation. Closed out.
04-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Hammering works being conducted and noise wall not yet completed. Investigation - On call Stakeholder Manager explained work would be finished at 1pm and he would be contacted by the Victoria Cross Stakeholder Manager to update him. Resolution - Messages were left with the resident to explain that there are structural elements still to be installed before the cladding can occur, and the hammering work is for these elements of the shed.

Date	Construction Package	Site	Type	Complaint Information
04-Aug-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Resident asked if beeping alarms were being used for works on Saturday. Investigation - One concrete delivery truck may have been the source of the noise, but this could not be confirmed. The Site Supervisor confirmed no plant or equipment on site were fitted with tonal alarms. Regular checks are made to ensure plant and equipment on site are fitted with appropriate reversing alarms. Resolution - Communicated investigation and closed-off with complainant.
06-Aug-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Resident complained of noise from day time hammering required for the construction of the acoustic shed. Investigation - Noise being generated is compliant with the levels in the CNVIS. Resolution - Alternative accommodation was offered to provide some respite as the household is affected by circumstances that make the occupants particularly sensitive to these activities.
06-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business person complained of vehicle parked blocking driveway and provided registration number. Investigation - The vehicle could not be identified as being associated with the site. Environment Officer inspected the area and no vehicles were blocking driveway, but the vehicle was parked in a business spot. The site had already installed signage, carried out checks and tool-boxed workers. Resolution - Communicated findings to complainant.
06-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder located about 600m from site asked if noise that disturbed their sleep was related to the project. Resolution - Stakeholder Manager advised there was no work being undertaken at the time reported by the complainant.
07-Aug-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complaint about noise and vibration from night work. Investigation - Noise monitoring was carried out by Environmental Manager at two locations and were found to be compliant with predicted noise levels in the endorsed CNVIS. Resolution - Discussed reasons for work and noise results with complainant.
08-Aug-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complaint from resident was referred by EPA. Reports of jackhammering around 12.30am very loud music coming from inside the shed. Investigation - Place Manager phoned the complainant and left a voice message on their phone. An investigation was undertaken. Resolution - Place Manager followed up with the complainant and explained the team was relocating a critical water-main during night works. Rock hammering was required to ensure a stable surface for road plates to be installed at the end of the shift. He also provided details of noise mitigation measures and timing of forthcoming night works. Additional training has been provided to nightshift crews.

Date	Construction Package	Site	Type	Complaint Information
08-Aug-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Continuous noisy jackhammering took place, including after midnight. Investigation - Place Manager sent a response to the resident requesting more information about the complaint and a contact number to discuss the details over the phone. The resident preferred to correspond via email. The resident could not state the exact start and finish time of the jack hammer noise, but believed it was occurring about 1am. Resolution -Place Manager advised he would need to enquire with the construction team and would provide an update on 9/9/18. Complainant appreciated the prompt response. Place Manager provided an update on 10/8/18, explaining the team was relocating a critical water-main and rock hammering was required to ensure a stable surface for road plates to be installed at the end of the shift. He also provided details of noise mitigation measures and timing of forthcoming night works.
08-Aug-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Complaint of noise from waterproofing works and change to dates of works taking place. Investigation - Businesses were previously doorknocked about start of works and then emailed regarding the change in dates (prompted email response from complainant). Details included possible flexibility due to site conditions. Resolution - Place manager is re-advicing businesses including further doorknocks.
09-Aug-2018	JHCPBG (TSE)	Martin Place Station (North)	Safety, Security & House-Keeping	Complaint - Complainant noticed barricaded utility works in front of business and claimed to onsite Foreman they had not been notified. Investigation - Place Manager and Senior Engineer visited the stakeholder on site and advised a notification had been sent out via email, as well as a doorknock distribution. Resolution - The size of the work area was reduced so the barricades were not as close to the store. Complainant's contact details updated for future notifications.
10-Aug-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained about vibration impacts during pile breaking activities. Complaint sent by email with video attached. Investigation - Place Manager provided details of the pile breaking works being undertaken, duration and respite periods. Resolution - Previous vibration monitoring for this activity has been compliant. Additional monitoring will be undertaken.
10-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Worker Behaviour	Complaint - Workers were talking audibly after completing night work. Also asked SM to review works required to be undertaken at night. Investigation - CPM advised workers would be reminded to keep noise to a minimum at the next tool box briefing. Also provided details of upcoming night work and reasons for it. Requested the complainant call when there is a problem to allow immediate investigation/response. Resolution - Place Manager provided update on program for intersection upgrade works and reiterated the offer of temporary relocation during out of hours high impact works.

