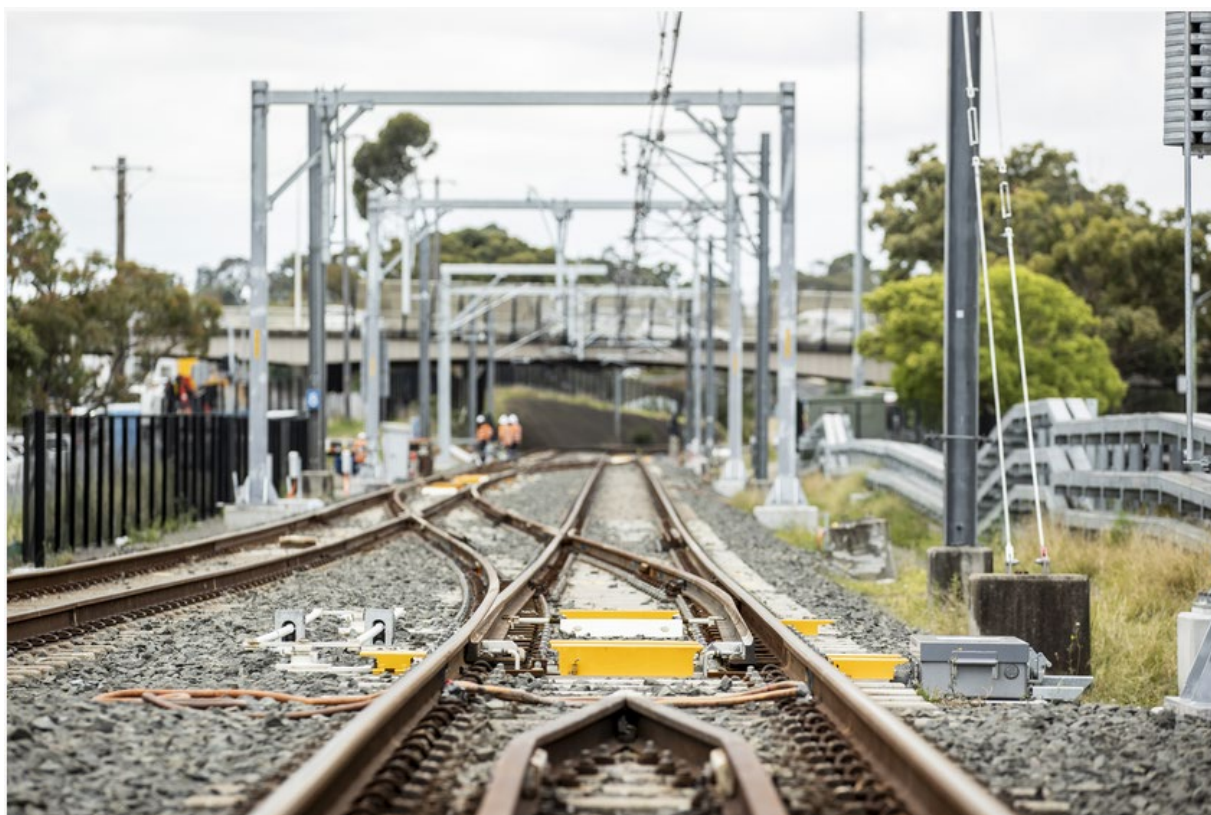


Construction Compliance Report #16

(1 October 2024 to 31 March 2025)



Contents

1	Executive Summary	3
2	Introduction	7
2.1	Purpose of this Report	7
2.2	Project Overview	8
2.3	Project Planning Approvals.....	9
2.3.1	CSSI Planning Approvals.....	9
2.3.2	Planning Approval Register.....	11
2.3.3	Consistency Assessments	12
3	Project Stages.....	13
3.1	Current Status of Stages	13
3.2	Construction Environmental Management Plan Reviews / Amendments	14
3.3	Relationships between Planning Approvals and Stages	16
3.4	Environmental Protection Licences.....	17
4	Environmental and Compliance Management.....	20
4.1	Compliance Management.....	20
4.1.1	Tracking.....	20
5	Environmental and Compliance Performance	23
5.1	Overview	23
5.2	Non-Compliances	24
5.3	Incidents.....	30
5.4	Environmental Audit Findings	30
5.4.1	Open from Previous Reporting Period.....	30
5.4.2	This Reporting Period	30
5.5	Environmental Monitoring	30
5.5.1	Noise and Vibration.....	32
5.5.2	Blasting.....	32
5.5.3	Surface Water Quality	32
5.5.4	Groundwater Quality	32
5.6	Business Impact Monitoring.....	32
5.7	Complaints	45
6	Sustainability and Environmental Initiatives.....	48
	Appendix 1 – Complaints during the Reporting Period.....	49

Author:	Environment Manager, City & Southwest
Date:	May 2025
Version:	1.2
Reference:	SM-25-0079909
Division:	Technical Services

1 Executive Summary

This City & Southwest Construction Compliance Report #16 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 October 2024 to 31 March 2025.

Construction continued across the SSI_7400 and SSI_8256 planning approvals, and operation of SSI_7400 was ongoing having commenced in August 2024. There was a decrease from 2383 to 1971 ongoing requirements being tracked by Sydney Metro and its contractors by the end of this reporting period. However, the number of ongoing requirements at the end of May 2025 was 1374. Fifteen (15) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. Three (3) environmental audits were undertaken by Sydney Metro's contractors.

