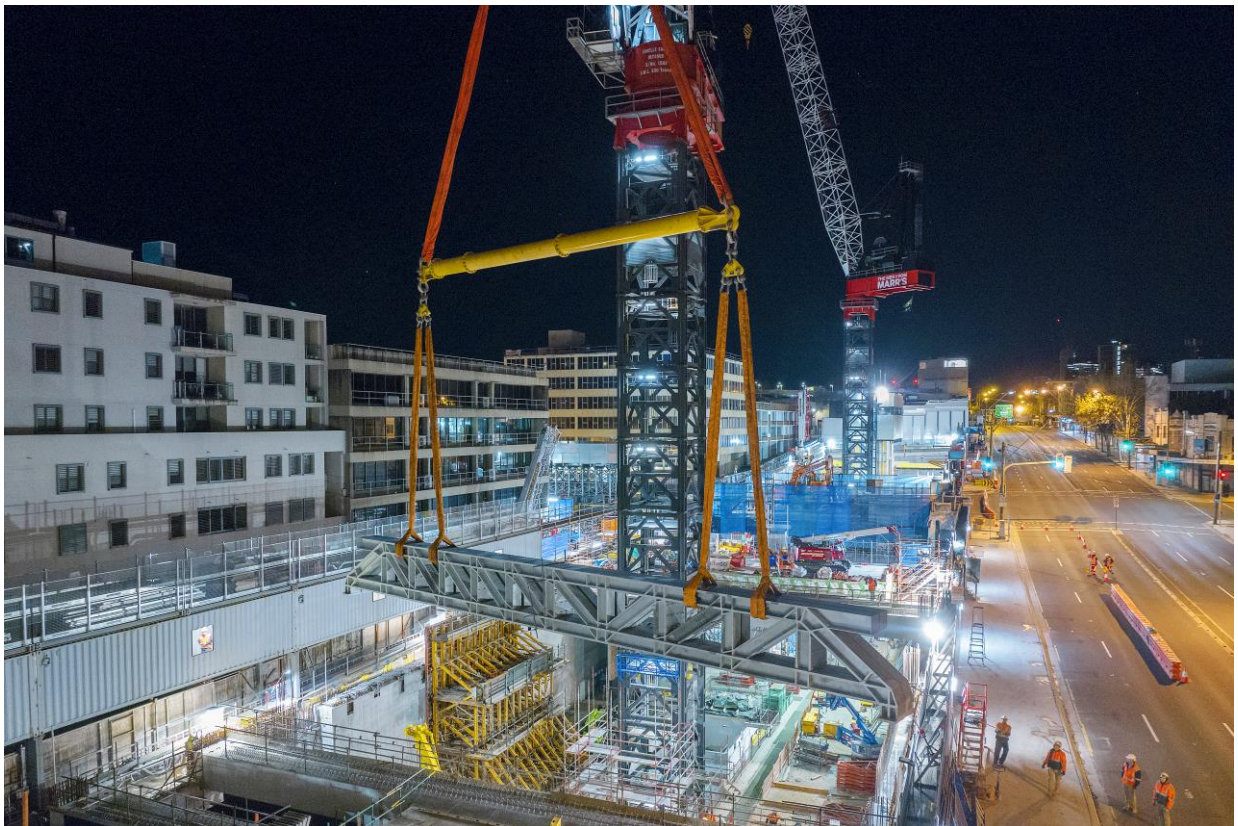


Construction Compliance Report #11

(1 April to 30 September 2022)



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1 Executive Summary

This City & Southwest Construction Compliance Report #11 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 April to 30 September 2022.

Construction continued across all three planning approvals, with a reduction from 4238 to 3782 ongoing requirements being tracked by Sydney Metro and its contractors. Thirty six (36) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of 12 environmental audits were undertaken.

A total of 327 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 271 complaints were determined to be attributable to project works following investigation. The Package 6 Stage was attributable for the majority of complaints, followed by Package 4, Linewide stages, and Waterloo (23%, 17%, 14% and 12%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 160, or 59%, of all complaints attributable to project works. This was followed by 54 relating to Traffic, Transport and Access and 18 relating to Worker behaviour (representing 20% and 6% respectively of all complaints attributable to the project).

Works at the Hurlstone Park Station, Canterbury Station, Waterloo Station and Crows Nest Station sites generated the greatest number of complaints during the reporting period (51, 40, 33 and 31 respectively, representing 57% of all complaints attributable to the project).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	176 (4)	0	1 (8)	28 (21)
VC ISD	211 (0)	0	2 (0)	15 (13)
BS	203 (4)	0	2 (8)	12 (7)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (1)	0	0	0
PS ISD	196 (0)	0	1 (0)	19 (16)
CSM	240 (1)	0	1 (0)	6 (6)
W ISD	215 (1)	0	1 (0)	32 (22)
SSJ	177 (0)	0	0	4 (4)
SWMC	244 (1)	0	0	0
SMEW	0 (0)	0	1 (3)	0
LW (SMTF)	116 (0)	0	0	0
LW (C2S)	211 (2)	0	0	32 (27)
LW (S2B)	196 (1)	0	0	5 (4)
TSOM	420 (0)	0	0	0
SW P4 MCL	250 (16)	0	2 (7)	46 (37)
SW P5 DCP	250 (1)	0	2 (3)	9 (9)
SW P6 HBW	250 (3)	0	0	62 (27)
Sydney Metro (including non- staged works)	201(1)	0	0	0
Total	3782 (36)	0	13 (29)	271 (194) <327>
Total from Previous Report	4238 (33)	0	12 (4)	234 (172) <274>

Definitions and Abbreviations

Definitions	
BS	Barangaroo Station
C&SW	City & Southwest
C2S	Chatswood to Sydenham
CCR	Construction Compliance Report
CEMP	Construction Environmental Management Plan
CMTRP	Compliance Monitoring / Tracking and Reporting Program
CN	Crows Nest
CSM	Central Station Main
CSSI	Critical State Significant Infrastructure
DCP HBW	Dulwich Hill, Campsie, Punchbowl, Hurlstone Park, Belmore, Wiley Park stations (Packages 5 & 6)
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
ISD	Integrated Station Development
LW	Line-Wide
MCL	Marrickville, Canterbury, and Lakemba stations (Package 4)
MP	Martin Place
NCW	Northern Corridor Works
PIR	Preferred Infrastructure Report
PS	Pitt Street
S2B	Sydenham to Bankstown
Secretary	The Secretary of the NSW Department of Planning, Industry and Environment
SM	Sydney Metro
SMEW	Southwest Metro Early Works
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSD	State Significant Development
SSJ	Sydenham Station Junction
SWM	Southwest Metro (Sydenham to Bankstown)
SWMC	Southwest Metro Corridor
SYAB	Sydney Yard Access Bridge
TBM	Tunnel Boring Machine
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance
VC	Victoria Cross
W	Waterloo

2 Introduction

2.1 Purpose of this Report

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

This report will be submitted to the Secretary of the NSW Department of Planning, Industry and Environment (the Secretary) for information every six (6) months. The scope of the reports will cover all activities that were subject to the C&SW CSSI planning approvals during each reporting period.

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 April 2022 to 30 September 2022. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1 CCR Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.5
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP [Construction Environmental Management Plan] as a result of construction carried out during the reporting period;	Section 3.2
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5.6
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 5.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 5.7 and Appendix 1

2.2 City & Southwest Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – From the north west, metro rail is being extended under Sydney Harbour, through new underground city stations and beyond to the south west. New stations will be delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street and Waterloo, along with new underground platforms at Central Station. The T3 Bankstown Line between Sydenham and Bankstown will be upgraded to metro standards.
- **West** – This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pymont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

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

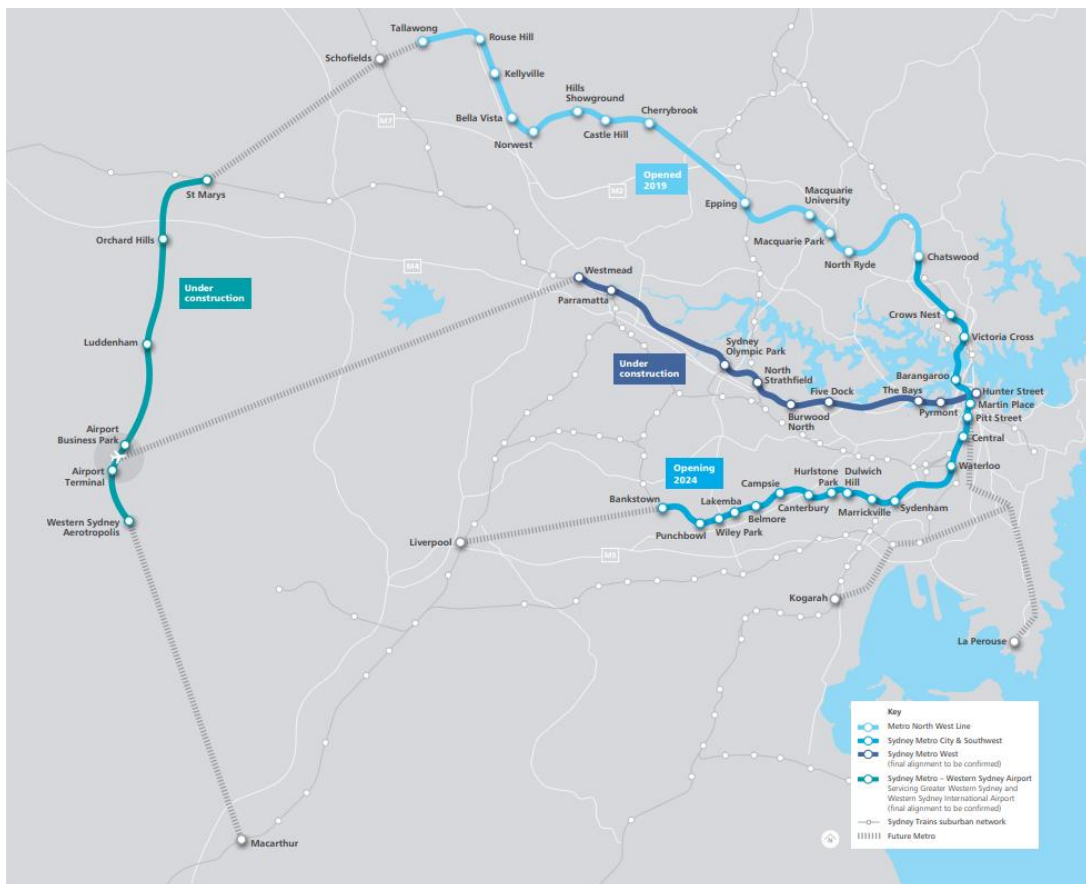


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

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

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

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

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

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

Chatswood to Sydenham

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

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

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.

- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018. MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.
- The **Construction Hours** Modification (MOD9) covers change to construction hours at Waterloo, Victoria Cross and Crows Nest station sites to permit construction until 6 pm on Saturdays.

Sydenham to Bankstown

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

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

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

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

Sydney Metro Trains Facility

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

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

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

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

2.3.2 Planning Approval Register

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

Table 2 Planning Approval Register

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

2.3.3 Consistency Assessments

A total of 143 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. Sixteen (16) of these were endorsed by Sydney Metro during the reporting period.