Date	Construction Package	Site	Type	Complaint Information
10-Aug-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Traffic, Transport & Access	Complaint - Complaint about workers parking on Drake Street. Drake Street is resident parking only. Investigation - Place Manager to follow up with contactors using the site and identify those parking in the street without permission. Contractor was identified as parking on Drake Street, Site Manager immediately asked contractor to move his vehicle. Reminders about parking to be issue. Resolution - Place Manage contacted complainant to notify of investigation and apologise for inconvenience.
10-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident was verbally abused and threatened by truck driver responsible for laying cable in local area. Contacted police. Resolution - Stakeholder explained there was a crew of men working on the northern footpath of Nelson Street installing blue cables. He said one of the workers yelled racist comments at him when he tried to walk around the work area. The stakeholder called the police, however they told him there was nothing they could do. CPM advised that JHCPBG is not working on Nelson Street tonight, nor do we have any outstanding work on the northern footpath. Explained there are a lot of utility services in this area and based on his description the crew is likely working for a utility provider on the telecommunications network.
13-Aug-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Resident visited the site to complain about noise and dust being generated by concrete grinding activities. Did not provide contact details. Investigation - Senior Project Engineer advised the Community Place Manager of the complaint. Explained that water was being used to suppress dust. Resolution - Decision made to use grinders with built-in vacuum to further mitigate dust.
13-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Business owner complained that two vehicles were illegally parked in their private carpark. Investigation - Project Manager investigated registration details and vehicles couldn't be identified as being involved with the Sydney Metro project. Resolution - Checked that all no parking signs are in place and workforce is briefed as part of daily toolbox.
14-Aug-2018	JHCPBG (TSE)	Chatswood Dive	Visual Amenity & Lighting	Complaint - Complainant with a view into the worksite from across the rail line was concerned at the height of the acoustic shed and also requested containers used as a noise barrier to be painted uniformly. Investigation - Community Place Manager advised the containers would be painted, and that this had not yet occurred due to other work needing to be done in the area first. The reason for size of shed was explained. Resolution - A new 2.6m wall is being built by Sydney Metro on the complainant's back boundary which will help mitigate the view of site, which was also communicated to the stakeholder.

Date	Construction Package	Site	Type	Complaint Information
16-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Complaint raised relating to dust impacts on roads surrounding the Marrickville dive site and damage to the pedestrian/cycleway between Saywell Street and Sydney Steel Road. Investigation - Interface Manager sought further details from complainant and the environment team is investigating the complaint. Resolution - Detailed email response provided to complainant on 23 August providing details of dust mitigation measures and timing of works. Meeting arranged with council to address temporary reinstatement around gas pit at the back of the Marrickville precast facility .
16-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Soil, Water & Flooding	Complaint - Stakeholder complained about slippery road surfaces, dirt on roads around the site and the need for a truck wash down bay. Investigation - Place Manager sought further details from complainant to assist with investigation. Resolution - Place Manager provided response to complainant on 17/8/18. She explained the water cart is filled with potable mains water only and is used in conjunction with a street sweeper to minimise the amount of dust settling on roads. She also confirmed rumble grids and wheel washes are implemented at Marrickville dive site.
18-Aug-2018	JHCPBG (TSE)	Waterloo Station	Safety, Security & House-Keeping	Complaint - Complainant advised his nephew had been injured when he tripped over a fence which had fallen onto the footpath near the Waterloo site. Investigation - Site manager immediately investigated all fencing around the site boundary and confirmed it was secure. It appears that the fencing referred to by the complainant may be the fence in front of the nearby Church. Place Manager sought further details from the complainant to assist with the investigation. Resolution - The complaint is unavoidable as the information provided by the complainant is not consistent with the time lapse camera images which show the fence had fallen some time before the time it is alleged to have fallen onto the stakeholder's nephew.
18-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Customer asked for directions from staff at station and complained that they were rude. Investigations and resolution - Investigations confirmed the interaction was not with contractor staff. Place manager apologised to complainant and asked if they had any more information that could help identify the worker. They confirmed that they would also speak to their teams and reiterate how they should answer questions from customers moving around the station.
18-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained that their property had lost power. Investigation - Place Manager contacted the Site Manager who advised Ausgrid was working in the area and the power issues were not related to any work on Metro site. Resolution - Place Manager advised complainant that works were being undertaken by Ausgrid.