A total of 112 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 101 complaints were determined to be attributed to project works following investigation. Majority of complaints were attributed to the EHVMT Stage (37%), followed by SWM3 (36%), Pitt Street ISD (14%), and CN ISD and SWM 6 (both 5%). The remaining 3% of complaints were attributed to Waterloo ISD, Operations and Linewide.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 73 complaints, or 72% of all complaints attributed to the project. This was followed by 9 complaints (or 9%) relating to Traffic, Transport and Access and 8 complaints (or 8%) relating to Property and Business. The remaining 11% of complaints were related to Worker Behaviour (4), Biodiversity (4), and Visual Amenity (3).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0	0
CN ISD	112 (3)	0		5 (5)
VC ISD	51 (0)	0	0	0
BS	55 (1)	0	0	0
MP Demo	Combined with the MP ISD Stage.			
MP ISD	48 (0)	0	0	0
PS ISD	7 (0)	0	0	14 (8)
CSM	0 (0)	0	0	0
W ISD	87 (0)	0	0	1 (1)
SSJ	106 (0)	0	0	0
SWMC	215 (0)	0	0	0
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0	0	0
LW (C2S)	17 (1)	0	0	0
LW (S2B)	122 (0)	0	0	2 (2)
TSOM	169 (0)	0	0	1 (1)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	144 (0)	0	0	0
SW P6 HBW	144 (0)	0	0	5 (3)
SMW3	265 (7)	0	2 (0)	36 (29)
EHVMT	235 (3)	0	1 (3)	37 (35)
Sydney Metro (including non-staged works)	188 (0)	0	0	0
Total	1971 (15)	0	3 (3)	101 (84) <112>
Total from Previous Report	2383 (14)	0	2 (5)	107 (86) <134>

Definitions and Abbreviations

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

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

2 Introduction

2.1 Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2024 to 31 March 2025. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1 CCR Planning Approval Conditions Cross-References

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

Planning Approval Condition	Condition Requirement(s)	CCR Section
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.
S2B A31	The Construction Compliance Report must provide details of any review of, and minor amendments made to, the CEMP (which must be approved by the ER), resulting from Construction carried out during the reporting period.	Section 3.2
S2B E37(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Planning Secretary, in accordance with the Compliance Tracking Program required in Condition A29.	Section 5.6
SMTF D3	... Information on all complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in a complaints register and included in the construction compliance reports required by this approval...	Section 5.7 and Appendix 1

2.2 Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – From the northwest, metro rail is being extended under Sydney Harbour, through new underground city stations and beyond to the southwest. New stations have been delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street (Gadigal) and Waterloo, along with new underground platforms at Central Station. The City section of the project from Chatswood to Sydenham commenced operations in August 2024. The T3 Bankstown Line between Sydenham and Bankstown will be converted to metro standards.
- **West** –This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project, with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

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

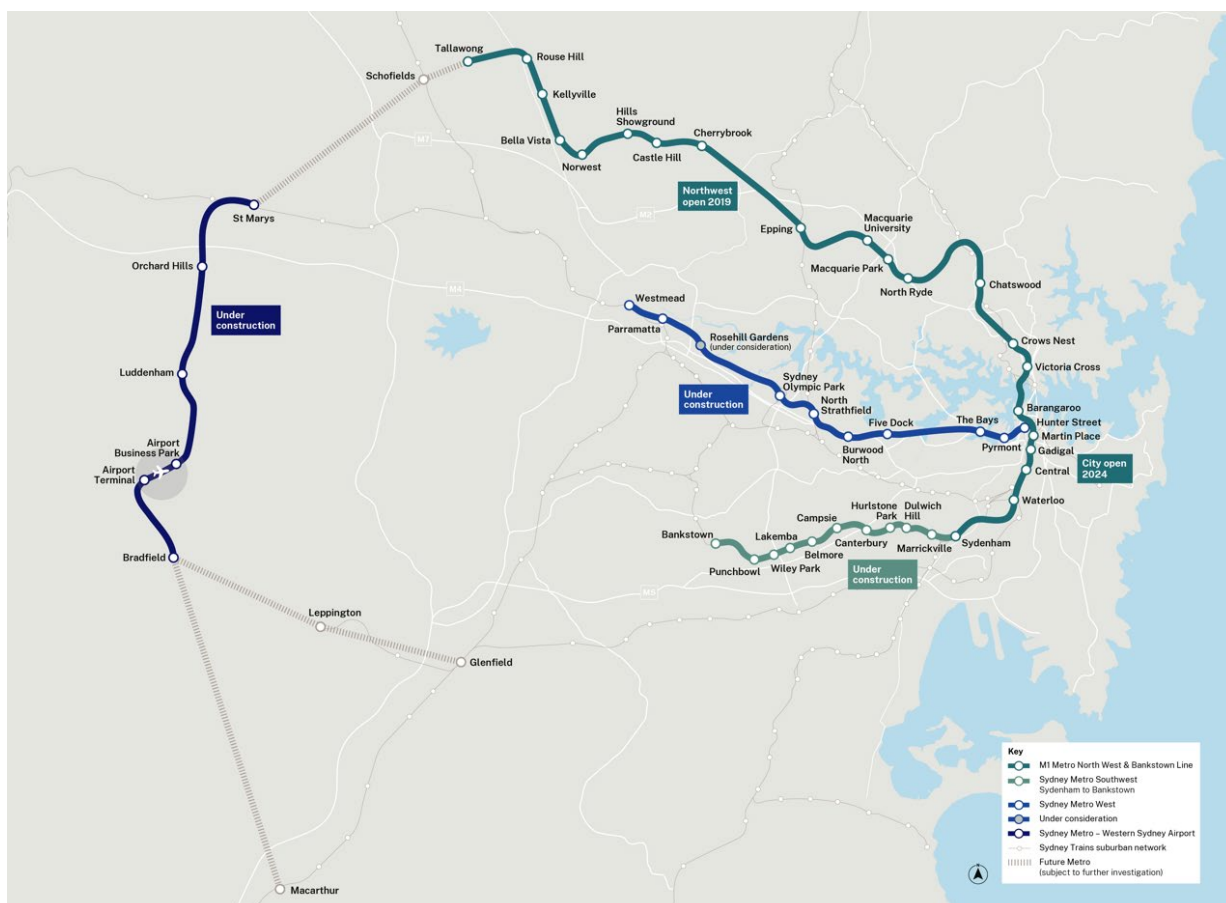


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

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

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

- SSI 7400, Chatswood to 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 to permit construction until 6 pm on Saturdays.

Sydenham to Bankstown

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

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

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

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

Sydney Metro Trains Facility

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

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

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

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

2.3.2 Planning Approval Register

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

Table 2 Planning Approval Register

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

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

2.3.3 Consistency Assessments

A total of 171 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. No Consistency Assessment was 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
Nil	Nil	Nil

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 March 2025.