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

Table 3 Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Linewide - Bulk Supply Feeder Routes - Artarmon and Waterloo	C2S EIS	24-Jun-22
Punchbowl Station - Removal of Punchbowl Lamp room and mid-block crossing.	S2B EIS	21-Sep-22
Lakemba Station - Temporary use of parking spaces	S2B EIS	18-May-22
Lakemba Station - Railway Pde single lane closure	S2B EIS	06-May-22
Lakemba Station - Temporary use of parking spaces on The Boulevarde	S2B EIS	06-May-22
Lakemba Station - Temporary use of parking spaces	S2B EIS	06-May-22
Canterbury Station - Temporary use of car parking spaces - Charles Street	S2B EIS	06-May-22

Consistency Assessment	Planning Approval	Approval Date
South West Metro Corridor - Duke Street footbridge work site, Campsie	S2B EIS	15-Mar-22
Marrickville Station - Awning alteration.	S2B EIS	22-Jun-22
S2B - Mid-year shut down 2022	S2B EIS	20-Jun-22
South West Metro Corridor - Security Fencing TEC Clash	S2B EIS	09-Jun-22
Crows Nest Station - Hume Street temporary closure	C2S EIS	31-Mar-22
Canterbury Station - full road closure, Broughton Street	S2B EIS	06-May-22
Barangaroo Station - Additional temporary land	C2S EIS	22-Jun-22
Package 5 & 6 - Temporary road closure during possessions	S2B EIS	22-Jun-22
South West Metro Corridor - Tree pruning	S2B EIS	27-Jun-22
South West Metro Corridor - Temporary road closure during possessions	S2B EIS	30-Jun-22
Linewide - Blues Point Streetscaping	C2S EIS	08-Jul-22
Barangaroo Station - Heritage Wall Temporary Stormwater Relocation	C2S EIS	06-Jul-22
Hurlstone Park Station - Hurlstone Park wall re-build	S2B EIS	02-Aug-22
S2B - October temporary transport plan	S2B EIS	07-Sep-22
Linewide - Dulwich Hill TSS MAF -site amenities on Randall Street	S2B EIS	19-Aug-22
Linewide - Chatswood possession, northern connection works	C2S EIS	27-Sep-22
Lakemba Station - Haldon Street Bridge anti-throw screen installation and landscaping	S2B EIS	28-Sep-22

3 Project Stages

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

3.1 Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of September 2022.

Table 4 Status of Project Stages

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

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

3.2 Construction Environmental Management Plan Reviews / Amendments

Table 5 provides details of any Construction Environment Management Plan (CEMP) reviews and amendments as a result of construction carried out during the reporting period.

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	The CEMP was updated with amendments and was endorsed by the ER 17 November 2021.
VC ISD	11 August 2020	ER approved minor modification to EHS Plan (CEMP) Rev 12 endorsed by ER 12/09/2022. VC-ISD Construction Groundwater Management Plan Rev G endorsed by ER 26/11/21.
BS	8 September 2021	The CEMP was updated with minor amendments to the FFMP and endorsed by the ER 26 August 2022. The CEMP was updated with amendments and was endorsed by the ER 1 September 2022, submitted to DPE and approved on 23 September 2022
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 April 2019	EHS Plan Rev 7.3 approved by ER 14/06/22. EHS Plan Rev 7.5 approved by ER 12/08/22.
PS ISD	24 December 2020	The CEMP was updated with amendments and was endorsed by the ER 23 February 2022.
CSM	4 August 2018	Review 10. The CEMP was updated with amendments and was endorsed by the ER 18 August 2022.
W ISD	31 July 2020	The CEMP was updated with amendments and was endorsed by the ER 20 May 2022.
SSJ	28 August 2018	The CEMP was updated as part of a 6 monthly review on 11 March 2021 with minor editorial (revision 17). Rev17, ER endorsement 13 April 2022.
LW (SMTF)	16 August 2019	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 1 Aug 2022.
LW (C2S)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.
LW (S2B)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	The CEMP was updated as part of a periodic review on 17 September 2021 with amendments relating to the ongoing establishment of the Canterbury site compound. Rev 14 of the CEMP was revised and approved by the ER on 21 September 2021.
SMC & BEW	26 October 2021 26 July 2022	Rev 12 of the Southwest Metro Corridor (SMC) & Bankstown Early Works (BEW) CEMP was revised and approved by the ER on 29 June 2022. The SMC & BEW CEMP was updated to SMC & Bankstown and Additional Corridor (BAC) (Rev 14), Endorsed by the ER on 7 July 2022 and then approved by the Secretary on 26 July 2022, however BAC related construction has not yet commenced.
SWM Package 4 MCL	15 January 2021	Rev 08 CEMP - Revised in response to Sydney Metro comments and approved on 1/07/2022. Rev 07 HMP - Revised in response to Sydney Metro comments and approved on 22/07/2022. Rev 09 SWMP - Revised in response to Sydney Metro comments and approved on 28/08/2022. Rev 05 VAMP - Revised in response to Sydney Metro comments and approved on 22/07/2022. Rev 1.1 GWMP - Updated to plan as treatment plant has been removed from site and still is under review.
SWM Package 5 DCP	4 March 2021 16 September 2021	The CEMP was updated on the 15 September 2022 as part of a periodic review with no amendments made. The CEMP was endorsed by the by the ER on the 31 March 2022.
SWM Package 6 HBW	4 March 2021 16 September 2021	The CEMP was updated on the 15 September 2022 as part of a periodic review with no amendments made. The CEMP was endorsed by the by the ER on the 31 March 2022.

3.3 Relationships between Planning Approvals and Stages

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

Table 6 Allocation of Planning Approvals to C&SW Stages

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

3.4 Environmental Protection Licences

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

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

Table 7 Status of C&SW Environment Protection Licences

Stage	Licence	Activity Type	EPL #	Status
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	EPL not required (all works completed prior to the reporting period).			
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	EPL not required (all works completed prior to the reporting period).			
CN ISD	EPL not required.			
VC ISD	EPL not required.			
BS	Pre-construction phase (i.e., no EPL required during the reporting period).			
MP ISD Demo	EPL not required (all works completed prior to the reporting period).			
MP ISD	EPL not required.			
PS ISD	EPL not required.			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and currently active.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
LW (SMTF)	EPL not required.			
LW (C2S)	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 Latest variation 23 April 21
LW (S2B)	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
TSOM	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
SMEW (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL	EPL not required.			
SWM Packages 5&6 DCP HBW	EPL not required.			
Southwest Metro Corridor	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

4 Environmental and Compliance Management

4.1 Compliance Management

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

4.1.1 Tracking

Once a planning approval requirement has been generated, it is assigned an Active status.

The responsibility to comply with these Active requirements may be wholly or partially allocated by Sydney Metro to one or more of its contractors through contractual mechanisms. As a result of this and the staged nature of the project's delivery, these requirements will be complied with by different parties at different points along the project's construction and operational phases.

Once these requirements have been allocated to a contractor, the requirement is referred to as an Environmental Requirement. Within each contract, Environmental Requirements progress through two phases:

- **Ongoing** – whereby further action is required to maintain compliance, and
- **Complete** – whereby no further evidence or activity is required to maintain compliance. This is verified in an adequacy review conducted by the Environmental Representative and Sydney Metro prior to the Environmental Requirement being completed.

During the period an Environmental Requirement is Ongoing, it is subject to regular assessment through compliance monitoring and review activities. These assessments determine whether the Environmental Requirement is:

- **Compliant** (i.e., sufficient evidence is available to demonstrate that the Environmental Requirement is being complied with), or
- **Non-Compliant** (i.e., there is a lack of evidence to demonstrate that the Environmental Requirement is being complied with or there is a clear breach of the Environmental Requirement).

Once the same Environmental Requirement is Complete across each of its contract allocations, the planning approval requirement is assigned an **Inactive** status.

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

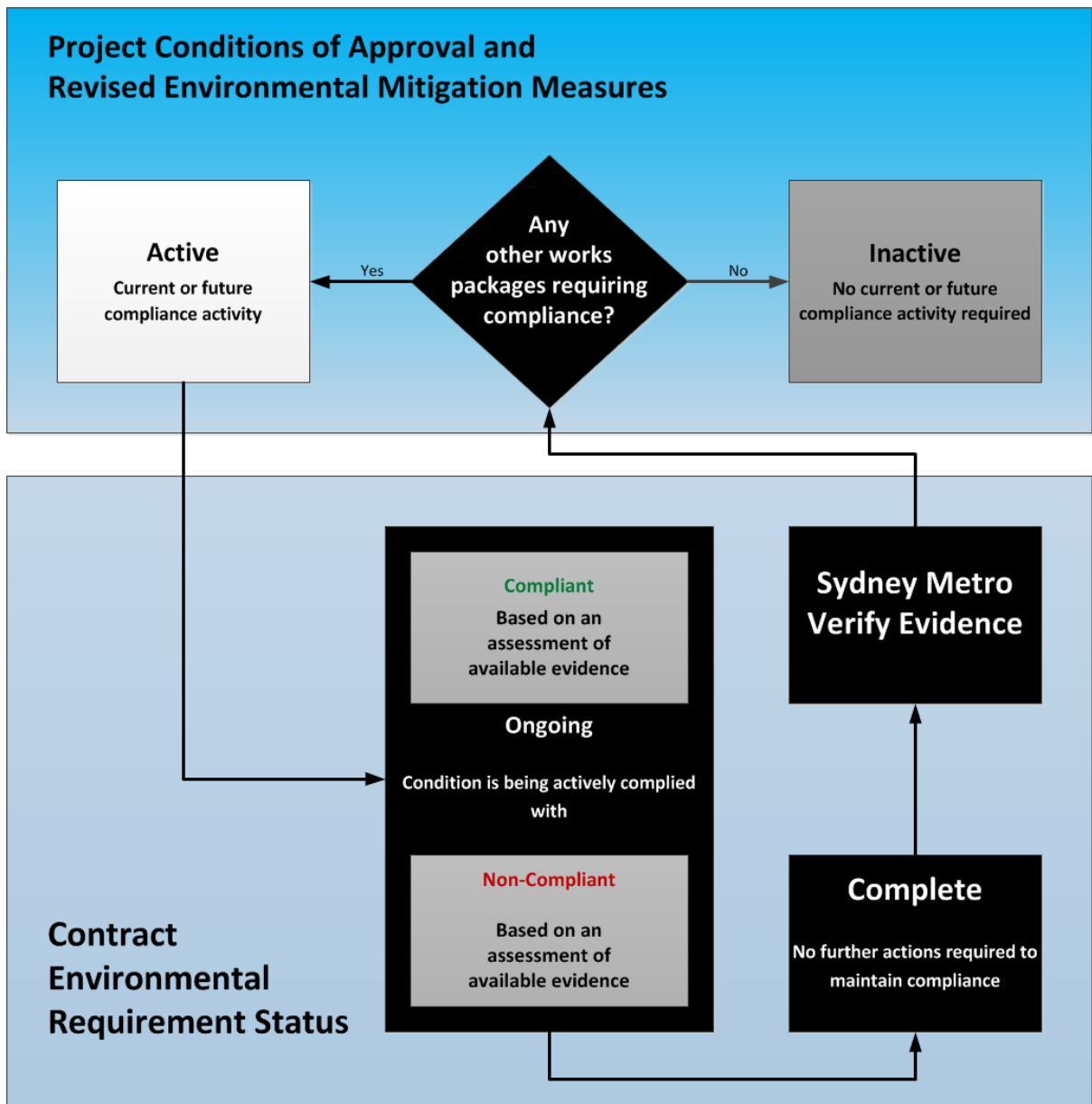


Figure 2 Tracking of Environmental Requirements

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 3782. There was a total of 36 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1 Overview

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

Table 8 Compliance Summary for the Reporting Period

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	0
CN ISD	176 (4)	0	1 (8)	28 (21)
VC ISD	211 (0)	0	2 (0)	15 (13)
BS	203 (4)	0	2 (8)	12 (7)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (1)	0	0	0
PS ISD	196 (0)	0	1 (0)	19 (16)
CSM	240 (1)	0	1 (0)	6 (6)
W ISD	215 (1)	0	1 (0)	32 (22)
SSJ	177 (0)	0	0	4 (4)
SWMC	244 (1)	0	0	0
SMEW	0 (0)	0	1 (3)	0
LW (SMTF)	116 (0)	0	0	0
LW (C2S)	211 (2)	0	0	32 (27)
LW (S2B)	196 (1)	0	0	5 (4)
TSOM	420 (0)	0	0	0
SW P4 MCL	250 (16)	0	2 (7)	46 (37)
SW P5 DCP	250 (1)	0	2 (3)	9 (9)
SW P6 HBW	250 (3)	0	0	62 (27)
Sydney Metro (including non-staged works)	201(1)	0	0	0
Total	3782 (36)	0	13 (29)	271 (194) <249>
Total from Previous Report	4238 (33)	0	12 (4)	234 (172) <274>

5.2 Non-Compliances

There were 36 non-compliances raised during the reporting period, which all were closed at the date of this report.