Date	Construction Package	Site	Type	Complaint Information
19-Aug-2018	JHCPBG (TSE)	Blues Point	Safety, Security & House-Keeping	Complaint - Site access gate was open and complainant was concerned anyone could walk easily into the site. Investigation - Place Manager contacted the Project Manager who advised would call the 24-hour security guard at Blues Point. Resolution - Place Manager contacted complainant to advise the security guard had been asked to check and close all access gates.
19-Aug-2018	JHCPBG (TSE)	Crows Nest Station	Safety, Security & House-Keeping	Complaint - Stakeholder complained lighting around the temporary footpath wasn't working and the area feels unsafe. Investigation - Place Manager contacted Site Manager to arrange for lighting to be checked and repaired if necessary. Resolution - Place Manager contacted complainant to advise the lighting would be checked and repaired. Also advised the temporary footpath would be closed soon when Hume Street re-opens.
20-Aug-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Stakeholder complained about dust coming from the Waterloo site. Acknowledged dry weather but felt there was not enough mitigation. Investigation - Place Manager confirmed mitigation measures in place. Resolution - Place Manager explained the mitigation measures in place including street sweeper and use of hoses.
21-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Safety, Security & House-Keeping	Complaint - Stakeholder in local office building was concerned he could see people working at heights without any fall prevention measures in place. A photo was attached to the email. Investigation - Project Manager advised the complainant that safety mesh is installed which may not be visible from a distance. He explained it has been inspected and endorsed by Safe Work NSW. Resolution - The complainant was satisfied with the response.
21-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Worker complained about traffic on Denison/Spring Streets being stopped for about 30 minutes during the morning and access to the MLC building car park being blocked. Investigation - Place Manager sought further details from complainant and then checked the truck log and time lapse camera. No evidence was found of a truck related to metro works blocking Denison Street. Resolution - Place Manager provided outcome of investigation to the complainant who thanked her for responding and advised that Multiplex is also investigating.
22-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise from reversing beepers. Investigation - Place Manager advised the noise was from Council works unrelated to Metro. Resolution - The complaint was referred to North Sydney Council.
23-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise from reversing beepers. Investigation - Place Manager advised the noise was from Council works unrelated to Metro. Resolution - The complaint was referred to North Sydney Council.

Date	Construction Package	Site	Type	Complaint Information
27-Aug-2018	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident complained about various matters including requesting information on approvals related to removal of vegetation and noise treatment for future works. Investigation - The complaint was acknowledged and a response is being prepared by Sydney Metro and TSE contractor. Resolution - Response to be completed and issued to complainant.
27-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained about noise from a truck braking during out-of-hours delivery. Investigation - Stakeholder Manager confirmed the delivery had been notified. Resolution - Stakeholder Manager provided the complainant with an update on works.
28-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Stakeholder complained of noise from drilling. Caller did want a call back and was unable to be contacted the next day. Investigation - Noise monitoring was undertaken. Resolution - Noise levels complied with endorsed CNVIS predictions.
28-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Complainant opposite the site complained about vibration impacts. Investigation - Place Manager offered vibration monitoring which was accepted by the complainant. Resolution - Vibration validation monitoring was undertaken on two occasions including with works similar to those at the time of the complaint and the vibration levels were found to be compliant.
28-Aug-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complaint referred via the EPA regarding dust management. Investigation - EPA inspected site with JHCPBG and JHCPBG committed to cleaning up sand and debris on the western side of Botany Road. Resolution - EPA has responded directly to complainant and JHCPBG will provide EPA with progress and other information on monitoring measures and ongoing corrective and preventative actions to minimise, to the extent practical, dust and other debris leaving site.
29-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident complained of noise that had disturbed his sleep. The complaint was received several days after the works. Investigation - Pre-start checks of plant found no non-compliant plant. Resolution - Place Manager again offered mitigation options to the resident who is very sensitive to noise, and he agreed to consider these. He also provided additional information that indicates the noise may have been associated with hotmix delivery and this will be taken up with the delivery company.
29-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained of noise during out-of-hours work delivery. Investigation - Stakeholder Manager confirmed mitigation measures were in place and delivery had been notified. Resolution - Stakeholder manager outlined the measures implemented to minimise disruption .
29-Aug-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Traffic, Transport & Access	Complaint - Stakeholder complained of traffic controls directing pedestrians from closed footpath onto demarcated roadway section. Investigation - Confirmed agreed traffic control arrangements in place. Resolution - Place Manager explained the need for the diversion and that there are five traffic controllers to safely direct pedestrians around the essential utility work.