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	Physical works completed December 2024
MP ISD Demo	19 Dec 2018	Physical works completed April 2019
MP ISD	10 May 2019	Physical works completed December 2024
PS ISD	6 January 2021	Construction phase
CSM	4 August 2018	Main physical works completed around Q4 2023
W ISD	1 October 2020	Construction phase
SSJ	28 August 2018	Physical works completed April 2022
LW (SMTF-N)	16 August 2019	Physical works completed March 2023
LW (C2S)	4 March 2020	Defect rectification 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	Main physical works completed around Q4 2023/Q1 2024
SWM Stations Packages 5&6 DCP HBW	19 April 2021	Defect Rectification Phase
SMC	19 March 2021	Main physical works completed September 2024.
SWM3	30 September 2024	Construction phase
EHVMT	19 October 2024	Construction phase

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

3.2 Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	There were no amendments made to the CEMP during the reporting period. The Crows Nest CEMP is currently in the process of being updated with minor amendments.
VC ISD	11 August 2020	The Environment, Health & Safety (EHS) Plan was updated with minor amendments in February 2025 to Rev 16, endorsed by the ER on 3 March 2025.
BS	17 September 2021	There were no amendments made to the CEMP during the reporting period. The Barangaroo Station CEMP is currently in the process of being updated with minor amendments.
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	The Environment, Health & Safety (EHS) Plan was updated with minor amendments in February 2025 to Rev 7.12, endorsed by the ER on 12 March 2025.
PS ISD	24 December 2020	Minor amendments to Revision 5 of the CEMP in the form of an addendum were approved by the ER on 23 January 2025.
CSM	4 August 2018	All physical works completed.
W ISD	31 July 2020	Minor amendments were made to the CEMP during the reporting period for the remaining deferred scope of works. The updated CEMP (Rev 07) was endorsed by the ER on 31 January 2025.
SSJ	28 August 2018	All physical works completed.
LW (SMTF)	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
LW (C2S)	4 March 2020	There were no amendments made to the CEMP or subplans during the reporting period. Due to construction works being completed, the CEMP and subplans will be reviewed in the next reporting period.

LW (S2B)	4 March 2020	There were no amendments made to the CEMP or subplans during the reporting period. The remaining works under this scope are limited and the CEMP and subplans will be reviewed in the next reporting period.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
SMC	20 September 2023	The CEMP was made redundant as this package is complete.
SWM Package 4 MCL	15 January 2021	All physical works completed
SWM Package 5 DCP HBW	4 March 2021	No CEMP or subplans update during the reporting period (as agreed with the project's ER).
SWM Package 6 HBW	4 March 2021	No CEMP or subplans update during the reporting period (as agreed with the project's ER).
SWM3	20 September 2024	The CEMP was updated with minor amendments twice during the reporting period, on 8 October 2024 and 20 November 2024.
EHVMT	4 October 2024	There were no amendments made to the CEMP during the reporting period.

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	SWM3	EHVMT
SMTF (SSI_5931)										✓	✓						
SMTF MOD1 – Administrative Changes										✓	✓						
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
C2S MOD2 – Central Walk								✓		✓	✓						
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓						
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓						
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓						
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓						
C2S MOD6 – Administrative Changes		✓			✓	✓	✓	✓	✓	✓	✓						
C2S MOD7 – Administrative Changes										✓	✓						
C2S MOD8 – Blues Point Access										✓							
C2S MOD9- Extended Hours						✓	✓	✓	✓	✓	✓						
S2B (SSI_8256)										✓	✓	✓	✓	✓	✓	✓	✓
C2S MOD1 – Bankstown Station										✓	✓	✓	✓	✓	✓	✓	✓

3.4 Environmental Protection Licences

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

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

Table 7 Status of C&SW Environment Protection Licences

Stage				Licence	Activity Type	EPL #	Status
SYAB				EPL not required (all works completed prior to the reporting period).			
NCW				EPL not required (all works completed prior to the reporting period).			
Demolition A				EPL not required (all works completed prior to the reporting period).			
Demolition B				EPL not required (all works completed prior to the reporting period).			
TSE				EPL not required (all works completed prior to the reporting period).			
CN ISD				EPL not required.			
VC ISD				EPL not required.			
BS				EPL not required (all works completed during the reporting period)			
MP ISD Demo				EPL not required (all works completed prior to the reporting period).			
MP ISD				EPL not required (all works completed during the reporting period)			
PS ISD				EPL not required.			
CSM				Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and was surrendered on 22 Nov 2023.
W ISD				EPL not required.			
SSJ				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and is now utilised for SWM3 only.
LW (SMTF)				EPL not required. Physical works completed March 2023.			
LW (C2S)				CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 and active for the rail alignment premises until 30 May 2024, with Marrickville Water treatment plant premises kept on licence, with final surrender of EPL on 24 July 2024.
LW (S2B)				EPL not required.			
TSOM	N/A for Construction – Never	Railway activities – rolling	21247	Northwest Operational EPL 21247 varied to include Chatswood-Sydenham alignment on 29 May 2024; varied to include Marrickville operational water treatment plant on 24 July 2024; varied to include dynamic testing on 7 November 2024.			

Stage				Licence	Activity Type	EPL #	Status
	going to be Principal Contractor Operational EPL 21247 varied for Chatswood - Sydenham on 29 May 2024	stock operations Railway activities – railway infrastructure operations					
SMEW (prior to 24 Sep 2019)				Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL				EPL not required.			
SWM Packages 5&6 DCP HBW				EPL not required.			
Southwest Metro Corridor and SMW3				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
EHVMT				EPL not required.			

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.