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

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

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

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)	Compliance Load at end of Reporting Period
SYAB	0	0	0
NCW	0	0	0
TSE	0	0	0
CN ISD	4	0	176
VC ISD	0	0	211
BS	4	0	203
MP ISD	1	0	226
PS ISD	0	0	196
CSM	1	0	240
W ISD	1	0	215
SSJ	0	0	177
Southwest Metro Corridor	1	0	244
SMEW	0	0	0
LW (SMTF)	0	0	116
LW (C2S)	2	0	211
LW (S2B)	1	0	196
TSOM	0	0	420
SWMSU Package 4 MCL	16	0	250
SWMSU Package 5 DCP	1	0	250
SWMSU Package 6 HBW	3	0	250
Sydney Metro (including non-staged works)	1	0	201
Totals	36	0	3782

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

Table 10 Non-Compliances raised during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
06-Apr-22	Management Systems	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A16; MCoA - A19; MCoA - A2.	During the ER inspection observed that construction equipment and materials (water barriers and water cleaner) were stored outside the project boundary along Railway Parade, Lakemba. The current consistency assessment is only approved for standing plants and not for the site compound or material storage extension.	Remove all materials that are being stored outside of the approved project boundaries - Closed Toolbox talk about specific requirements for the establishment and use of the areas outside of the approved project boundaries by the project approval - Closed
06-Apr-22	Traffic, Transport and Access	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A2.	During the ER inspection observed that a project-related truck had parked across the two disabled car spaces adjacent to the MSB area, obstructing access to the public without approval.	Vehicle to be relocated and disabled car parking spaces reinstated to the public - Closed Update the pre-start checklist/prompts to include project parking requirements - Closed
06-Apr-22	Soil and Water	SSI8256 - SWM Package 4 - MCoA - C7.	Sydney Metro and the ER at the Lakemba work site observed sediment-laden water entering the stormwater drain located on the Railway Parade at the bottom of the site. HSE has not followed the process for potential Class 2 Incidents which requires notifying relevant Regulatory Authorities in accordance with section 6.1.1 of the CEMP (i.e., Process of Class 2 incident needs to be followed before it is clear that material harm has not been caused). It has since been determined that it is a Class 3 incident not requiring notification	Review notification and reporting processes displayed onsite for consistency with the CEMP and SWMP - Closed Review and update of the HSE overarching risk register to include environmental controls aspects and impacts related to unauthorised water discharge offsite caused water pollution - Closed Provide ERSED training to the key site personnel as required by the CEMP - Closed Review and update the induction materials to include the definition of water pollution under the POEO Act, risks associated with incorrect installation/use of the erosion and sediment controls on site - Closed Provide laboratory sample jars, so they are available on-site when any water sampling is required - Closed Provide toolbox talk to reiterate establishment and maintenance of erosion and sediment controls onsite - Closed Remove any sediment build-up / tidy the area at the bottom of the site closest to the stormwater drain on the Railway Parade. Review of current erosion and sediment control plan and ensure that erosion and sediment control solutions are practical. Display the ESC Plans on-site - Closed

07-Apr-22	Management Systems	SSI15_7400 - Sydney Metro - MCoA - A1	The construction site hoarding at the Barangaroo Station site was extended to cover an additional area at the harbour foreshore without a Consistency Assessment approval in place.	A new Consistency Assessment covering this foreshore area for use in the applicable dates is it be produced and approved - Closed
20-Apr-22	Traffic, Transport and Access	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A2.	During the ER inspection, noticed the team conducted construction activities along Railway Parade with a partial blocking of one line of the road without a road occupation permit (ROP).	Obtain a road occupation permit and a stand plant permit to use Railway Parade to have machinery on Railway Parade and close the road lane when required - Closed Update the CEMP to include a new hold point. The site teams shall obtain confirmation from the project environmental team that all planning / environmental permits/approvals are in place before work commences - Closed
27-Apr-22	Management Systems	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A2	The ER observed a 45-tonne mobile crane located outside the approved project boundary. Current approval permits are for the standing plant and partial road lane/footpath closure, and there is no endorsed consistency assessment to extend the approved project boundary.	Toolbox talks about 'project environmental reset' on specific requirements to ensure that impacts are consistent with the SSI - Closed Remove the crane that is located outside of the approved project boundary - Closed The site teams shall obtain confirmation from the project environmental team that all planning / environmental permits/approvals are in place before work commences - Closed Prepare consistency assessment and assess potential impacts for a lane of Railway Parade to be used for a compound facility for materials loading and unloading, other activities related to allow the construction works to progress - Closed
05-May-22	Management Systems	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A2	The ER noted that the ancillary facility located at 6 Broughton Street, Canterbury, was operated under the expired lease agreement. They continued to use this property as an ancillary facility after the expiry.	The site teams shall obtain confirmation from the project environmental team that all planning / environmental permits/approvals are in place before work commences - Closed Obtain a lease renewal for the property located at 6 Broughton Street, Canterbury, from the landowner - Closed Amend the A17 Approval (HSE-AF-003) for 6 Broughton Street, Canterbury, including the extension of completion dates for use - Closed
06-May-22	Noise and Vibration	SSI15_7400 - Martin Place ISD - MCoA - C4	Non-conformance regarding NATA calibration of continuous noise monitoring equipment within 50MP. NATA calibration hadn't been carried out within the required two-year period.	Macquarie (operators of the continuous monitoring within 50MP)– Replace noise monitor with calibrated noise monitor. Submit calibration information for the new noise monitor. - Closed
06-May-22	Traffic, Transport and Access	SSI8256 - SWM Package 4 - MCoA - A27	The ER had requested ROLs/Council permits for all stations to be provided since 23 March 2022. This was not forthcoming from the stations (only provided in May), so non-compliance has been raised against A27. Note that when the ER	ROLs/council permits for all stations to be provided to the ER - Closed

requests information, this must be provided promptly.

11-May-22	Traffic, Transport and Access	SSI8256 - SWM Package 5 DCP - REMM - TC4	During the site inspection of the Punchbowl Station MSB Site, Project construction personnel were identified utilising the disability parking spaces provided within the City of Canterbury Bankstown Council carpark. The personnel utilising the space didn't have the relevant NSW Mobility Parking Scheme permit, making their use of the space illegal.	Project team to instruct construction personnel on available and permissible parking at Stations during rail possessions - Closed Project team to install additional signage to deter illegal parking - Closed
11-May-22	Flora and Fauna	SSI8256 - SWM Package 4 - MCoA - E5	A tree branch previously damaged by a replacement commuter bus, outside of the project boundary, was identified as a potential safety hazard, with the risk of the hanging branch falling onto cars parked under the tree. It is noted the area used by the replacement commuter buses was returned to the community. The described hanging branch (potential safety hazard) was pruned without obtaining an arborist report, landholders' consent, and a report sent to DPE prior to the tree being pruned.	Remind the team that tree pruning shall not be conducted without landowners' consent and consulting with an arborist under any circumstances. The project approval process for tree pruning and removal must be followed, and the project Environmental Manager must be consulted before commencing any tree removal or pruning - Closed Engage an arborist to assess the health and condition of the damaged tree and provide recommendation/s - Closed
16-May-22	Management Systems	SSI8256 - Southwest Metro Corridor - MCoA - A1	A pre-construction minor works approval (PCMWA) was prepared for the survey and geotechnical investigation as part of the Bankstown and Additional Corridor Work package (BAC) tender. The approval had expired, and OOH survey works occurred without a linking approval.	Raise an NCR for this event - Closed
26-May-22	Management Systems	SSI15_7400 - Linewide - MCoA - A1	Line-wide was found to have plant and other materials temporarily stored outside its ancillary facility boundary confines in breach of condition. The initial enquiry came from Sydney Metro based on surveillance footage.	The daily prestart will be updated to permanently include details of where materials can be stored on-site - Closed
27-May-22	Noise and Vibration	SSI15_7400 - Central Station Main Works - MCoA - A8	A resident complained about noise disturbance at 5:45 am on Friday. A community Team member investigated the noise source and confirmed it was associated with CSM construction activity. Noise monitoring did not occur, and RO was not offered as the works were not included in the OOH Approval. A new construction stage has led to miscommunication resulting in unapproved works occurring OOH on the morning of Friday.	A toolbox talk will be held to remind the various teams of project requirements so construction activities in the Yard will be avoided OOH, where possible - Closed

28-May-22	Noise and Vibration	SSI15_7400 - Linewide - MCoA - E36	A subcontractor accessed the Valetta Lane Ancillary site and picked up an excavator outside of approved hours, which resulted in a community complaint.	Driver to check site access times and a transport contact for all future deliveries and pick-ups. All deliveries and pick-ups are to be pre-booked - Closed Systems Connect has drafted a toolbox and reminded DMT that all personnel accessing project areas must complete project inductions - Closed
07-Jun-22	Spills and Leaks	SSI15_7400 - Crows Nest ISD - MCoA - A8	During an ER inspection, a concrete spill was identified. It was apparent that slurry from the concrete washout was allowed to run to the stormwater drain on Clarke Lane South. Some slurry bypassed the drain and continued to Hume Street, where it dried. The AWE environmental team were not notified of the incident.	Toolbox the construction team on the need for sediment controls to be in place during concrete pours at the source and not to rely on sediment controls at the destination point - Closed Toolbox the construction team on the requirement to follow the environmental incident procedures when a spill occurs - Closed Install spill kit at concrete pour location at Clarke lane South Install incident response signage at the pour location at Clarke Lane South - Closed
08-Jun-22	Traffic, Transport and Access	SSI15_7400 - Linewide - MCoA - E36	A community complaint was made at 3:30 am regarding the flashing lights and beeping of the reversing truck for about half an hour.	Checks the OOHW permit locations prior to moving/floating the plant. Brief the crews on the approved locations, times, and days of the active OOHW permits. A pre-start reminder to all site and shift teams - Closed
15-Jun-22	Management Systems	SSI15_7400 - Crows Nest ISD - MCoA - A18; MCoA - A19; REMM - LV1.	Material is stored outside of the minor ancillary facility located at Clarke Lane North.	It was confirmed that the material had been moved outside the boundary of the MAF to allow access to the concrete pour area - Closed
13-Jul-22	Soil and Water	SSI15_7400 - Barangaroo SD - MCoA - E107	In the dewatering process of recent rainfall, the water pressure in the hose dislodged the sandbags, causing the hose to fall out of the WTP bund, where it continued to discharge water containing sediment onto the ground for approximately 3 minutes before the issue was discovered and the pump switched off. Water drained into the stormwater drainage network, which discharges into Sydney Harbour.	Secure the pump flat line to the bund is developed, all pumping will be done with full-time supervision, and a toolbox talk will be conducted to communicate this to the workgroup - Closed Laboratory water sampling storage containers will be kept in the site office. The environment manager, environmental coordinator, or a properly trained delegate will use these to collect water quality samples in the event of a future incident - Closed Water Discharge Impact Assessment (WDIA) to carry out an assessment of the impact on water quality in the harbour resulting from the discharge outlined in this report - Closed The following equipment will be kept in the site office to monitor pH, Turbidity (NTU), temperature and conductivity at the time of an incident occurring - Closed The methodology for pumping into the bund of the WTP will be addressed and a method of ensuring that the hose does not become dislodged again was established - Closed Two baffle tanks will be brought onto the site to provide additional storage

capacity in support of the WTP bund when de-watering operations are underway - Closed

Results of the water quality testing undertaken in Nawi Cove immediately following the incident will be issued in a water quality report - Closed