Date	Construction Package	Site	Type	Complaint Information
29-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Local stakeholder called to complain about noise during night works. Investigation - Place Manager followed up with Site Supervisor who advised that only relatively quiet work was being undertaken within the acoustic shed that evening. Resolution - Noise was found to be a result of road re-sheeting works by others and unrelated to the TSE works. Place Manager reported back to complainant.
30-Aug-2018	JHCPBG (TSE)	Barangaroo Station	Worker Behaviour	Complaint - Stakeholder complaint about an alleged negative interaction with traffic controller. Investigation - Investigation undertaken and claim checked with all traffic staff. Resolution - No evidence found and complainant did not respond to request for further information.
30-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Local resident complained about dust coming from dive site. Investigation - Environment Coordinator investigated dust measures in place on afternoon of the complaint and confirmed all appropriate measures were in place. Resolution - Place Manager provided complainant with details of mitigation measures used on site which include sealing exposed areas with hardstand, water trucks, sprayers and regular sweeping.
30-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Stakeholder reported her car and a truck had made contact and provided her details. Investigation - The truck was confirmed as related to the project. Haulage sub-contractor undertook investigation. Dashcam footage shows that driver of car merged into truck. Resolution - Will make direct contact with stakeholder to close out.
30-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - resident complained of buses idling and trucks parked along Chalmers St causing noise and toxic fumes. Investigation and resolution - Place Manager confirmed that works had not yet started in that area and referred complaint to relevant agency. They confirmed with complainant there would be vehicle movements related to project works in the near future. They acknowledged that these activities can be disruptive and passed feedback onto traffic team. They invited the complainant to upcoming community forum.
31-Aug-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Business reported construction work had blocked and emergency exit from building. Investigation - Site Supervisor advised that barriers had been placed during resurfacing work, but that there is still access. Resolution - The barriers were relocated to provide more room for egress in event of emergency.
31-Aug-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident called to advise there was a loud high pitched noise coming from the construction site. Investigation - The Shift Manager immediately investigated and assessed options to provide radios to manage the signal for completion of concrete delivery. Noise monitoring that was being undertaken before and after the time of the complaint was compliant. Resolution - Follow-up with stakeholder confirmed the noise was quickly stopped and arrangements are being made to provide the stakeholder's household with fitted ear moulds to minimise future out-of-hours noise impacts.



Date	Construction Package	Site	Type	Complaint Information
31-Aug-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about building access and rationale for survey work being undertaken. Investigation - Confirmed access was granted by Strata and detailed background information sent to Strata the previous week. Resolution - Place Manager provided detailed explanation and purpose for the building access and survey work being undertaken.
03-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Nelson Street resident complained of cracks appearing in the house walls. Investigation - Place Manager contacted the complainant to request further information and arrange an inspection. Resolution - Vibration monitoring undertaken in the area has been compliant for cosmetic and structural damage. The complaint will now be managed under the Property Damage Claims Process.
03-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Worker Behaviour	Complaint - Complaint of alleged rude behaviour associated with a driver parking in the street. Investigation - Investigation undertaken. Driver explained he was reversing into a parking spot and the cyclist was on the wrong side of the road. There were no injuries. Resolution - Team members have been reminded that cyclists frequent the area.
04-Sep-2018	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Complainant was concerned that work behind the building was blocking the building's fire exit. Investigation - Place Manager advised the complainant that barriers are in place for safety reasons to prevent people going onto the road, but that access to the fire exit is still available. Resolution -Weekly emails updates have been sent to building occupants about these works and complainants contact details have now been added to the list .
05-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Safety, Security & House-Keeping	Complaint - A patrolling Barangaroo Delivery Authority security guard noticed a site gate was not secure. Investigation - Site team was undertaking work and tradesmen were accessing the area. Resolution - Site supervisor inspected to check security arrangements.
06-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident contacted Community Place Manager directly about hearing a scraping noise at 5am. Investigation - Place Manager followed up with site team to investigate the complaint. Resolution - Place Manager explained to the resident that all work in the acoustic shed was completed at 3am, and an excavator had been used to place steel plates on the road to ensure the road could be safely reopened to traffic.
06-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - A stakeholder of a neighbouring business approached the Community Place Manager to enquire about what was causing a camera on their property to shake. Investigation - The Place Manager confirmed a vibratory roller had been operating in accordance with the required buffer zone. Resolution - Place Manager explained the activity was almost finished and the complainant had no further issues.