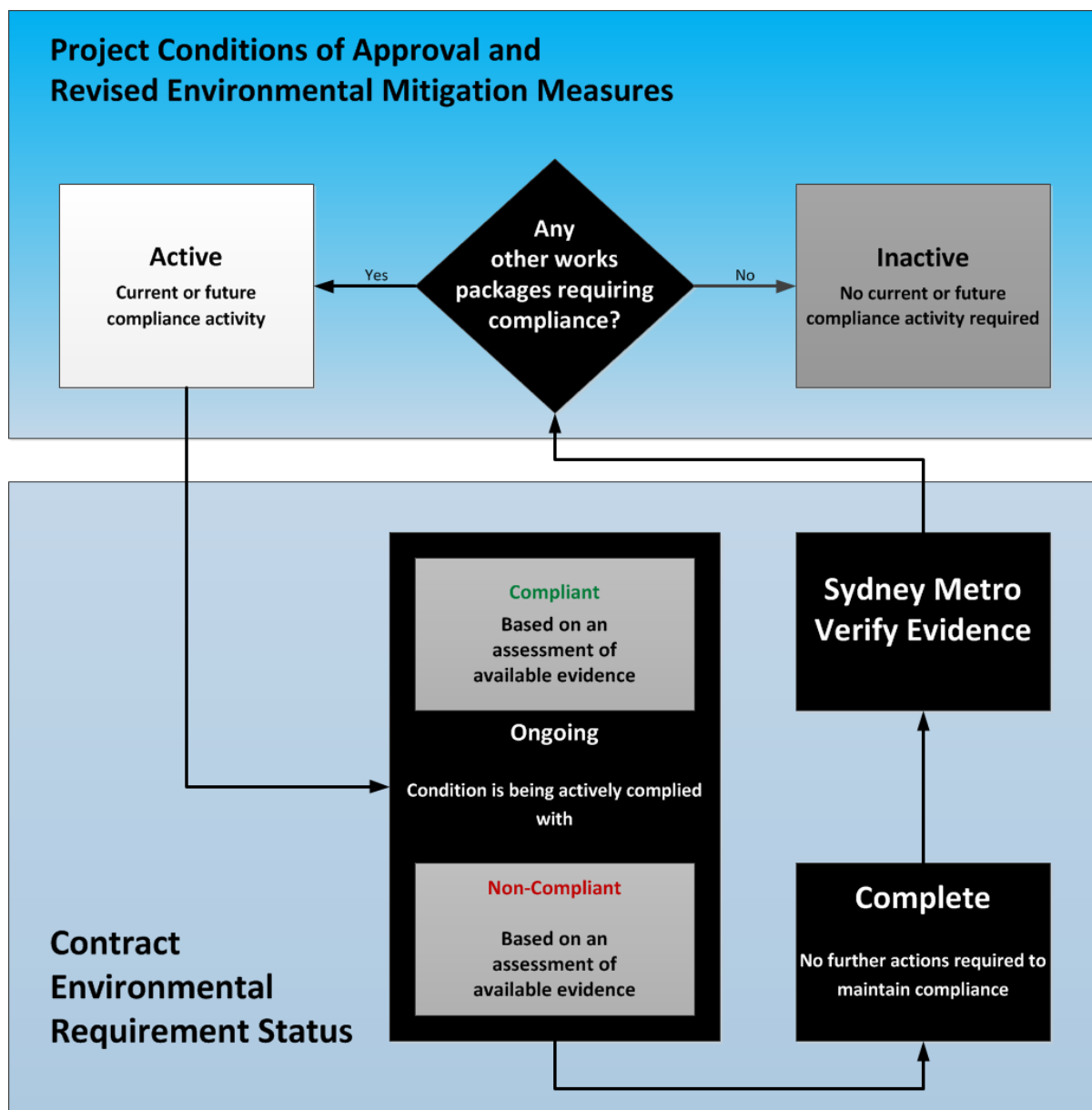


Figure 2 Tracking of Environmental Requirements

4.1.2 Chatswood to Sydenham Open Requirements

Following submission of the C2S Pre-Operation Compliance Report (POCR) as per Condition of Approval (CoA) A35 of the C2S Planning Approval (CSSI 7400), the Department of Planning, Housing and Infrastructure (DPHI) requested that Construction Compliance Report 16 (this report) include:

- an update to the requirements table to include Sydney Metro retained requirements
- an update on the number of requirements verified as completed and closed
- a brief description of any requirements still requiring verification as completed and closed

A summary of the remaining open requirements is provided in Table 8. Please note that Table 8 captures the current status and allocation of requirements to Sydney

Metro and its contractors, whereas Table 5 in section 3.2 of the POCR captures requirements that are applicable to each Stage as per the C2S Staging Report.

Table 8 CSSI 7400 Requirements Status as of May 2025

Stage	Open Requirements	Closed Requirements	Total Allocated Requirements	Brief Description of Open Requirements
SYAB	0	206	206	Nil
NCW	0	162	162	Nil
Demolition A & B	0	170	170	Nil
TSE	0	267	267	Nil
CN ISD	102	158	260	General Planning Approval requirements including design remain open as some construction remains ongoing.
VC ISD	51	191	242	General Planning Approval requirements remain open as some construction remains ongoing.
BS	55	163	218	General Planning Approval requirements remain open as construction was recently completed. Compliance Tracking Reports to close out remaining requirements are currently in progress.
MP Demo			Combined with the MP ISD Stage	
MP ISD	48	203	251	General Planning Approval requirements remain open as construction was recently completed. Compliance Tracking Reports to close out remaining requirements are currently in progress.
PS ISD	7	228	235	General Planning Approval requirements remain open as some construction remains ongoing until approximately quarter two (Q2) 2025.
CSM	0	261	261	Nil
W ISD	87	163	250	General Planning Approval requirements remain open as some construction remains ongoing until approximately quarter four (Q4) 2025.
SSJ	0	246	246	Nil
LW (C2S)	17	229	246	General Planning Approval requirements remain open as defect rectification is ongoing. Compliance Tracking Reports to close out remaining requirements are currently in progress.
TSOM	2	288	290	Requirements relating to implementation of the Staging Report and minor ancillary facilities remain open.
Sydney Metro	114	88	202	General Planning Approval requirements remain open as construction remains ongoing.
Total	486	3023	3506	

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 2297. There was a total of 15 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1 Overview

A summary of the results of the C&SW compliance monitoring activities during the reporting period are provided in Table 9.