13-Jul-22	Traffic, Transport and Access	SSI8256 - SWM Package 4 - MCoA - E47	Tipper was loaded with soil on site. With an uncovered load, the tipper made its way to Charlotte Ave, and through the "No Entry" access. The tipper, using back streets, then made its way to the platform to unload.	Stop works and toolbox talk conducted - Closed
13-Jul-22	Traffic, Transport and Access	SSI8256 - SWM Package 4 - MCoA - A17	A concrete pump truck was parked in the disability parking and waiting to start work at 1 pm.	Stop works and remove the truck from the disabled parking area - Closed PM has been briefed and brought up to date on project boundaries to ensure compliance - Closed
13-Jul-22	Soil and Water	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A2	Mud had been tracked from the site to an adjacent laydown area. Erosion and Sediment controls were not adequately reviewed for the activity (backfilling), resulting in mud being tracked on the road.	Cattle grid is to be cleaned out, and the entrance to the site stabilised - Closed Loads are to be covered before leaving the site - Closed Clean road and surrounds - Closed
27-Jul-22	Management Systems	SSI8256 - SWM Package 4 - MCoA - A1; MCoA - A16; MCoA - A17.	The plant had been stored outside of the approved project area on the council reserve outside of the rail gate, damaging the grassed areas and potential footpath damage.	Make good the area, driveway and fence and rectify the damage to restore the area to at least the condition it was in pre-Construction - Closed Realign the ATF fence to be adjacent to the existing chain-link fence, lessening the area of impact - Closed Remove DGB stockpile - Closed
27-Jul-22	Soil and Water	SSI8256 - SWM Package 4 - MCoA - A17	Use of unapproved access and access stabilisation. The site egress points required stabilisation and cleaning of Erosion and Sediment control to minimise sediment tracking from the site. The materials had been placed within the new grass verge compound without stabilising the site. Erosion and Sediment (coir logs) had been placed outside the extended compound area; however, there was a high potential for direct water flow into the stormwater pits.	Cease using the unapproved access, and access through the main compound - Closed Remove stored materials from grass verge compound - Closed Install Erosion and Sediment controls - Closed Stabilise the ground surface before accessing with vehicles and storing materials - Closed
27-Jul-22	Waste and Spoil	SSI8256 - SWM Package 4 - MCoA - E74; REMM - WM3.	The Erosion and Sediment controls were damaged along the rail fence and required reinstatement. The stockpile within the bounds of the corridor had been worked and directly impacted trees within the rail corridor. Spoil and stockpile management was not occurring as per the CEMP.	Review requirements in the CEMP on stockpile management - Closed Reinstate Erosion and Sediment controls in and around gate 6 stockpile - Closed Remove, at least in part, the stockpile at Gate 6 - Closed Remove the stockpile from within the driplines of any trees in the vicinity - Closed
01-Aug-22	Community, Stakeholder and Business	SSI8256 - SWM Package 4 - REMM - TC7	Community bike facilities were not reinstated.	Bike facilities are to be reinstated at CAN. Or evidence provided for the inability to do so - Closed

03-Aug-22	Soil and Water	SSI15_7400 - Barangaroo SD - REMM - WM1	Sediment, which had formed on the base of the bund below the on-site Water Treatment Plant (WTP) following de-watering operations, was observed being shovelled out of the bund and onto the adjacent internal haul road. This material is potentially contaminated and should be classified and disposed of offsite.	The WTP bund is not to be shovelled out into the site. If the sediment cannot be pumped to the WTP for treatment, it is to be disposed of in accordance with the requirements - Closed The WTP operator will carry out a toolbox talk with the operative(s) responsible for managing the WTP to ensure the above is correctly communicated and understood - Closed
10-Aug-22	Heritage	SSI15_7400 - Waterloo ISD - MCoA - E19	The Unexpected Heritage Finds Procedure was not implemented correctly; works progressed based on previous advice from Heritage Consultant.	Any archaeology identified, work must stop and only restart following advice from the heritage excavation director - Closed Toolbox unexpected finds procedure with the civil and utility team, including subcontractors - Closed
22-Aug-22	Management Systems	SSI8256 - SWM Package 6 HBW - MCoA - E19	The float driver accessed the site and unloaded and completed the delivery of an excavator outside of standard construction hours without a permit.	Conduct a Project toolbox/briefing at pre-start with the site team and subcontractors regarding approved working construction hours, including the prior planning for material and plant deliveries - Closed
29-Aug-22	Soil and Water	SSI8256 - SWM Package 6 HBW - MCoA - E38; REMM - FHW8; REMM - SC1	During a site inspection, a potential sediment discharge to the stormwater system was identified. The cause of the discharge was a result of the cleaning of the gate entry.	Cleaning and removal of all minor sediment found outside the project's environmental boundary and controls - Closed Conduct a Project toolbox with the site manager to discuss project environmental requirements and the importance of maintaining erosion and sediment controls - Closed Stabilise entry point to the MSB site with road base materials to minimise the potential for vehicle tracking outside Project - Closed
29-Aug-22	Management Systems	SSI8256 - SWM Package 6 HBW - MCoA - A1	During a site inspection, waste containers stored outside of the approved project boundary were identified. The waste containers were stored on the grass strip.	Remove waste containers and store them inside the approved project boundaries - Closed Conduct a Project toolbox with the site manager to discuss Project environmental requirements and conditions of approvals - Closed
02-Sep-22	Flora and Fauna	SSI15_7400 - Barangaroo SD - MCoA - B15; MCoA - E6	A Tree Report was prepared and approved. However, the pruning was not carried out by a suitably qualified arborist, and non-compliance occurred as the requirements of the approved Tree Report were not followed.	The FFMP in the CEMP will be revised to address the removal of these trees and uploaded to the BESIX Watpac project website in advance of any pruning and/ or tree removal activities taking place - Closed Any future tree pruning and/ or removal work in Zone 5 will be carried out by a suitably qualified arborist in accordance with the recommendations of the approved Tree Report - Closed
16-Sep-22	Noise and Vibration	SSI15_7400 - Barangaroo SD - MCoA - A8	The acoustic Advisor (AA) observed an excavator with a hydraulic hammer attachment demolishing a concrete capping beam. The excavator was working within 5 metres of the Hickson Road heritage wall, and attended vibration monitoring was not in place, which	The CNVIS for civil construction activities is to be revised to nominate that attended vibration monitoring should be carried out when working within 1 metre of the Hickson road wall (rather than 5 metres). The CNVMP will also be updated accordingly - Closed

was a requirement of the Construction Noise and Vibration Management Plan and Construction Noise and Vibration Impact Statement (CNVIS) at the time.

21-Sep-22	Management Systems	SSI15_7400 - Crows Nest ISD - MCoA - A18; MCoA - A19; REMM - LV1	MAF has been extended north beyond the approved limits, and materials are not stored in accordance with the approval.	AWE is to move the materials outside the boundary of the MAF to allow access to the concrete pour area - Closed
27-Sep-22	Community, Stakeholder and Business	SSI8256 - SWM Package 4 - MCoA - E25; REMM - NVC16; REMM - NVC6	The Contractor began hammering to remove the overpour during standard hours with an overrun of hammering into P2. The Contractor assessed later in the night that the overpour had not been sufficiently removed, and further hammering was required. The Contractor hammered intermittently during P2 until standard hours the following day.	Review the OOHWA application in full with PMs for ongoing SD4 works - Closed Discussion with PMs at CAN on implementation of approved OOHWA and procedures - Closed
28-Sep-22	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E36; MCoA - E44; MCoA - E46	An excavator was operating to break a piece of a concrete slab that had been previously damaged. The operation began at 16:00 and ceased at 18:15. No OOHWA approval was in place for breaking concrete using a hydraulic hammer, resulting in this non-compliance.	AWE toolbox on the project's standard working hours and approved Out of Hour Works explained to all attendees. the contractor will be briefed in relation to standard construction hours, out-of-hours works requirements and respite hours. Internal noise monitoring will be carried out at the complainant's unit during the evening period - Closed

5.3 Incidents

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

5.4 Environmental Audit Findings

5.4.1 Open from Previous Reporting Period

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

5.4.2 This Reporting Period

A total of 13 environmental audits were undertaken during the reporting period:

- Nine were undertaken internally by Sydney Metro contractors or their associates, and
- Four were undertaken by the Independent Environmental Auditor.

The 13 audits resulted in a total of 23 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for

improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

Table 1 summarises the environmental audits undertaken during the reporting period.

Table 11 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings *	Closed Findings	Open Findings
BS ISD	Barangaroo Internal Audit	Internal	20 Sep 2022	8	4	4
BS ISD	Independent Audit No. 1 – Audit Report Sydney Metro City & Southwest – Barangaroo Station SSI 7400 May 2022	Independent Audit	11 May 2022	0	0	0
PS ISD	Internal Environment Audit	Internal	21 April 2022	0	0	0
Package 4	CEMP audit	Internal	27 May 22	4	4	0
Package 4	CTMP audit	External	26 Oct 2022	3	3	0
CN ISD	Environment/Community Internal Audit	Internal	29 Sep 2022	8	8	0
W ISD	Spoil Management Plan	Internal	17 Aug 2022	0	-	-
SMC	HSE Governance Audit one of two 2022 (covers all contracts SMC/SSJ/BEW)	Internal	17/2/2022	3	3	0
SWM Package 5 and 6 DCP HBW	Environmental Management Systems – Heritage & Flora & Fauna	Internal	15 June 2022	0	0	0
Package 5 & 6	CTMP audit	External	26 Oct 2022	3	3	0
VC ISD	General EHS Audit	Internal	25 May 2022	0	0	0
VC ISD	General EHS Audit	Internal	08 Sep 2022	0	0	0
CSM	Laing O'Rourke HSEQ ISO Audit Reports	External / ISO 14001 Environment	10 Oct 2022	0	0	0
Totals				29	25	4

5.5 Environmental Monitoring

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

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

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

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Section 5.5.

Table 12 Environmental Monitoring Program Applicability to each Project Stage

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

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

5.5.1 Noise and Vibration

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

Table 13 Noise Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
CN ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 05/04/2022, 06/04/2022, 21/04/2022, 10/05/2022, 16/05/2022, 07/06/2022, 09/06/2022, 20/06/2022, 23/06/2022, 12/07/2022, 28/07/2022, 05/08/2022, 11/08/2022, 18/08/2022, 26/08/2022, 02/09/2022, 08/09/2022, 11/09/2022, 24/09/2022.</p> <p>No exceedances of predicted levels or CSSI E38 criteria were recorded as a result of CN ISD works.</p> <p>Unattended noise monitoring was undertaken with real time monitors located adjacent to Site A. No exceedances of predicted levels or CSSI criteria were recorded as a result of CN ISD works.</p> <p>Any NCRs or Incidents: 28 September 2022 – Jackhammering and saw cutting work continued beyond 6pm without an approved OOH in place.</p>
VC ISD	0	<ul style="list-style-type: none"> • Continuous monitoring undertaken. • Attended monitoring undertaken periodically during the period in relation to specific OOHW activities. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
BS	0	<p>Realtime noise monitoring was undertaken continually during the reporting period between 1 April 2022 and 30 September 2022 via the permanent noise monitoring installed on site. Noise levels generated on site complied with the requirements of CoA E38.</p> <p>Attended noise monitoring was undertaken during the reporting period on 16th August 2022 as part of OOHWA-010 (escalator crane lift). Zero exceedances were recorded.</p> <p>Attended noise monitoring was undertaken during the reporting period on 28th July 2022 as part of OOHWA-009 (steel deck removal). Zero exceedances were recorded.</p>
MP ISD	0	<ul style="list-style-type: none"> •Continuous monitoring undertaken. •Attended monitoring undertaken periodically throughout the period. •No exceedances of predicted levels or CSSI criteria recorded. •No non-conformances raised.
PS ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 19/05/2022, 20/05/2022, 22/05/2022, 24/5/2022, 30/05/2022, 14/07/2022 and 12/09/2022. There were no exceedances of the CNVIS predicted levels or CSSI E38 criteria were recorded due to PSISD works.</p> <p>Unattended noise monitoring was undertaken with real-time monitors located at the North and South sites. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.</p>

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
CSM	0	No exceedances of predicted levels or CSSI criteria recorded as a result of construction. One complaint received in regard to a noise disturbance on 27/05/22 in day time OOH. Although the OOH Approval for the month of May 2022 had been finalised in accordance with EPL 21148, Condition L4.13, the works related to this report were not captured in the Approval. As such the community were not notified of this specific activity and noise monitoring was not completed. The noise from the activity is predicted to be 16dB above the RBL outlined in the EIS therefore no exceedance of predictions, but not best management practice. Toolbox provided to ensure best achievable noise performance objectives are met as identified in the CNVIS and that all required additional mitigation measures continue to be in place.
W ISD	0	Noise monitoring was conducted to verify construction noise levels with Predicted Noise Level (PNL) outlined in the CNVIS and applicable OOHWA. During the reporting period a total of 101 events were conducted. Of these events, 53 monitored works during standard hours and 48 monitored out of hours works. The construction noise level (LAeq 15min) was observed to be greater than the PNL for 31 events in total, with 17 of these events occurring out of hours. Generally, where the PNL was less than the actual noise during the monitoring event it was determined to be due to external factors such as traffic noise rather than specific construction activities. No exceedances of PNL were a result of WISD construction activities. Works compliant.
SSJ*	0	28/8/22 - 1 instance of attended monitoring at 11 Sydenham Road for line marking and set up for curb grinding: Exceedance of predicted noise level, but was attributed to non-construction traffic, rail, and plane noise. No non compliances. No exceedances due to construction in Sept.
LW – Northern Connecti on *	4	26/03/2022 – LW works compliant, traffic noise dominant. 2/04/2022 – LW works compliant, traffic noise dominant. 7/05/2022 – LW works compliant. 19/06/2022 – LW works compliant. 30/07/2022 – LW works compliant.
LW – Chatswo od Dive*	1	2/06/2022 – LW works compliant, traffic noise dominant. 10/08/2022 – LW works compliant.
LW – BPS Artarmon *	0	23/09/2022 – LW works compliant.
LW – BPS Surry Hills*	2	21/03/2022 – LW works compliant. 4/06/2022 – LW works compliant. 6/06/2022 – LW works compliant. 12/06/2022 – LW works compliant. 7/07/2022 – LW works compliant, background noise dominant.
LW - Blues Point*	0	27/07/2022 – LW works compliant.
LW – Waterloo Station*	10	30/03/2022 – LW works compliant. 10/08/2022 – LW works compliant, JHG works noise dominant. 17/08/2022 – LW works compliant, JHG works noise dominant.
LW – Southern Dive*	3	26/05/2022 – LW works compliant, traffic noise dominant.