Date	Construction Package	Site	Type	Complaint Information
06-Sep-2018	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	Complaint - During a meeting with Fire and Rescue, feedback was provided to the Place Manager about employees concerned about dust and removal of lead paint from demolition work. Investigation - Place Manager provided details of dust management and mitigation measures and safety monitoring during demolition, which included encapsulating the work area with plastic, wetting down and using negative pressure to capture particles. Resolution - Arrangements being made for a briefing with the Project Manager and Safety Officer.
06-Sep-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Stakeholder complained of noise and asked how long it would continue. Investigation - Stakeholder Manager advised the source of noise was likely to be hammering and reminded the caller of respite periods. Resolution - Stakeholder Manager provided an update that work would progressively move away from her building and that the use of road header would have less impact.
07-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Email direct to Complaint Commissioner seeking to escalate opposition to closure/removal of Nelson Street bridge and proposed work/access area in front of property. Investigation - Removal of Nelson Street bridge (adjacent to property) has been discussed at length with complainant along with other work in the area. At a coordinated meeting to discuss future work schedule, sketch was hand drawn showing proposed site area for laydown area and site access point for work. Complainant has escalated to strata agent who will meet with JHCPBG and Sydney Metro to discuss site design. Resolution - JHCPBG updated site plan to ensure access is maintained to the maintenance driveway. This has been communicated to Managing Strata and the complainant.
07-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained that a bus had hit one of his work vehicles and he had captured the incident on his Dashcam. Investigation - Place Manager called the complainant, and confirmed that the incident was actually related to State Transit and not the Sydney Metro. Resolution - Provided complainant with State Transit's phone number. Complaint closed out.
08-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident called to complain about noise during night works being particularly bad between 2am and 4am. Investigation - Asphaltting works were being undertaken during this time. Noise monitoring results were compliant with predicted noise levels. Resolution - Place Manager called resident to explain approved OOH works were being undertaken. All work was completed in one night and they would not be working for the two following nights. Resident confirmed receiving notification.

Date	Construction Package	Site	Type	Complaint Information
08-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident called to complain about noise during night works between 2am and 4am. Investigation - Asphaltting works were being undertaken during this time. Noise monitoring results were compliant with predicted noise levels. Resolution - Place Manager called resident to explain approved OOH works were being undertaken. All work was completed in one night and they would not be working for the two following nights. Resident confirmed receiving notification.
10-Sep-2018	JHCPBG (TSE)	Artarmon Substation	Noise & Vibration	Complaint - Vibration complaint from adjacent work. Investigation - The vibration monitoring results from monitoring at the property last week are representative of the demolition work, which may cause human discomfort. To mitigate this impact we are applying a one hour respite break after each 3 hour block of hammering. The levels recorded were well below the threshold for structural damage to the property. JHCPBG have arranged to reinstall the vibration monitor today (10/09). Resolution - Community Place Manager (CPM) explained the project is in the process of demolishing the suspended slab over the underground carpark. This will continue intermittently today and should then be completed.
10-Sep-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Expressed dissatisfaction with the adequacy of hearing protection provided to traffic controllers. Investigation - Stakeholder Manager explained that JHCPBG is committed to providing a safe workplace for all employees and subcontractors and employs a Health and Hygiene consultant to monitor and advise on noise exposure and required hearing protection which is readily available to workers. Resolution - Closed out with complainant.
11-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Complaint about worker entering driveway to clean down equipment using unknown liquid. Investigation - Environment Coordinator inspected the site and noted minor staining and estimated that less than 5 L has been used and nothing had entered any drain. It has been determined that no environmental harm has occurred. Senior Project Engineer determined that the team member responsible used an unknown liquid and was stood-down immediately. Resolution - The sub-contractor has committed to assisting cleaning and repairing the driveway where required. Closed out with complainant.
11-Sep-2018	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Stakeholder complained about noise levels from the acoustic shed. Complainant asked whether the western door could be closed in the future. Investigation - Place Manager confirmed the noise levels for the site were compliant and the door could be closed on each occasion in future. Resolution - Provided details to complainant including that the door would be closed after 8pm.

Date	Construction Package	Site	Type	Complaint Information
11-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant emailed Sydney Metro team member directly to complain about noise from out of hours works and confirmed he was not notified about the work. Investigation - Place Manager confirmed this was not their out of hours works. Resolution - Complaint has been passed on to Sydney Trains. Stakeholder has been contacted to relay this information. Closed out.
11-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint about noise from out of hours gas work. Investigation - Place Manager explained to complainant that there was no work taking place of that nature Sydney Metro. Resolution - Complaint was unrelated to the project.
12-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Stakeholder complaint about not enough warning for motorists about the movement of large vehicles from the site. The complainant suggested more signage or traffic control to alert motorists of the heavy vehicle movements. Investigation - The Place Manager explained work is underway to establish a separate entry and exit driveway designed specifically for the truck movements. Signage is implemented in accordance with the approved Construction Traffic Management Plan. Resolution - Current site entry/exit arrangements were reviewed and found to be complaint for line of sight and truck visibility to traffic.
12-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Stakeholder complaint about beeping noise from out-of-hours work, and alleged violence towards workers if the noise didn't stop. Investigation - The complainant did not answer the phone at the time of the return call by the on-call Community Officer. A phone call was placed to the complainant the following morning by the site Place Manager, who confirmed all vehicles had non-tonal reversing equipment and works were compliant. Resolution - The complainant was encouraged to take up the offer of temporary accommodation which he had declined previously. Complainant has now accepted the offer.
12-Sep-2018	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Stakeholder complaint about seeing dust while walking past the site at 9pm. Investigation - Place Manager confirmed the current dust mitigation measures with Site Manager. Resolution - Place Manager explained to complainant the team had been working to put in place extra measures to minimise the amount of dust generated by works.
12-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant emailed Sydney Metro team member directly to complain about noise from out of hours works and confirmed he was not notified about the work. Investigation - Place Manager confirmed this was not their out of hours works. Resolution - Complaint has been passed on to Sydney Trains. Stakeholder has been contacted to relay this information. Closed out.
12-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about cracking tiles and movement in ceiling architrave. Investigation - Place Manager confirmed the vibration monitor registered no exceedances, and demolition works had only just started with no activities below ground to impact foundations yet occurring. Resolution - Information passed on to complainant and closed out.