Table 9 Compliance Summary for the Reporting Period

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0	0
CN ISD	112 (3)	0		5 (5)
VC ISD	51 (0)	0	0	0
BS	55 (1)	0	0	0
MP Demo	Combined with the MP ISD Stage.			
MP ISD	48 (0)	0	0	0
PS ISD	7 (0)	0	0	14 (8)
CSM	0 (0)	0	0	0
W ISD	87 (0)	0	0	1 (1)
SSJ	106 (0)	0	0	0
SWMC	215 (0)	0	0	0
SMEW	0 (0)	0	0	0
LW (SMTF)	5 (0)	0	0	0
LW (C2S)	17 (1)	0	0	0
LW (S2B)	122 (0)	0	0	2 (2)
TSOM	169 (0)	0	0	1 (1)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	144 (0)	0	0	0
SW P6 HBW	144 (0)	0	0	5 (3)
SMW3	265 (7)	0	2 (0)	36 (29)
EHVMT	235 (3)	0	1 (3)	37 (35)
Sydney Metro (including non-staged works)	188 (0)	0	0	0
Total	1971 (15)	0	3 (3)	101 (84) <112>

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>
Total from Previous Report	2383 (14)	0	2 (5)	107 (86) <134>

5.2 Non-Compliances

There were 15 non-compliances raised during the reporting period, three of which remain open at the date of this report.

Table 10 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 10 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	3	0	64
VC ISD	0	0	51
BS	1	0	55
MP ISD	0	0	48
PS ISD	0	0	7
CSM	0	0	0
W ISD	0	0	87
SSJ	0	0	106
SWMC	0	0	215
SMEW	0	0	0
LW (SMTF-N)	0	0	5
LW (C2S)	1	0	17
LW (S2B)	0	0	122
TSOM	0	0	169

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)*	Compliance Load at end of Reporting Period
SW P4 MCL	0	0	1
SW P5 DCP	0	0	144
SW P6 HBW	0	0	144
SWM3	7	0	265
EHVMT	3	0	235
Sydney Metro (including non-staged works)	0	0	188
Total	15	0	1971

**Note: Status of non-compliances is as at the end of May 2025.*

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

Table 11 Non-Compliances raised during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
01-October-2024	Flora and Fauna	SSI8256 - SWM3 - Final Conversion Period - REMM - B1	Works to install piles for fence footings at Dulwich Hill (generally between SM Chainage 8km420 and 8km379.507) included cutting the ground level down by approximately 300mm and into the Dudley St Plant Community Type (PCT 1281) up to 700mm. Prior to works commencing an ecologist should have re-assessed the area to comply with REMM B1.	<p>Works were stopped and the area was temporarily stabilised. (Closed)</p> <p>An ecologist was engaged to advise on the biodiversity impacts and recommend a permanent solution for the area. (Closed)</p>
01-October-2024	Noise and Vibration	SSI8256 - SWM3 - Final Conversion Period - MCoA - C7	<p>Unapproved OOHW occurred at Dulwich Hill Station when water barriers and ATF fencing were installed as part of preparations for station shutdown. Works were not notified and appropriate mitigations were not offered.</p> <p>Non-compliance with CEMP Table 11 hold point: Out of Hours Work (OOHW) Approval. This is a non-compliance with Condition C7, which requires the CEMP to be implemented throughout the duration of construction works.</p>	<p>Details of the non-compliance were provided to the EPA in accordance with the EPL (R4.1 Report). Details of non-compliance was provided to SM, ER. (Closed)</p>
03-October-2024	Community, Stakeholder and Business	SSI15_7400 - Crows Nest ISD - MCoA - A1	A non-compliance has been identified and raised as the Hume Street bridge remained closed from First Passenger Service (FPS) on 19th August until 4th September 2024, despite an Environmental Review requiring that it be partially open to the public after FPS for a total of 17 days. The opening was delayed as Transport for NSW provided permission for the road to reopen to traffic and pedestrians on 4th September 2024.	<p>Sydney Metro and contractors must seek formal confirmation of all assigned actions and their respective due dates in relation to CAs and ERs. (Closed)</p> <p>Contractors working under the planning approval must work in accordance with what is committed to within the planning approval. If a change in circumstance occurs or inability to comply is identified, formal correspondence to notify the proponent with justification is required. (Closed)</p> <p>Share lessons learnt within Sydney Metro. (Closed)</p>
19-November-2024	Noise and Vibration	SSI8256 - SWM3 - Final Conversion Period - MCoA - C7	Unapproved OOHW occurred at Dulwich Hill Station when a float was arranged and the driver attended site at 4:40am, earlier than the allowable time of 7:00AM.	Email sent out to all Hyundai Movex contractors to remind them of standard

			<p>Works were not notified, and appropriate mitigations were not offered to affected residents.</p> <p>UGL contracted to Hyundai Movex (working under S2B's PC) were the responsible party undertaking works related to this non-compliance.</p>	<p>construction hours (inclusive of deliveries). (Closed)</p>
25-November-2024	Noise and Vibration	SSI8256 - SWM3 - Final Conversion Period - MCoA - C7	<p>A jack hammer was used during day OOHW at Marrickville Sewer for pile trimming. Jack hammering was not included in the noise model and as such was not permitted to be used. Appropriate mitigation and notification were not issued.</p>	<p>Jack hammering works were stopped once environmental resource became aware of the non-compliance. (Closed)</p> <p>Details of the non-compliance were provided to the EPA in accordance with the EPL (R4.1 & R4.3 Report). Details of non-compliance was provided to SM, ER. (Closed)</p>
04-December-2024	Management Systems	SSI8256 - SWM3 - Final Conversion Period - MCoA - C7	<p>Pantograph checks were conducted in the Belmore Triangle area on 04/12/2024 without an OOHW Permit in place. The checks resulted in a complaint at 01:15 on 04/12/2024. Previously, these works had been done under an OOHW Permit and were deemed inaudible.</p>	<p>Entry into the corridor was restricted at Belmore Triangle for the rest of the week during OOHW and the remaining works were added to an OOHW Permit. Details of the non-compliance were provided to the EPA in accordance with the EPL R4.1 Details of non-compliance were provided to SM, ER. (Closed)</p>
14-January-2025	Heritage	SSI8256 - SWM 4 CIRA HVM - MCoA - C7; SSI8256 - SWM 4 CIRA HVM - REMM - NAH16	<p>Three small screws were fastened into the exterior fabric of the Canterbury Signal Hut, which is listed on the State Heritage Register (SHR #01109) and Sydney Metro's s170 heritage asset register (SHI no. 4801100). The action was undertaken to secure ATF fencing used to prevent pedestrian access into the rail corridor.</p>	<p>The site team will be re-inducted on heritage items project-wide (particularly at Canterbury Road/Station) to prevent a similar recurrence of this issue. (Closed)</p> <p>The Martinus site team to immediately remove the wooden post affixed to the Canterbury Signal Hut and remediate the holes left from the screws in accordance with advice given by Artefact Heritage. (Closed)</p> <p>Additional signage will be installed around the heritage structure and a physical barrier will be put in place. (Closed)</p>
30-January-2025	Management Systems	SSI15_7400 - Barangaroo SD - MCoA - E60	<p>Post Construction Condition report for 25 Hickson Road was completed on 16/12/24. The building owner had not confirmed recipients until after 16th January 2025. Post</p>	<p>Post Condition report was issued on 05/02/25 to building owner. (Closed)</p>