* Note LW and SSJ reporting is one month in front, so this report includes March – August 2022 results, September results will be provided in the next report.

Table 14 Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
CN ISD	0	<p>Attended vibration monitoring was undertaken during the reporting period in relation to capping beam demolition works and during the removal of the Clarke Lane and Hume Street bridges, this occurred on: 05/04/2022, 09/06/2022, 10/06/2022, 17/08/2022 & 24/09/2022.</p> <p>No exceedances of predicted levels or CSSI E28 criteria were recorded as a result of PSISD works.</p> <p>Unattended noise monitoring was undertaken with real time monitors located at the local heritage building adjacent the work site, at 28 Clarke Street. No exceedances of predicted levels or CSSI criteria were recorded as a result of PSISD works.</p>
VC ISD	0	<p>Continuous monitoring undertaken.</p> <p>No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.</p>
BS	25mm/s Peak Particle Velocity (PPV)	<p>Vibration monitoring was undertaken on site between 15th July and 5th August 2022. 5 instances of vibration levels above the 25mm/s Peak Particle Velocity (PPV) limit were recorded however it was demonstrated that these were caused by the vibration monitor itself being moved, and not from the works themselves. The results of the unattended vibration monitoring on the Hickson Road heritage wall were typically below 25mm/s. There were events that resulted in an instantaneous vibration level of above 25mm/s, which were not related to the rock-hammering works.</p> <p>Unattended vibration monitoring was undertaken throughout the reporting period with the real-time vibration monitor installed at 25 Hickson Road. There were no exceedances of the 7.5mm/s screening criteria recorded resultant from construction activities on site</p>
MP ISD	0	<p>Continuous monitoring undertaken.</p> <p>Attended monitoring undertaken periodically throughout the period.</p> <p>No exceedances of predicted levels or CSSI criteria recorded.</p> <p>No non-conformances raised.</p>
PSISD	0	<p>Attended vibration monitoring was completed once during the reporting period (14/07/2022). Vibration monitoring was conducted as part of utilities investigation works adjacent a Sydney Water Heritage Asset on Pitt Street. Measured vibration levels were compliant with the 2.5 mm/s PPV screening level.</p>
CSM	0	<p>No exceedances of building criteria observed attributable construction work. Occasional peaks of human comfort vibration criteria occurred adjacent to construction works within the Eastern Entrance footprint, however appropriate respite observed as required. Real time vibration monitoring at Sydney Dental Hospital, deployed on 20/01/2022, decommissioned on 04/05/2022 and re-commissioned at the Basement staircase on 13/07/22.</p>
W ISD	0	<p>During the reporting period a total of 2 attended vibration monitoring events were conducted. Unattended vibration monitoring is continuously conducted at the Waterloo Congregational Church. A total of two alerts were received, notifying that vibration levels were recorded above the criteria. However, both events were due to actions unrelated to construction activities.</p>

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
SSJ*	0	<p>Continuous vibration monitoring has been undertaken during a representative period of works on two occasions of jackhammering near neighbouring properties at 11 Sydenham Rd during the reporting period, in order to demonstrate that vibration screening was within relevant criteria (Please provide dates to support this. CMR 08 refers to Table 6, but this does not exist in the CMR 08).</p> <p>To date, there have been no exceedances of vibration from construction activities, and recorded vibration (PPV in mm/s) has been below cosmetic vibration limits for affected structures.</p> <p>No vib monitoring in Sept</p>
LW – Blues Point*	0	<p>Attended vibration monitoring was undertaken 21/07/2022 - 29/07/2022. Vibration Criteria 25mm/s. No exceedances were caused by vibratory works.</p>
LW – BPS Surry Hills*	0	<p>Attended vibration monitoring was undertaken 21/03/2022 - 24/03/2022. Vibration Criteria 25mm/s. No exceedances were caused by construction activities.</p> <p>Attended vibration monitoring was undertaken 5/06/2022 - 14/06/2022. Vibration Criteria 25mm/s. No exceedances were caused by vibratory works.</p> <p>Attended vibration monitoring was undertaken 30/07/2022 - 3/08/2022. Vibration Criteria 25mm/s. No exceedances were caused by vibratory works.</p>

* Note LW and SSJ reporting is one month in front, so this report includes March – August 2022 results, September results will be provided in the next report.

5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

5.5.3 Surface Water Quality

During the reporting period, surface water quality monitoring programs were applicable on the CSM, SSJ Stages and Linewide, Pitt Street Integrated Station Development.

Central Station Mainworks

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

- During the reporting period, there have been 86 discharges to discharge point 2 (land) via the temporary WTP, of which all discharge events were within the EPL discharge criteria.
- There have been no discharge to stormwater (EPL1) via the main site WTP, of which all discharge events have met EPL discharge criteria. Note that the permanent WTP was decommissioned on 2/02/22 with no further discharges to stormwater planned.

Please refer to <https://centralstationmetro.com/documents/> for daily water monitoring (discharge) summaries uploaded on a monthly basis.

Sydenham Station Junction

In accordance with the SSJ Construction Soil and Water Management Plan, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 15.

Table 15 SSJ Results Summary of Key Surface Water Monitoring Parameters during Reporting Period

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Eastern Channel 2 (Downstream) 12/05/2022	8.23	0.173	NA	No	153
Eastern Channel 2 (Downstream) 24/05/2022	8.62	0.166	114	No	90
Eastern Channel 2 (Downstream) 03/07/2022	7.45	NA	NA	No	35

Monitoring during the reporting period occurred at location EC2 dated 12/05/2022, 24/05/2022 and 10/07/2022. It was observed that there was no visible oil in any of the water samples collected.

No non-compliances.

Linewide

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

From November 2021, the Water Treatment Plant at Marrickville became operational. This WTP takes water from the tunnels between Central and the Marrickville Dive.

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists completed during the reporting period are described in Table 16. At each water treatment plant under Systems Connect control, the discharge parameters pH, TSS and NTU are to be sampled monthly.

Table 16 LW Results Summary of Key Surface Water Monitoring Parameters

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Chatswood Dive WTP	6.9 - 8.5	0.1 – 10.7	None visible
Marrickville Dive WTP	6.7 - 8.1	1 - 29.5	None visible

Note, these results are for 01/04/2022 to 30/09/2022. Linewise 6-monthly monitoring reporting period is one month behind, and March results will be provided in the next report.

The Soil, Water and Groundwater Management Sub-Plan C2B requires that monitoring of receiving waters will occur three-monthly, while WTPs are active and in SC control. Monitoring parameters are provided in Table 17 below:

Table 17 LW Sampling Point Information

Site ID	Site interaction	Relative location	Catchment	Sampling address	Easting	Northing	Type
SWSC-01	Receiving waters from Chatswood WTP			Muston Park, access via Eden Street, Chatswood	330586	6245923	Fresh water
SWSC-02	discharges. Monitoring Location active while the Chatswood WTP is active and in SC control.	Down stream	Scott's Creek / Middle Harbour	Access via North Arm Track, North Arm Road, Chatswood	332788	6246304	Estuarine / Marine
SWAC-01	Receiving waters from Marrickville WTP discharges. Monitoring Location active while the Marrickville WTP is active and in SC control.	Down stream	Alexandra Canal	Access via bicycle track from the end of Coward Street, Mascot	331342	6244783	Estuarine

5.5.4 Groundwater Quality

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

Crows Nest Integrated Station Development

Dataloggers were previously installed in 2015 by Golder-Douglas in groundwater wells BH018 and BH019. BH018 is located near the intersection of Hume Street and Clarke Lane; BH019 is located on Oxley Street opposite Clarke Lane. The loggers were set to take a water level reading every two hours and have been recording since 2015.

Table 18 CN LResults Summary of Groundwater Monitoring Parameters

Monitoring Well	Surface Level (M, AHD)	Well Depth (M)
BH018	90.75	25.3
BH019	84.43	7.2

A manual measurement of the water level was taken to calibrate the logger data on the 17/11/2022.

Table 19 CN measured depth to groundwater in the monitoring wells

Monitoring Well	Measured Depth (m) to Groundwater in Monitoring Well 17 November 2022
BH018	21.13
BH019	4.95

A review of groundwater levels during the period 01/04/2022 to 30/09/22 indicates the following:

- Groundwater levels in BH018 remained steady during the monitoring period irrespective of rainfall events.
- Groundwater levels in BH019 have a strong relationship with rainfall events, with groundwater levels rising soon after rainfall and falling in the absence of rainfall.

Victoria Cross Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant which was operational throughout the period.

There were no exceedances of project risk-based criteria recorded.

Martin Place Integrated Station Development

During the reporting period, the groundwater quality monitoring program related to the water treatment plant which was operational throughout.

One minor exceedance of project-based criteria for WTP discharge relating to Nitrate (as N) at 13 mg/L exceeded the project trigger of 2.9 mg/L. The elevated level of Nitrate is considered an anomaly due to high rainfall, and reflective of local groundwater conditions. Duplicate samples and following sampling indicated a return to normal levels.

Monitoring of Sydney Harbour water showed no impact to receiving waters.

Pitt Street Integrated Station Development

Groundwater inflow into sites is captured and collected with onsite surface water and monitored prior to discharge. Attended monitoring undertaken prior to and during discharge events. No non-conformances raised.

Central Station Mainworks

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

- Metro Box excavation was completed in May 2121. Groundwater inflow was reduced as waterproofing was largely completed in the reporting period.
- Groundwater is collected and treated on site via the main site WTP to meet EPL and ANZECC guidelines before discharge to stormwater. Due to the completion of the excavation works at Metro Box, the main site WTP was decommissioned in early Feb

2022 and the Metro Box dewatering requirements were handed over to Lind Wide whereby the water is being pumped to Line Wide WTP through permanent infrastructure.

- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website:
<https://centralstationmetro.com/documents/>
- A 6-monthly Construction Groundwater Monitoring Report for the period of April until September 2022 on the project website which provides results and recommendations:
<https://centralstationmetro.com/documents/>
- With the finishing of all major excavations, it was recommended that groundwater quality monitoring does not need to occur on a monthly basis. Groundwater sampling is on a quarterly event with groundwater level monitoring (gauging) to continue monthly. Refer to website for monthly summary data.

5.6 Business Impact Monitoring

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

During the reporting period, business impact monitoring was undertaken as part of the CNISD, VCISD, BS, MP ISD, PS ISD, CSM, WL ISD, Linewide and SSJ, SMEW, SWM Packages 4, 5 and 6 Stages in accordance with the applicable C&SW Staging Reports. TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions. The following sections provides a summary of business impact monitoring results during the reporting period.

Crows Nest Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	61 notifications were issued to businesses within our catchment area during the reporting period. Summary: 6 monthly updates 22 update slips 26 weekly news updates 7 other
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	A total of 24 outgoing contact events were undertaken during the reporting period relating to doorknocks and business stakeholder briefings.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Zero during the reporting period.
		Lessons learnt.	Nil to report.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	110 businesses were consulted regarding mitigation measures to address access and amenity issues during the reporting period, 15 of which agreed to these in advance measures in advance.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity,	Details of mitigation measures implemented	20 businesses provided with alternate parking to address access impacts during crane removal.