Date	Construction Package	Site	Type	Complaint Information
12-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complaint about equipment and workers parking in local street. Investigation - Place Manager explained that the project plant was parked within the construction site and explained that Sydney Trains were currently working underneath the location in question, which the complainant acknowledged. Resolution - Place Manager assured that the feedback would be forward to Sydney Trains. Complaint closed out.
12-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complaint about noise from out-of-hours work which was disruptive to family. Investigation - Place Manager confirmed there were no out-of-hours works taking place last night for the project. The Place Manager noted that there were however other works unrelated to Sydney Metro being carried out in the area. Resolution - Closed out with complainant.
13-Sep-2018	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Noise from out-of-hours work. Investigation - Utilities work was being undertaken involving jack hammering, saw cutting and a vacuum truck. Place Manager confirmed no further work was being done in the area this week, however there is still approximately two shifts of work remaining to complete the utilities work required. This will be undertaken next week. Resolution - Monitoring for similar work has been undertaken previously and was found to be compliant. Complainant had been receiving information via the building concierge and letterbox drops and has now subscribed to email information.
13-Sep-2018	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Complaint about noticeable vibration levels during day work. Investigation - Work taking place should not generate levels that will affect the building. Offered to conduct attended monitoring at her property. Resolution - Monitoring declined as complainant could no longer feel any vibration. Complaint closed as there has been no further request from stakeholder.
13-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complaint was referred from WestConnex about drilling noise. Investigation - Place Manager emailed the complainant to get further information about the drilling noise. Out-of-hours works were undertaken approximately 150m away from the complainant's property and all noise monitoring undertaken was compliant. Sydney Trains is also undertaking works underneath the location. Resolution - Complainant could not be reached for further information, work deemed to relate to Sydney Trains. Complaint closed out.
13-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder sent an SMS to Place Manager overnight to confirm that workers were again behind the building for a third night. Workers were at their cars speaking loudly and cursing. Investigation - Place Manager spoke with Site Manager to confirm whether Sydney Metro team were working in the specified area. It was discovered that another TfNSW project was working in the location. Resolution - The complainant will be contacted by the responsible project. Complaint unrelated to Sydney Metro and closed out.

Date	Construction Package	Site	Type	Complaint Information
14-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from out-of-hours work. Investigation - Stakeholder declined a returned call. Place Manager phoned the Site Engineer to confirm activities that were taking place within the site. No activities outside the site were scheduled. The Site Engineer confirmed a concrete pour was in progress and that during the shift there had been crane lifts of tunnel boring machine parts. Resolution - Confirmed ongoing monitoring was taking place at site.
14-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about water entering basement level car park area. Investigation – After site investigations the Stakeholder Manager for Crows Nest contacted the stakeholder and said the Site Superintendent investigated all sources of water on the site, including the water treatment plant. His inspection could not find any sign of leaks or water leaving the site. Resolution – Stakeholder Manager will meet with the stakeholder this week.
15-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Complaint received opposing closure of Nelson Street bridge, claiming it is a breach of Condition of Approval E75. The email was sent to Sydney Metro, the Community Complaint Commissioner (CCC), DPE, Electorate Office and Premier's Office. Investigation - The complainant's opposition to the project and this specific condition was previously escalated to the CCC, who stated that the matter was closed and any future concerns about the matter should be directed to DPE. Resolution - Response stated upcoming work (timings of Nelson Street bridge closure/removal) and CCC report outcomes.
15-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complaint about punctured tyre from metal item on the road near the site gate. Investigation - The on-call community representative confirmed that site investigations found the site gate was closed between 6pm Friday until 8am Saturday, and not operating or in use at the time of the incident. Resolution - The item that punctured the tyre was not familiar to the site or associated with the work. Closed out with complainant.
17-Sep-2018	JHCPBG (TSE)	Artarmon Substation	Air Quality	Complaint - Stakeholder complaint about the security fencing that had fallen over, with dust leaving the site. Investigation - Place Manager contacted the stakeholder who advised he had contacted the sub-contractor who came to the site and fixed the fence. Resolution - Place Manager confirmed demolition work was completed prior and provided information about dust suppression strategies across the site, including temporary fencing that will be replaced with chainmesh fencing posted into the ground within the next two weeks.