			Construction Condition report not issued within one month as per Condition of Approval E60.	Remaining conditions will be tracked in a register with timeframes included. (Closed)
03-February-2025	Management Systems	SSI8256 - SWM 4 CIRA HVM - MCoA - B14	<p>Martinus Rail is required to have CEMP, Subplans and other Management Plans on public display under CoA B14(f).</p> <p>The links within the Martinus Rail website are not functional, and hence this is a non-compliance.</p>	The Martinus marketing manager has responded to this NCR with urgency on having the documents uploaded and available for public viewing. The documents were live and available on the website on 04/02/2025. (Closed)
03-February-2025	Flora and Fauna	SSI8256 - SWM3 - Final Conversion Period - REMM - B4	<p>Impact to Downy Wattle not avoided. On the 30/01/2025, a potential impact to the Acacia pubescens was identified. The Ecologist from East Coast Ecology was present at the time and confirmed the species. This population of threatened plants is known to the project and is mapped on the Environmental Control Map (ECM), also displayed on site.</p> <p>The EIS identified Approx 650 stems throughout the S2B alignment, approx. 20 stems occurring as two patches, on the embankment on the upside of the rail corridor, around 1km west of Punchbowl Station, the area in question.</p>	<p>Ecologist quantified the impact and provided recommendations. (Closed)</p> <p>As part of the LOR EMS, a Collective Insight was held. It is a facilitated group session that focuses on a specific topic to identify the positives, gaps, and assign actions for to improve and maintain effectiveness. (Closed)</p>
05-February-2025	Noise and Vibration	SSI15_7400 - Linewide - MCoA - C15	<p>On 26/03/24 at 23:37, at 342 Mowbray Road, Artarmon, Systems Connect personnel undertook attended noise monitoring during minor construction activities (drain clearing and surface stabilisation works). Monitoring was undertaken to measure works taking place during out of hours period and to verify predicted noise level from the construction activities.</p> <p>The calibration interval due date for the sound level meter utilised to conduct noise monitoring was 23/03/2024 – this meant that during monitoring the meter used was past the recommended calibration interval by 3 days.</p>	The sound level meter will not be used again until calibration is undertaken. (Closed)
07-February-2025	Noise and Vibration	SSI15_7400 - Crows Nest ISD - MCoA - E44	Following a noise complaint received on 21/01/2025, an investigation was initiated approximately 36 hours after the incident to assess compliance with the approved Out of Hours Work permit and environmental management requirements. The investigation identified there was a non-compliance with Condition E44(f). The use of unapproved equipment, specifically a street sweeper (sound power level 85dB) and a high-pressure water lance, was not listed under OOHWA 053. This breached Condition E44(f) of approval	Future OOHWA applications must include all equipment to be used, including standby equipment. (Closed)

			SSI 7400, which governs noise management during out-of-hours work.	
07-February-2025	Soil and Water	SSI15_7400 - Crows Nest ISD - MCoA - C8	Following a noise complaint received on 21/01/2025, an investigation was initiated approximately 36 hours after the incident to assess compliance with the approved Out of Hours Work permit and environmental management requirements. The investigation identified there was a non-compliance with Condition C8. The investigation revealed a failure to implement key mitigation measures outlined in the AWE Soil and Water Management Plan (SWMP), as required by Condition C8.	<p>A night-shift Toolbox Talk needs to identify all approved equipment and ERSED requirements and must be signed by all workers. (Closed)</p> <p>Night shift supervisor must take photos of ERSED and noise control (i.e. noise walls) once setup. These photos must be sent to the ER after each shift. (Closed)</p>
04-March-2025	Noise and Vibration	SSI8256 - SWM3 - Final Conversion Period - MCoA - C7	It was identified that light vehicles entered Belmore Triangle Friday Night/Saturday morning (28/02/2025 to 01/03/2025), however access to Belmore Triangle was not included in the OOHW Approval for WE35 Possession (28/02/2025 to 02/03/2025) although inaudible. Undertaking the modelling for light vehicles did not trigger additional notification, RO or sleep disturbance assessment. The noise model was validated with the data from the noise logger. Appropriate level of mitigation was offered.	The rumble grid was removed and replaced with a fodmat which further reduces the noise impact when tracked over by vehicles due to its plastic malleable properties and shallower ridges. At source noise control in place. Noise monitoring continues. (Closed)
13-March-2025	Management Systems	SSI8256 - SWM 4 CIRA HVM - MCoA - A20	<p>It was identified at various site inspections by Sydney Metro and the ER that shade cloth and/or boundary screening was not installed at various MR sites across the alignment, including at Canterbury Road Overbridge, Livingstone Road Overbridge and at Hurlstone Park Minor Ancillary Facility.</p> <p>On investigation, it was identified that boundary screening was causing pedestrian and traffic issues at Canterbury Road during inclement weather. A change notice was issued to Martinus by Sydney Metro absolving the need to place boundary screen across AFT fencing in locations where there is a potential for the screening to be blown over during inclement weather.</p> <p>This is contrary to Condition A20 of CSSI 8256 which requires boundary screening to be installed at all Ancillary Facilities. Despite the change notice issued to Martinus, this is still a non-compliance against SSI 8256 CoA A20 and should be rectified to be in compliance.</p>	<p>Site-wide inspection to ensure boundary screening is covering sites where a public safety hazard is not present. This action does not include non-bridge barrier sites due to their temporary occupancy (two-three weeks). (Closed)</p> <p>Inspection at all ancillary and minor ancillary facilities to ensure boundary screening is installed in compliance with Condition A20. (Closed)</p> <p>Review Visual Amenity Management Plan (VAMP) to ensure that MR are following commitments made in this plan and make any minor amendments necessary stating that boundary screening will not to be installed where there is a public safety risk. (Closed)</p>

5.3 Incidents

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

Table 12 Environmental Incidents reported during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
-------------	------	---------------------------------------	-------------	---

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

Three (3) environmental audits were undertaken during the reporting period:

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

The three audits resulted in a total of three 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').