Performance parameters	Monitoring	Reporting outputs	CN Status
	including details of any repeat complaints about the same issue.		
		Business feedback on effectiveness of mitigation measures	All business stakeholders were accepting of the mitigation measures offered and feedback received for the most part was positive.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Zero during the reporting period.
		Lessons learnt.	Nil to report.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	255 businesses identified as either being triggered by upcoming noise and vibration intensive works or in the immediate vicinity were consulted during the reporting period. Businesses and residents alike were provided with an opportunity to vote for preferred respite periods during these noise and vibration intensive works. The general consensus was to implement one longer respite break in the middle of the day rather than multiple smaller breaks throughout the day. This has been implemented.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Zero during the reporting period.
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Zero during the reporting period.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	3 complaints relating to the demolition of Hume Street bridge.

Victoria Cross Integrated Station Development

Performance Parameters	Monitoring	Reporting	VC ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total – 9 OOH notifications 6 monthly notifications 1 bi-annual newsletter
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings	Percentage of notifications issued on time Number of briefings, information sessions and completed doorknocks	100% of notifications issued on time Regular interface management meetings providing construction updates to Intera Group, Investa, Winten Group and Channel Nine. Doorknocking took place for OOH works and Denison Street traffic changes.
	Feedback from meetings, presentations and briefings (documented in Consultation Manager)	Percentage of businesses within 50m contacted prior to works	100% of businesses within 50m have been contacted.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Number of complaints received from businesses relating to lack of information about construction activities and impacts	Two complaints received from neighbouring businesses about traffic congestion as a result of our stormwater works. Nil complaints referred to Community Complaints Mediator.
		Lessons learnt	Provide warning of impactful work so businesses can request workers work from home those during that period. Worked with the impacted businesses to come up with solutions and relief to the construction impacts.
-	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues.	Supplying the business with proactive mitigation options are highly valued by local businesses.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	One businesses with agreed mitigation measures
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.complaints about the same issue.	Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures	To complete works outside of their business hours to minimise impact on their tenants. Appreciate being involved in the process.
		Number of repeat complaints received from businesses relating to vehicle and	Zero repeat complaints

Performance Parameters	Monitoring	Reporting	VC ISD Status
		pedestrian access, parking, visibility and amenity	
		Lessons learnt	Regular interface meetings are valued by the business community.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	Nil.
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Nil.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of referrals to Sydney Metro	Nil
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt	Use respite periods and quieter works to support neighbouring businesses.

Barangaroo Station Development

Performance Parameters	Monitoring	Reporting	BS Status
<p>Awareness of construction activity and likely impacts</p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building-based information sessions and face-to-face meetings prior to works.</p> <p>Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Number of notifications issues</p> <p>Percentage of notifications issues on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>41 notifications in total</p> <p>Six OOHW specific notifications (including 1 for emergency work)</p> <p>One work notification for high impact work during standard hours</p> <p>27 weekly update email updates</p> <p>Six monthly notifications</p> <p>One factsheet</p> <p>100% of notifications issued on time</p> <p>Two briefings to the Walsh Bay Precinct Association (WBPA). One briefing to the Millers Point Community Residents Action Group (MPCRAG)</p> <p>Two briefings with the Langham Hotel</p> <p>Two calls with KU Lance Childcare Centre.</p> <p>One site event and surface tour attended by The Langham, Captain Cook Hotel and Millers Point Community Residents Action Group</p> <p>100% of business within 50m have been contacted</p> <p>NIL complaints referred to Community Complaints Mediator</p> <p>Lessons learnt: Feedback received at meetings with local businesses has helped shape construction methodologies and mitigation measures.</p> <p>Early consultation with The Langham has worked well to help them to mitigate against noise impacts with hotel guests. They received no complaints from guests, resulting in no financial impact or reputational damage</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p> <p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking,</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p>	<p>Zero business with required mitigation measures</p>

<p>visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</p>	<p>complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue</p>	<p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p> <p>Lessons learnt</p>	
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses. Agreed mitigations implemented, including agreed respite, work methods, proactive engagement, and ongoing communication.</p> <p>Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.</p> <p>Zero referrals to Sydney Metro over a six-month timeframe during standard construction.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts</p> <p>Summary of non-standard mitigation measures implemented</p> <p>Number of referrals to Sydney Metro</p> <p>Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts</p> <p>Lessons learnt</p>	<p>Project respite hours previously agreed for noisy works between 9:30am and 10:30am and 12:30pm and 1:30pm Monday to Friday. These were agreed in consultation with three sensitive receivers namely KU Lance Childcare Centre, the Palisade Hotel, and the Langham Hotel</p> <p>Nil non-standard mitigation measures implemented</p> <p>No referrals relating to businesses made to Sydney Metro</p> <p>Zero complaints from businesses</p>

Martin Place Integrated Station Development

Performance Parameters	Monitoring	Reporting	MP ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications.	Number of notifications issued. Percentage of notifications issued on time.	All interactions with businesses are documented in Consultation Manager. 21 notifications issued: 6 monthly OOH notifications 7 monthly work notifications 1 additional OOH notification 7 additional works notifications 100% of notifications issued on time. 1 bi-annual community newsletter 0 complaints 0 complaints referred to Community Complaints Mediator. Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impacts to business operations and preventing complaints. 22 additional emails out to community and businesses including: 2 proactive emails out to stakeholder/s on upcoming OOH works 5 email responses to stakeholders regarding works enquiry and/or adding to distribution list 5 emails out to thank stakeholders/businesses for attending Business Forum event in March 1 email response to Business Forum event in March 9 emails out to 60 Castlereagh stakeholder regarding monthly meetings 4 emails out to stakeholders regarding pedestrian footbridge relocation 1 email out stakeholder regarding site walk 6 phone calls to stakeholders/businesses advising of upcoming works and/or in response to enquiry
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Number of briefings, information sessions and doorknocks completed: 24 doorknocks to community and businesses advising of upcoming works 12 stakeholder meetings including: 7 online briefings with adjoining owner stakeholder (60 Castlereagh Street) 4 online briefings with stakeholders regarding the pedestrian footbridge relocation (1 compliment to community team received by stakeholder via meeting) 2 engagement events held on site including NAWIC site tour and insights presentation, 2 x school site tours and presentations	
Measures implemented to maintain business vehicle and pedestrian access,	Feedback from meetings, presentations and briefings are documented in Consultation Manager.	Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly community notifications and any additional notifications if subscribed to email distribution list. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0	business requests received for coordination regarding property access, parking, visibility, or amenity. 0 business complaints received regarding property
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.		

Performance Parameters	Monitoring	Reporting	MP ISD Status
parking, visibility, and amenity during construction activity.	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>a result of the Martin Place ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity – 0</p>	<p>access, parking, visibility, or amenity.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <p>MPISD site hoarding does not obscure business access or visibility.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway or pedestrian access as requested by business operators should it be required to facilitate work in the future.</p>
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise and vibration monitors located at 50 Martin Place to alert Lendlease team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts – 0</p>	<p>Lendlease developed initiatives for minimising impacts on nearby businesses during construction.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <p>No. of referrals to Sydney Metro: 0</p> <p>No. of avoidable noise and vibration complaints from business stakeholders: 0</p> <p>No. of unavoidable noise and vibration complaints from business stakeholders: 0</p> <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Pitt Street Integrated Station Development

Performance Parameters	Monitoring	Reporting	PS ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications.	Number of notifications issued. Percentage of notifications issued on time.	All interactions with business stakeholders are documented in Consultation Manager.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings. Feedback from meetings, presentations and briefings are documented in Consultation Manager. Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.	Number of briefings, information sessions and doorknocks completed. North site adjoining business properties: <ul style="list-style-type: none"> • monthly online business briefings with Castlereagh Boutique Hotel. South site adjoining business properties: <ul style="list-style-type: none"> • Fire Rescue NSW – ad hoc meetings as needed • Edinburgh Castle Hotel – ad hoc meetings as needed • Kimpton Margot Sydney – ad hoc meetings as needed Percentage of businesses within 50m contacted during reporting period. All properties received monthly letterbox drop community notifications and weekly emails (if subscribed to email distribution list). Number of complaints received from businesses relating to lack of information about construction activities and impacts.	100% of notifications issued on time. <u>20 letterbox drop notifications issued:</u> <ul style="list-style-type: none"> • 7 monthly OOH notifications • 7 monthly work notifications • 1 project bi-annual newsletter • 1 ear plug offer (North and South) distributed on 17 May • 3 Pitt Street South over station development extended hours proposal, distributed on 15 July, 22 July and 27 July • 1 Pitt Street North tower crane installation distributed on 11 August Other notifications issued include: <ul style="list-style-type: none"> • 29 weekly project email updates • Façade installation update (South) sent on 27 June • Façade installation update (South) sent on 1 July • Utility investigation work (South) update sent on 18 July • Hoarding modification (North) update sent on 20 July • Update on construction of new driveway and installation of gates (North) sent on 27 July • Tower crane climb update (South) sent on 28 July • Hoarding modification (North) sent on 3 August • Escalator deliveries (South) sent on 30 September

Performance Parameters	Monitoring	Reporting	PS ISD Status
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6 monthly business briefing held with key stakeholder Castlereagh Boutique Hotel.

2 ad hoc meetings with Edinburgh Castle to discuss utility investigation work.

1 meeting with Fire and Rescue NSW (FRNSW) to discuss installation of dust screen.

1 avoidable complaint from business regarding an email morning concrete pour.

1 door knock to Castlereagh Boutique Hotel to provide ear plugs ahead of utility investigation activities.

0 complaints referred to Community Complaints Mediator.

Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with businesses is essential to reducing impact to business operations and preventing complaints.

Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Pitt Street ISD work.	0 business requests received for coordination regarding property access, parking, visibility, or amenity.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)		0 business complaints received regarding property access, parking, visibility, or amenity.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	Percentage of businesses where mitigation measures were implemented as agreed – N/A	PSISD site hoarding does not obscure business access or visibility.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity.	Castlereagh Boutique Hotel on street taxi drop off area is kept clear of construction vehicles for hotel patron use. The FRNSW Bathurst Street driveway is monitored by CPB traffic control to ensure that it is clear from construction vehicles at all times.
			Lessons learnt - Businesses to be consulted ahead of any disruption to driveway access as requested by business operators

Performance Parameters	Monitoring	Reporting	PS ISD Status
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise monitors at both North and South sites will alert CPB team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts.</p>	<p>(FRNSW) should it be required to facilitate work in the future.</p> <p>CPB developed initiatives for minimising impact on nearby businesses during construction, including:</p> <ul style="list-style-type: none"> working with surrounding businesses to coordinate work schedule and deliveries with filming/events. <p>CPB are also working with impacted businesses near the Pitt Street sites to assist with access for their building internal works.</p> <p>Number of referrals to Sydney Metro: 0</p> <p>Number of avoidable noise and vibration complaints from business stakeholders: 0</p> <p>Number of unavoidable noise and vibration complaints from business stakeholders: 0</p> <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Central Station Mainworks

Performance Parameters	Monitoring	Reporting	CSM Status
<p>Awareness of construction activity and likely impacts.</p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building- based information sessions and face- to-face meetings prior to works.</p> <p>The objective is to make contact via these measures with 100% of businesses within 50m prior to works that have the potential to impact the owners.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<p>Number of notifications issued</p> <p>Percentage of notifications issued on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>All interactions with businesses are documented in Consultation Manager. 12 notifications issued, (3) were monthly notifications* and (7) were specific work notifications *From December 2021, LOR, in agreement with Sydney Metro, has been issuing monthly notifications every two months, providing a two months lookahead to the community. Two quarterly newsletters issued during this period, Q3 +Q4.</p> <p>100% of notifications issued on time.</p> <p>Regular face to face interaction while delivering the specific notification and specific emails have been sent to adjacent business owners, residential building managers and the Sydney Dental Hospital as required in advance of specific work in Randle Lane / Chalmers Street. (4) meetings with Sydney Dental Hospital during this period.</p> <p>(2) complaints received from businesses, both unavoidable. One (1) business compliment for ongoing update on key and overall activities for Central Station Metro project overall. (ConMan ID 281538)</p> <p>100% of businesses within 50m have been contacted.</p> <p>Nil complaints referred to Community Complaints Commissioner.</p>