Date	Construction Package	Site	Type	Complaint Information
17-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Air Quality	Complaint - Stakeholder was concerned about the amount of dust and dirt being generated by the project. He said he left his car overnight and dirt was on the windows, and layers of dirt on his furniture. Complainant said the dirt and dust had become worse over the last three months. Investigation – Initial acknowledgement email was sent and follow-up email the next day. Email explained that the contractor implements a range of measures to manage the impact of dust which are described in the project's Construction Environment Management Plan and Construction Air Quality Management Plan. On top of these measures, the Barangaroo site has a full time Environment Coordinator who carries out daily site inspections to monitor for dust and assess the effectiveness of mitigation measures. Resolution – Place Manager advised they will continue to monitor for dust, particularly during these dry periods when there has been very little rain, as work continues.
17-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complaint about trucks parking illegally. Investigation - Place Manager enquired with the Site Superintendent about the trucks parking at the site, and confirmed he noticed about five trucks with branding that wasn't related to Sydney Metro. The Place Manager confirmed all trucks parked at that location were not related to Sydney Metro work. Resolution – The Place Manager said he would forward the details of the issue to other projects around the location for further investigation.
18-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Stakeholder complaint about developing cracks in the house due to works. Investigation - Place Manager contacted the stakeholder to get further details, however they were busy and requested a call back later that day.
18-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Traffic Management have barricaded car parks and property access with no notice creating traffic and safety issues. Investigation - Currently under investigation. Resolution - Sydney Metro Northern Corridor Works contractors, Sydney Trains northern area customer service manager confirms it is not part of scheduled work. TfNSW Station Link (Sydney Coordination Office) were not working in the area last night or this morning however will be working out of hour tonight from 9 to 5am. Sydney Metro has exhausted line of enquiry and cannot assist further. The complainant has been referred to other utilities who may have been working in the area .
19-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Business stakeholder complained about increase dust during high winds. Investigation - Environment Coordinator visited the stakeholder and arranged for the water cart and street sweeper to be used in the business driveway to assist in managing dust. Resolution - Potential dust generating activities had been stopped earlier in the day due to high winds and an internal wind alert had been issued.

Date	Construction Package	Site	Type	Complaint Information
19-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Stakeholder complained of dust. Investigation - The activities on site were reviewed and it was concluded that the complaint was potentially a result of spoil load out. Resolution – This activity was stopped until the high wind speeds reduced. Stockpiles had been suppressed with water throughout the day.
20-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Complainant noted cracking at property and asked for it to be investigated. Investigation - Property inspection has been arranged. Resolution - The complaint will be dealt with under the property damage claim process.
20-Sep-2018	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complaint received via the EPA pollution line about noise from Out Of Hour work. Investigation - The stakeholder has made previous requests for at property treatment. Sydney Metro has determined the property is ineligible and informed the stakeholder of the outcome. Monitoring has been carried out on numerous occasions and found to be compliant. Mitigation options have been offered, some of which have been accepted including relocation during high noise local area works. Resolution – A report has been provided to the EPA.
20-Sep-2018	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Complaint received via the EPA pollution line about noticeable dust from the site. Investigation – The TSE Environment Manager (EM) informed the site project manager and community place manager of the complaint. The EM requested a toolbox talk is conducted with site staff regarding dust suppression techniques and dust management during high wind conditions. Dust suppression was being applied during the day in accordance with the air quality management plan along with other mitigation measures. Resolution - Measures were reviewed and a report was provided to EPA.
21-Sep-2018	JHCPBG (TSE)	Artarmon Substation	Property & Business	Complaint - Stakeholder has asked for flashing on the roof of the parking area near his premises to be inspected as it appears to have come loose during demolition. Investigation - Place Manager arranged for inspection by subcontractor. Resolution - Rectification if required will be managed under the property damage claim process.
21-Sep-2018	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Complainant asked for cracking around the windows of property to be investigated. Investigation - Property inspection has been arranged. Resolution - The complaint will be dealt with under the property damage claim process.
22-Sep-2018	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Stakeholder on behalf of resident's group expressed concern about upcoming works in the rail corridor including asbestos removal and vibratory rolling. Investigation - Place Manager clarified that the complaint was in relation to future rather than current works. Place Manager advised that the removal of asbestos and use of vibratory rollers for the rail corridor work is expected to start in October and will be carried out in accordance with strict approval conditions and regulatory requirements. Resolution - Place Manager to email the stakeholder the details of the activities, timing and mitigation measures in advance of the work being carried out.