Table 13 summarises the environmental audits undertaken during the reporting period.

Table 13 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
SWM3	Environmental (Noise and Vibration)	Independent	27/03/2025	0	0	0
SWM3	Environmental Audit	Internal	16/12/2025	0	0	0
EHVMT	Environmental Audit	Internal	28/03/2025	3	3	0
Totals				3	3	0

5.5 Environmental Monitoring

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

- Noise and vibration – CoA C9(a),

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

Table 14 indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs that have either been completed, are not applicable during the reporting period or are yet to commence 'construction' as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

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

Table 14 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	N/A (Completed)	N/A	N/A	N/A (Completed)
VC ISD	N/A (Completed)	N/A	N/A	N/A (Completed)
BS	N/A (Completed)	N/A	N/A	N/A
MP ISD Demo	All works completed prior to the reporting period.			
MP ISD	N/A (Completed)	N/A	N/A	N/A (Completed)
PS ISD	N/A (Completed)	N/A	N/A	N/A (Completed)
CSM	N/A (Completed)	N/A (Completed)	N/A	N/A
W ISD	Applicable	N/A	N/A	N/A
SSJ	N/A (Completed)	N/A	N/A (Completed)	N/A
LW	N/A (Completed)	N/A	N/A (Completed)	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 W ISD Stage only. A noise and vibration summary and analysis for W ISD undertaken during the reporting period is provided in Table 15 and Table 16.

Table 15 Noise Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
W ISD	0	Noise monitoring was conducted to verify construction noise levels with Predicted Noise Level (PNL) outlined in the CNVIS and applicable OOHWA. No exceedances of predicted levels were observed.

Table 16 Vibration Monitoring Results Summary and Analysis

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

5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

5.5.3 Surface Water Quality

During the reporting period, no surface water quality monitoring was undertaken. All surface water quality monitoring programs under CSSI 7400 are no longer required due to limited scope of work remaining and the completion of relevant construction.

5.5.4 Groundwater Quality

During the reporting period, no groundwater quality monitoring was undertaken. All groundwater quality monitoring programs under CSSI 7400 are no longer required due to limited scope of work remaining and the completion of relevant construction.

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, PS ISD, W ISD, Linewide, SMEW, Packages 4, 5 and 6, SWM3 and EHVMT Stages in accordance with the applicable C&SW Staging Reports. There was no business impact monitoring during the reporting period for VCISD, MP ISD, BS, CSM, SSJ, or SWM3. TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions. The following

sections provides a summary of business impact monitoring results during the reporting period.

Crows Nest Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	Status Update
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	14 notifications were issued to business stakeholders to inform about upcoming activities and likely construction impacts. Summary: 6 monthly updates 3 OOH notifications 5 update slips 9 campaign emails
	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.	3 business briefings (and doorknocks) were carried out during the reporting period.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil.
		Lessons learnt.	Doorknocks and check-ins continue to be valued by the business community throughout public domain works. Business community continue to be eager for precinct works to be completed, and roadways re-opened. Business community frustrated by ongoing precinct works after station has opened.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	122 businesses were consulted regarding standard mitigation measures to address access, parking, and

Performance parameters	Monitoring	Reporting outputs	Status Update
			amenity issues during the reporting period.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	Road rectification works impacting business access were coordinated around peak trade periods for a nearby business.
		Business feedback on effectiveness of mitigation measures	Impacted business was pleased with this outcome.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Zero.
		Lessons learnt.	Businesses prefer works disrupting access to be undertaken at night.
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	Nil.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Nil.
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Nil.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	Regular doorknocks and check-ins continue to be valued by the business community ahead of noise and vibration intensive works (public domain work).

Pitt Street Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	31 notifications were issued to businesses within our catchment area during the reporting period. Comprising: <ul style="list-style-type: none"> • 6 monthly combined OOH and work notifications • 25 weekly emails were issued during this period
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	Regular targeted email updates were provided to sensitive stakeholders and businesses, regarding upcoming utility and public domain work. Meetings with businesses were optional upon their request One targeted meetings occurred with Kimpton Margot Hotel regarding upcoming public domain works, coinciding with major VIP visits over two consecutive weeks in March.
		Percentage of businesses within 50m contacted prior to work	100%
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil during this reporting period.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Three businesses were consulted during this period regarding mitigation measures to minimise noise, ensure continuity of access, parking, viability and amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from	Details of mitigation measures implemented	One business was consulted on alleged

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
	businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.		temporary visual access disruption
		Business feedback on effectiveness of mitigation measures	Businesses needs were address and accommodated to the best of project's ability over the course of the public domain works. Mitigation measures included revised work methodology and timing, to facilitate business events and VIP guests. Businesses were appreciative of the actions.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Only one complaint during the reporting period was related to temporary obstruction of entry point.
		Lessons learnt.	Proactive, transparent communication about upcoming work and associated impacts is key to enabling collaboration with business stakeholders on mitigation measures. It also enables businesses to plan and adjust their operations where possible to minimise adverse impacts. The Gadigal Station team continued working closely with the business executives, accommodating their specific requests modifying the work schedule at times where the venues are at full capacity, or during special events and VIP visits
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	Implementation of noise tents and blankets during noisy activities at Gadigal North and South site to minimise noise impacts. Revising the program to condense some high impact works (jackhammering and sawcutting) into a single night and purchasing additional equipment and

Performance parameters	Monitoring	Reporting outputs	PS ISD Status
			<p>material (i.e. plates) to mitigate impacts from nightworks on The Kimpton Margot Hotel, Park Regis Hotel, and Castlereagh Boutique Hotel, including revision of the footpath work and cumulative impact of Council contractors and Gadigal teams work</p> <p>Where possible, the project considered business stakeholders' event schedule when planning Gadigal Station work activities, to minimise adverse impacts stemming from project delivery.</p> <p>Businesses conveyed appreciation at the efforts to mitigate noise, while some continued to express general dissatisfaction of the overall impact and duration of works.</p>
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		5 positive records as a result of work methodology and timing adjustment.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.		Nil.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of referrals to Sydney Metro	Nil referred to Sydney Metro during the current reporting period. 8 overall noise complaints from businesses
		Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Two businesses lodged repeated complaints during this period.
		Lessons learnt	Continuous regular contact and providing timely, detailed information about upcoming activities and construction impacts with businesses has been key to minimising the number of complaints during this period, and to achieve a positive outcome. Access to a 24/7 community team member has been instrumental in identifying and resolving issued promptly, to avoid escalation.