Performance Parameters	Monitoring	Reporting	CSM Status
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<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p> <p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p> <p>Lessons learnt</p>	<p>CSM continues to combine communication to streamline the engagement process (where possible) (e.g., notification with other Sydney Metro contractors, TfNSW Central Precinct invited to regular meeting with Sydney Dental Hospital).</p> <p>Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged early with businesses prior to any changes to traffic, access, or parking – particularly related to Randle Lane, Chalmers Street, and the Railway Institute Driveway. Traffic controllers and staff/workers are briefed regularly to manage changes and ensure businesses had access as needed.</p> <p>No complaint received.</p> <p>Ongoing correspondence with building manager to time the adequate reinstatement of parking bollards / gates at a suitable time for both parties.</p> <p>No repeat business complaints.</p> <p>Lessons learnt – Continue to educate each subcontractor (and workers) on the community's specificities via presentation and include subcontractor into decision process of mitigation strategies – e.g., particularly for the work undertaken in front of the 20-28 Chalmers Street site.</p>
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Waterloo Integrated Station Development

Performance Parameters	Monitoring	Reporting	WL Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications.	Waterloo Congregational Church: <ul style="list-style-type: none"> 2 calls, 1 interface meeting and weekly update email - S&CLM actively communicating with Church on a monthly basis. 	All interactions with businesses are documented in Consultation Manager. 3 letterbox drop notifications issued; monthly work notifications which include OOH. 1 Community / Business connect event 1 Bi-annual newsletter 13 project email updates issued.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Percentage of businesses within 50m contacted during reporting period: 100%.	100% of notifications issued on time.
	Feedback from meetings, presentations and briefings are documented in Consultation Manager.	All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list.	Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued:
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.	Businesses on Raglan, Buckland and Wellington streets and Botany Road were visited to ensure they were aware of nearby external utility work.	5 doorknocks to businesses close to external utility work.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.	0 complaints from businesses.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	0 complaints referred to Community Complaints Mediator.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity - 0.	Lessons learnt – Businesses to be consulted ahead of any disruption should it be required to facilitate work in the future.
			0 business requests received for coordination regarding property access, parking, visibility or amenity. 0 business complaints received regarding property access, parking, visibility, or amenity. WISD site hoarding does not obscure business access or visibility. Lessons learnt - Businesses to be consulted ahead of any disruption to

Performance Parameters	Monitoring	Reporting	WL Status
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo Congregational Church and will alert John Holland to vibration exceedances.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.</p>	<p>driveway access, should it be required to facilitate work in the future.</p> <ul style="list-style-type: none"> - No. of referrals to Sydney Metro: 0 - No. of avoidable noise and vibration complaints from business stakeholders: 0 - No. of unavoidable noise and vibration complaints from business stakeholders: 0 <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Linewide

Performance Parameters	Monitoring	Reporting	LW Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Based on Consultation Manager records for the period covering 1 April 2022 – 30 September 2022 30 monthly notifications were issued, including: Bulk Power Supply (BPS): 1x Surry Hills, 5 x Campsie; 6 x Artarmon
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.		6 x Sydney Metro Trains Facility South (SMTF South) 6 x Northern Connection/ Chatswood Dive. 6 x Blues Point
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager).		23 specific notifications were issued, including: 3 x Campsie Substation 8 x Dulwich Hill substation 2 x Canterbury 1 x Lakemba 3 x Punchbowl (one includes the padmount lift) 2 x Bankstown padmount lift 1 x Artarmon Power Supply Upgrade 3 x Northern Connection works.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts		57 email updates issued included: 24 x email updates for Blues Point 20 x Surry Hills BPS 2 x Waterloo Station 11 x email updates for Artarmon Power Supply Upgrade
			17 x email updates for the Northern Connection/Chatswood Dive 12 x email updates SMTF South
			3 newsletters: 1 project newsletter: Marrickville Dive and SMTF South Bi-annual Newsletter 1 project newsletter: Chatswood Dive and Northern Connection 1 project newsletter for Barangaroo, Waterloo and Martin Place
			The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect.
		Percentage of notifications issued on time	100%
		Number of briefings, information sessions and completed doorknocks	Face to face consultation has resumed, following a period of significant reduction during the previous two reporting periods due to the impacts of Covid-19 During this reporting period, there have been a total of 14 door knocks, comprising:

Performance Parameters	Monitoring	Reporting	LW Status
			<p>1 door knock for BPS Surry Hills 1 doorknock for Blues Point 1 door knock for BPS Campsie 1 doorknock for Artarmon Power Supply Upgrade 1 doorknock for SMTF South 9 doorknocks across the SW Corridor relating to substation work</p>
		<p>Percentage of businesses within 50m contacted prior to works</p>	<p>100%</p>
		<p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Nil for the current period.</p>
		<p>Lessons learnt</p>	<p>Alignment businesses appreciated Systems Connect teams' efforts in using their services.</p> <p>Businesses continue to highly value having a nominated contact that is available and accessible to them on a 24/7 basis.</p> <p>Email, telephone, and SMS updates outlining specific impacts a given business can expect along with a direct mobile number for any questions / issues so that they can be resolved quickly were welcomed.</p> <p>A significant detour was implemented as part of the road closure associated with the Punchbowl substation lift May 2022. Businesses along Punchbowl Road and South Terrace were consulted regarding this work. Arrangements were made when required, but clear messaging around how and when local businesses could access their business was key in minimising any concerns around the work. In addition, because of the area's demographic, a number of businesses were closed for the month due to the religious holy month. This again reduced impact but highlights the need for the project to be aware of work around various areas and holidays (like RSL Clubs on Anzac Day or churches over Easter). No complaints were received from businesses in Punchbowl when the detour was active and the proactive communications with local businesses would have contributed to this outcome.</p>

Performance Parameters	Monitoring	Reporting	LW Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Systems Connect agreed mitigation measures with: 2 businesses in advance of the commencement of its Surry Hills Bulk Power Supply package of work, including noise and vibration monitoring, use of services and parking being available to them.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		Up to 5 businesses in advance of road and footpath restoration as part of the Artarmon Power Supply Upgrade. Ongoing communication with businesses confirmed the benefits of completing noisier works on Saturdays.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.		Mitigation measures also included use of services where possible as per above comment.
		Percentage of businesses where mitigation measures were implemented as agreed	100%
		Details of mitigation measures implemented	Per previous reporting periods, Systems Connect proactive contacted individual businesses who were impacted by works. Efforts were made to adjust working days and hours to better suit impacted business, where possible. Alternative parking and travel arrangements were made. Traffic management teams were briefing impacted business accordingly. As above, use of local business services, where possible.
		Lessons learnt	Continue to provide a contact available for 24-hour work and maintain relationships between site supervisors and business managers to allow for positive relationships with local businesses. Continue with a proactive approach, foreshadowing potential impacts early on, enabling the businesses to plan. This also allows for quick communication and timely adjustment of approach where possible, avoiding escalation of issues.
		Business feedback on effectiveness of mitigation measures	Positive feedback was received, generally based on businesses welcoming regular work updates and the willingness of the site supervisors and traffic teams to immediately address any issues arising onsite. Campsie RSL who were particularly appreciative of the proactive communication approach.

Performance Parameters	Monitoring	Reporting	LW Status
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of nonstandard mitigation measures implemented	Systems Connect continues to implement a customised approach, including regular face to face contact, agreed respite, consultation, and email updates.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts Lessons learnt	Nil Ongoing consultation and advance notification of activities continues to be key, allowing businesses to adjust operations based on important information such as the nature, timing, and duration of work. Differentiating the project from nearby / adjoining works continues to be important along the Southwest Corridor, with multiple interfacing contractors working alongside each other.

SSJ, SWMC, SMEW, SWM Packages 4, 5 and 6

Performance Parameters	Monitoring	Reporting	SSJ, SWMC, SMEW, SWM Packages Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	54 email updates: includes a monthly email update for 9 sites between Sydenham and Bankstown 54 monthly notifications letterbox dropped
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks	23
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Percentage of businesses within 50m contacted prior to works	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil
		Lessons learnt	Several kiosk tenants within station concourses are interested in opportunities when the new Metro opens Canterbury Bankstown Council requested another round of consultation with adjacent businesses before endorsing construction of new assets that were detailed in project SDPP
Measures implemented to	Consultation with businesses on potential	Number of businesses with mitigation measures	No additional mitigation measures were required

Performance Parameters	Monitoring	Reporting	SSJ, SWMC, SMEW, SWM Packages Status
<p>maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.</p>	<p>impacts and mitigation measures (documented in Consultation Manager)</p>	<p>agreed in advance to address access, parking, visibility or amenity issues</p>	
	<p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p>		<p>Percentage of businesses where mitigation measures were implemented as agreed</p> <p>100%</p>
	<p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.</p>	<p>Details of mitigation measures implemented</p>	<p>Traffic controllers briefed Coordination with approved traffic plans Additional wayfinding signage where required Individual contact made with businesses which might be impacted where possible Appropriate signage provided proactively where parking would be impacted</p>
		<p>Lessons learnt</p>	<p>Local businesses at Hurlstone Park and Dulwich Hill are particularly interested in short-term parking losses at potential customer car parks. New kiss-and-ride facilities at Belmore and Hurlstone Park were supported by adjacent businesses</p>
		<p>Business feedback on effectiveness of mitigation measures</p>	<p>Work is consistent with expectations</p>
		<p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity</p>	<p>No repeat complaints received.</p>

Performance Parameters	Monitoring	Reporting	SSJ, SWMC, SMEW, SWM Packages Status
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	N/a, noting: 100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Respite measures At-source treatment Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	There are very few noise sensitive businesses adjacent to the Southwest rail corridor. Businesses seem generally happy with level of consultation and work impacts.

5.7 Complaints

A total of 327 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 271 complaints were determined to be attributable to project works following investigation. The Package 6 Stage was attributable for the majority of complaints, followed by Package 4, Linewide stages, and Waterloo (23%, 17%,14% and 12%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 160, or 59%, of all complaints attributable to project works. This was followed by 54 relating to Traffic, Transport and Access and 18 relating to Worker behaviour (representing 20% and 6% respectively of all complaints attributable to the project).

Works at the Hurlstone Park Station, Canterbury Station, Waterloo Station and Crows Nest Station sites generated the greatest number of complaints during the reporting period (51, 40, 33 and 31 respectively, representing 57% of all complaints attributable to the project).

188 stakeholders accounted for the 271 complaints; 142 were one-off complaints, 44 were from stakeholders who contacted Sydney Metro twice, and 85 were from stakeholders who contacted Sydney Metro more than three times. At Canterbury 12 stakeholders accounted for the 40 complaints, and at Crows Nest 25 stakeholders accounted for the 31 complaints.