Date	Construction Package	Site	Type	Complaint Information
25-Sep-2018	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident complained of noise from a generator located outside the acoustic shed. Investigation - The generator is providing temporary power supply for crane and lighting inside the shed. It will be removed within two weeks when the area is connected to mains power supply. Previous noise monitoring has been compliant with predicted levels. Resolution - Place Manager updated the complainant and offered attended noise monitoring at his property. Additional measures will be put in place to reduce noise from the generator.
25-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of workers parking in street and making noise. Investigation - The vehicle markings were of a company unrelated to the project. Resolution - Resident was provided contact details for that company.
25-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident inquired about an increase in people and cars near residence Out Of Hour. Investigation - Investigation confirmed that increased OOHW in the area were not related to the project. However, it was confirmed that there would be increased activities there related to the project in the future. Resolution - Place Manager responded to the resident to advise of findings and that they would pass on feedback to other non-related project work crews. Resident was told they would be notified at least seven day of any OOHW works and invited resident to subscribe to local email distribution list.
26-Sep-2018	JHCPBG (TSE)	Blues Point	Visual Amenity & Lighting	Complaint - Complainant approached Environment Officer undertaking noise monitoring and asked if the LED lights on the crib shed could be redirected as the light is noticeable at night when he is trying to sleep. Investigation - The lighting is for security and will require a refit rather than a simple adjustment. Resolution - Lighting will be refitted. Resident didn't leave contact details so update could not be provided.
26-Sep-2018	JHCPBG (TSE)	Martin Place Station (South)	Noise & Vibration	Complaint - Resident complained of drilling noise. Investigation - Utility works were undertaken in the area with high noise activities completed by midnight. Previous monitoring of this activity demonstrated it was compliant with predicted noise levels. It was noted another service provider was hammering after midnight. Resolution - Business Relationships Manager attempted follow up but stakeholder unable to talk. Closed out.
26-Sep-2018	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Hotel operator noted during a regular stakeholder meeting that there had been guest complaints of noise from OOH work before midnight. Investigation - The work included potholing for monitoring instrumentation. Resolution - Business Relationships Manager updated stakeholder, explaining that installation works will be lower in impact than the investigation.

Date	Construction Package	Site	Type	Complaint Information
26-Sep-2018	JHLOR (SSJ)	Sydenham Station & Precinct Area	Safety, Security & House-Keeping	Complaint - Stakeholder emailed to ask about spoil stockpiled on land close to the boundary of the site and the material was pushing the fence over and coming out onto the stakeholder's property. Stakeholder was concerned the material was contaminated. Investigation - Place Manager called the stakeholder and confirmed she had spoken to the construction team to investigate and would call him back by cob 26/09/18. The Place Manager called back to advise the spoil may be project related and would provide a timeline for removal. Resolution - Place Manager called back 27/9/18 to confirm the spoil was project related and would be removed today and tomorrow and cleaned up by the project team.
27-Sep-2018	LOR (NCW-P7)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Resident complained of drilling noise. Investigation - Portion 7a works to install anchor plates, steel protection plates, w-beam barriers currently underway in rail corridor near property which requires drilling activities. Resolution - Place Manager contacted complainant to verify timings of work and completion timeframe. Closed out.
28-Sep-2018	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident complained of drilling noise during out-of-hours line marking. Investigation - Review of activities is currently being undertaken as the workers that were on night shift are unavailable. Resolution - Noise levels from line marking works were found to be higher than expected and an environmental investigation report has been provided to the EPA.
28-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder complained about large amounts of noise, smoke and fuel smoke coming from Platform 23. Investigation - Place Manager contacted the construction team who confirmed no works were being undertaken on Platform 23. Resolution - Place Manager contacted complainant several times and left a voicemail. Complainant has not called back. Complaint closed out.
29-Sep-2018	JHCPBG (TSE)	Pitt Street Station (North)	Traffic, Transport & Access	Complaint - Caller complained about a truck driver almost running him over at a crossing on Pitt Street before turning into the Sydney Metro site. Investigation - Senior safety officer interviewed truck driver and traffic controllers. Truck driver insists he followed traffic signals and did not go through a red light. Resolution - JHCPBG is implementing a 10km reduction on the posted speed limit for all trucks in the CBD. In addition, a toolbox talk will be given to all Pitt Street drivers to increase awareness in areas with traffic control changes due to Light Rail works and entering and exiting at intersections in CBD. Place Manager contacted complainant and left a message on his voicemail. Complainant did not call back and no further action was taken.
29-Sep-2018	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint relating to high noise from cars travelling over loose maintenance hole lids. Investigation - Investigation confirmed that the hole lids were maintained by Sydney Water. Resolution - Complainant referred to Sydney Water.