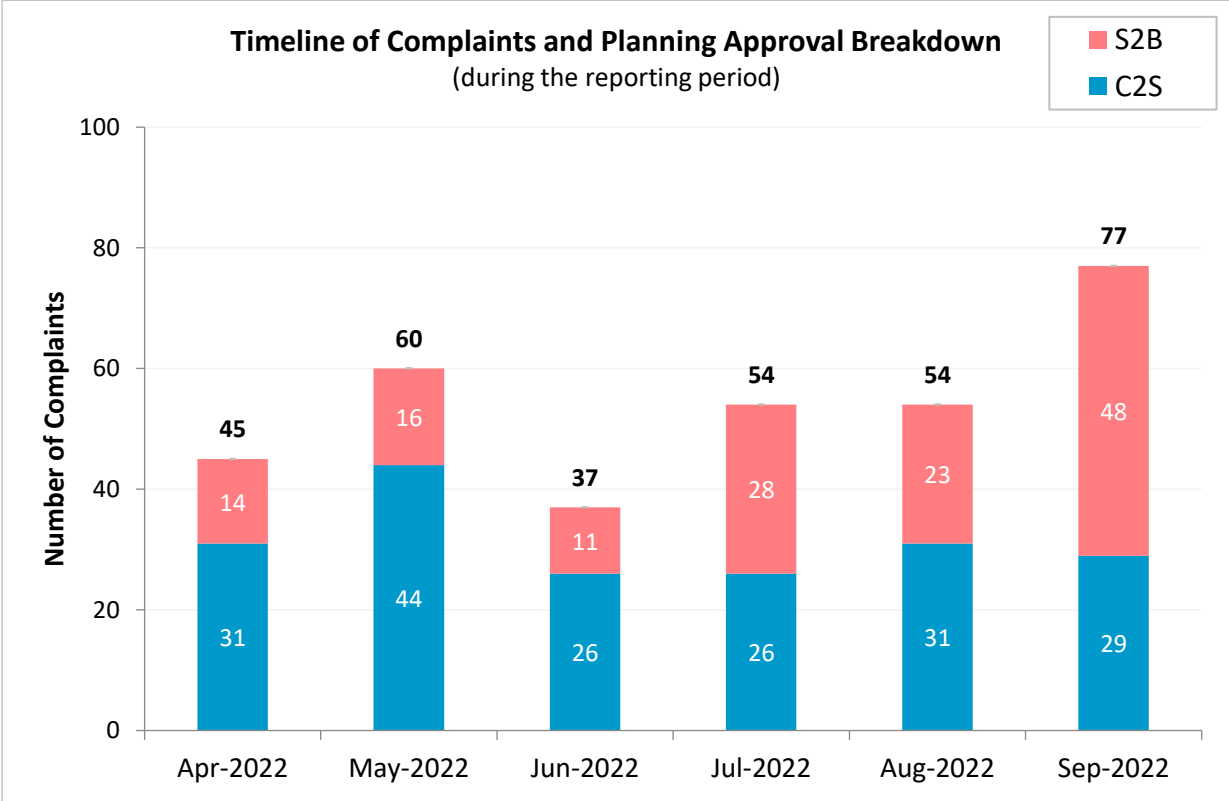


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

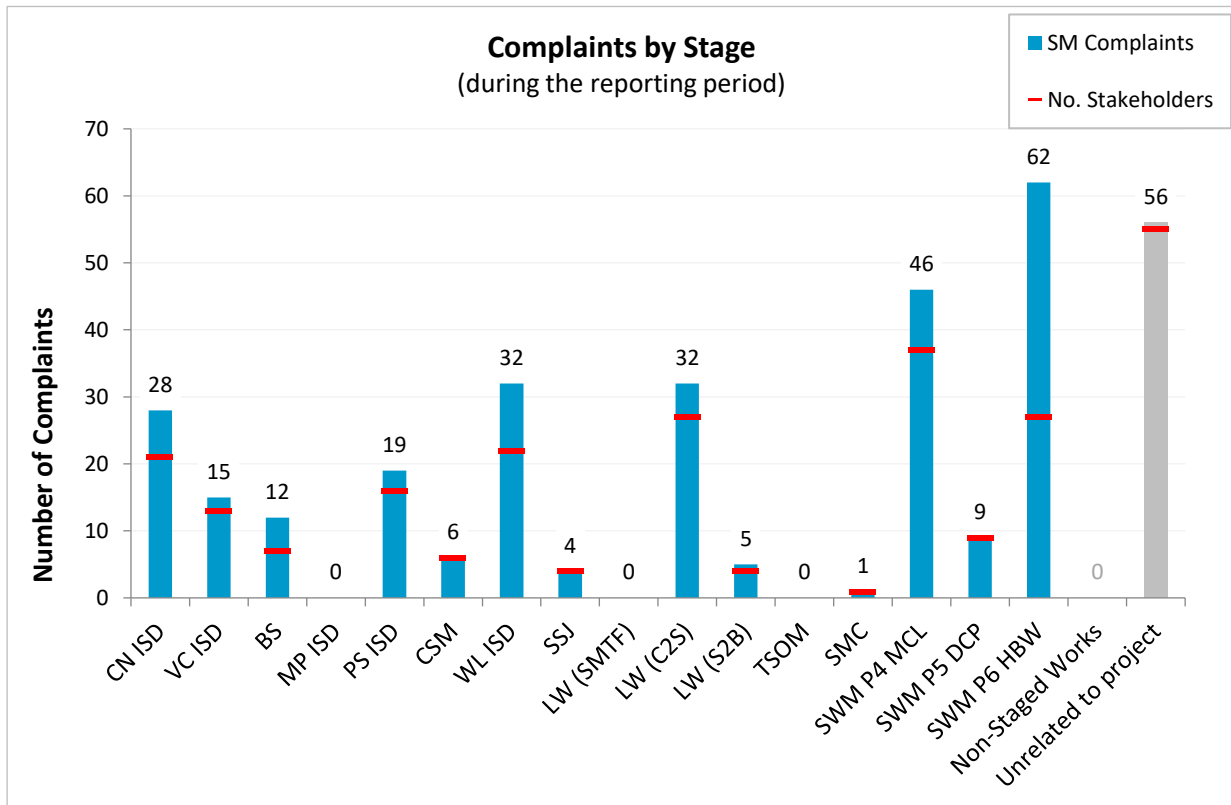


Figure 4 Complaints by Stage during the Reporting Period

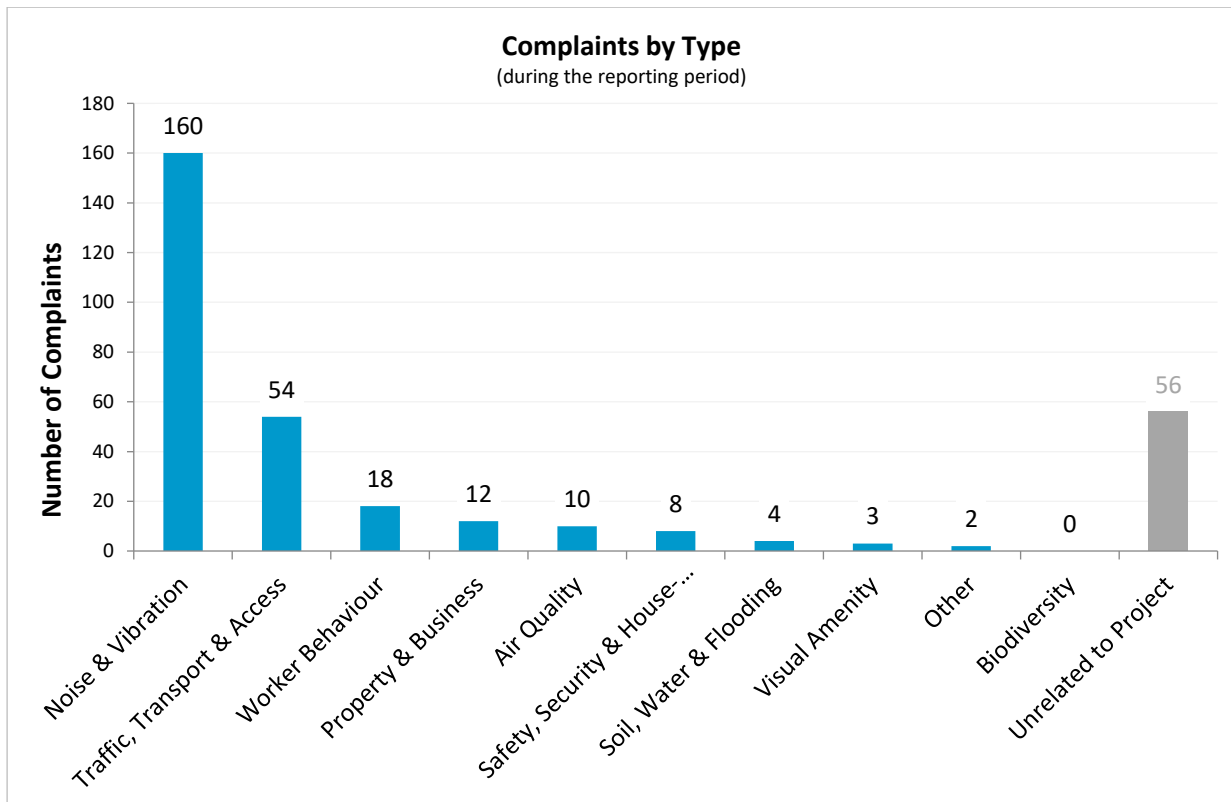


Figure 5 Complaints by Type during the Reporting Period

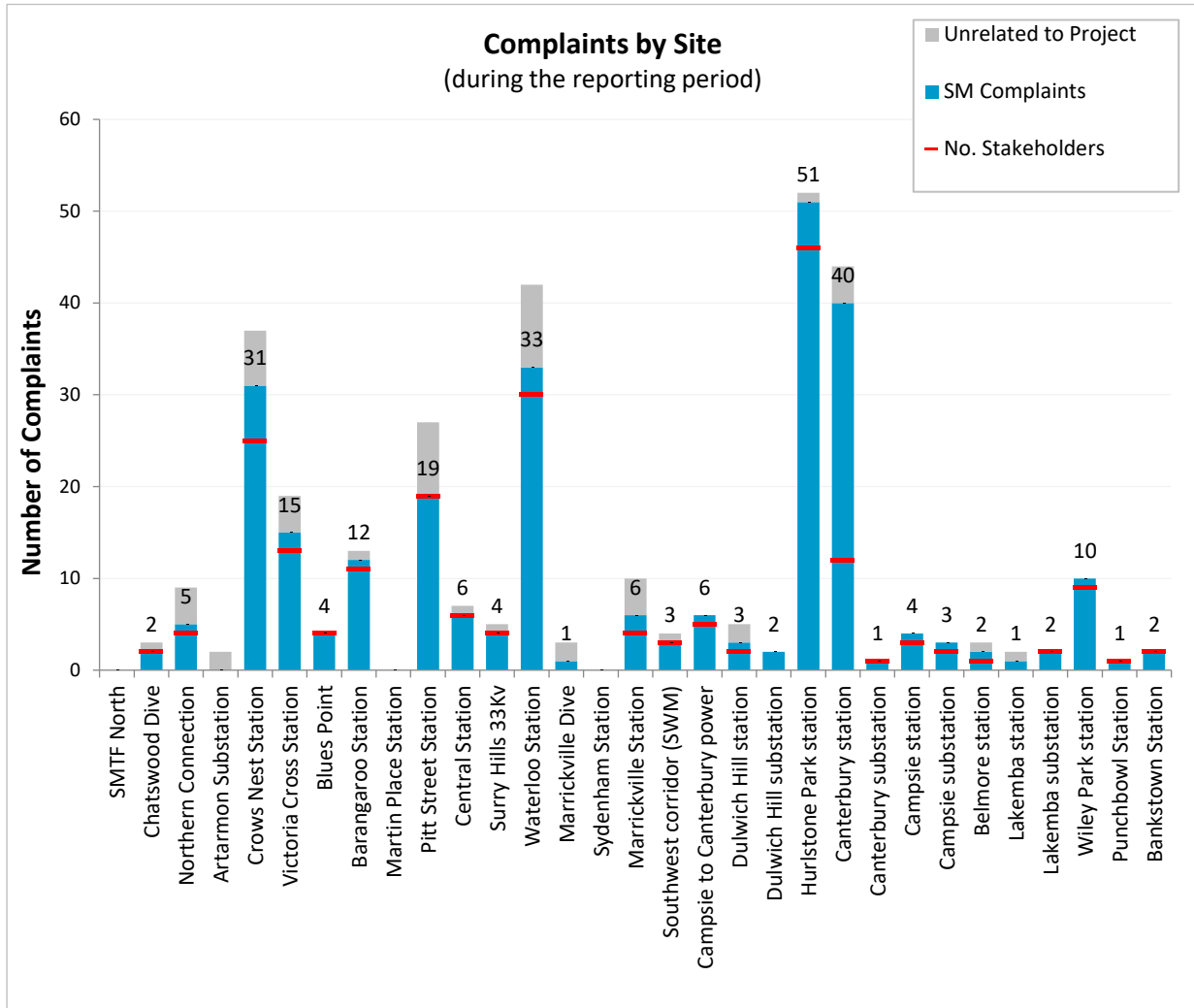


Figure 6 Complaints by Site during the Reporting Period

6 Sustainability and Environmental Initiatives

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

A combined 2019/2020 report was released July 2021. The combined 2021/2022 report is due in second quarter of 2023.



Figure 7 Sydney Metro 2017, 2018 and 2019/2020 Sustainability Reports

Appendix 1 – Complaints during the Reporting Period