Waterloo Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	WL ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Waterloo Congregational Church: <ul style="list-style-type: none"> 1 interface meeting - WLD actively communicating with Church on a regular basis. 	All interactions with businesses are documented in Consultation Manager. 10 letterbox drop notifications issued; monthly work notifications which include OOH. 0 Community / Business connect event 0 Bi-annual newsletter 6 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%. All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list.	100% of notifications issued on time.
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Businesses on Raglan, Buckland and Wellington streets and Botany Road were visited to ensure they were aware of nearby external utility work	Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued: ongoing doorknocks to businesses close to external utility work.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	No complaints were received from businesses. No complaints were referred to the Community Complaints Mediator.
		Lessons learnt.	Businesses to be consulted ahead of any disruption should it be required to facilitate work in the future.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.	No business requests received for coordination regarding property access, parking, visibility or amenity. No business complaints received regarding property access, parking, visibility, or amenity.
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed – N/A	Nil.

Performance parameters	Monitoring	Reporting outputs	WL ISD Status
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity - 0.	Nil.
		Lessons learnt.	Businesses to be consulted ahead of any disruption to parking on Raglan, Wellington Street and Botany Road, should it be required to facilitate work in the future.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo Congregational Church and will alert John Holland to vibration exceedances.	<ul style="list-style-type: none"> No. of referrals to Sydney Metro: 0 No. of avoidable noise and vibration complaints from business stakeholders: 0 No. of unavoidable noise and vibration complaints from business stakeholders: 0 Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.	
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		
	Records of businesses referred to Sydney Metro for additional assessment / treatment.		
	Records in Consultation Manager database on noise and vibration complaints from businesses.		

Linewide

Performance parameters	Monitoring	Reporting outputs	LW ISD Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	4 x email updates SMTF South (fencing modification and artwork installation activities) The above excludes combined monthly and weekly email notifications issued by other contractors related to the Southwest Corridor work, with content contributions from Systems Connect
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Number of briefings, information sessions and completed doorknocks	Nil.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil for the current reporting period.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Nil for the current reporting period.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Percentage of businesses where mitigation measures were implemented as agreed	N/A – due to the stage of the works, the implementation of mitigation measures was not required.
		Business feedback on effectiveness of mitigation measures	N/A – due to the stage of the works, the implementation of mitigation measures was not required
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	With the Systems Connect work delivered, engagement with local businesses was not required.

Performance parameters	Monitoring	Reporting outputs	LW ISD Status
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil

SMEW, Packages 4, 5 and 6, SWM3 and EHVMT

Performance parameters	Monitoring	Reporting outputs	Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	6 monthly notifications letterbox dropped 1 specific business notification at Lakemba 66 email updates, includes a monthly email update for 10 sites between Sydenham and Bankstown and rail possession and any night works reminders
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks.	7
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	3
		Lessons learnt.	Keeping businesses informed minimises the complaint rate. Responsive of construction team is important when resolving issues that arise from businesses. Perceived economic impacts can be minimised through clearly articulating the purpose and duration.
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	5

Performance parameters	Monitoring	Reporting outputs	Status
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	<ul style="list-style-type: none"> • Adjustment of traffic signage by traffic control to ensure perception of footpath continuation • Consideration of cultural and community events during work planning • Reviewing rail corridor access gates and alternative access locations • Informing site workers to avoid parking outside business and ensuring workers are briefed ahead of works commencing • Complying with approved traffic plans and set up • Following mitigation outlines in the out-of-hours approval • Individual contact made with businesses that may be impacted • Encouraging workers to raise awareness of working near businesses and supporting local businesses within inductions and training • Locating replacement bus stops with minimal impact on businesses as possible • Investigating providing alternative parking
		Business feedback on effectiveness of mitigation measures	Work is consistent with expectations.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	No repeat complaints received.
		Lessons learnt.	<p>Review traffic signage near footpaths to ensure visibility is not impacted.</p> <p>Equipping traffic control to make adjustments where requested by businesses when it is safe to do so.</p>
	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.	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts</p> <p>NIL, noting: 100% compliance with CNVIS & 100% compliance with agreed respite periods from high noise impact activities</p>

Performance parameters	Monitoring	Reporting outputs	Status
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Minimisation through construction methodology and equipment selection Coordinating with other contractors to reduce parking requirements during construction Social procurement Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	Businesses are prepared for, and have become accustomed to, Metro work in the local area. Business operational hours taken into consideration when balancing the needs of residents in the area and traffic approvals.

5.7 Complaints

A total of 112 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 101 complaints were determined to be attributed to project works following investigation. Majority of complaints were attributed to the EHVM Stage (37%), followed by SWM3 (36%), Pitt Street ISD (14%), and CN ISD and SWM Package 6 HBW (both 5%). The remaining 3% of complaints were attributed to Waterloo ISD, Operations and Linewide.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 73 complaints, or 72% of all complaints attributed to the project. This was followed by 9 complaints (or 9%) relating to Traffic, Transport and Access and 8 complaints (or 8%) relating to Property and Business. The remaining 11% of complaints were related to Worker Behaviour (4), Biodiversity (4), and Visual Amenity (3).

84 stakeholders accounted for the 101 complaints; 68 were one-off complaints, 11 were from stakeholders who contacted Sydney Metro twice, and 5 were from stakeholders who contacted Sydney Metro three or more times. For the EHVM Stage, 35 stakeholders accounted for the 37 complaints, and for the SWM3 Stage, 29 stakeholders accounted for the 36 complaints.

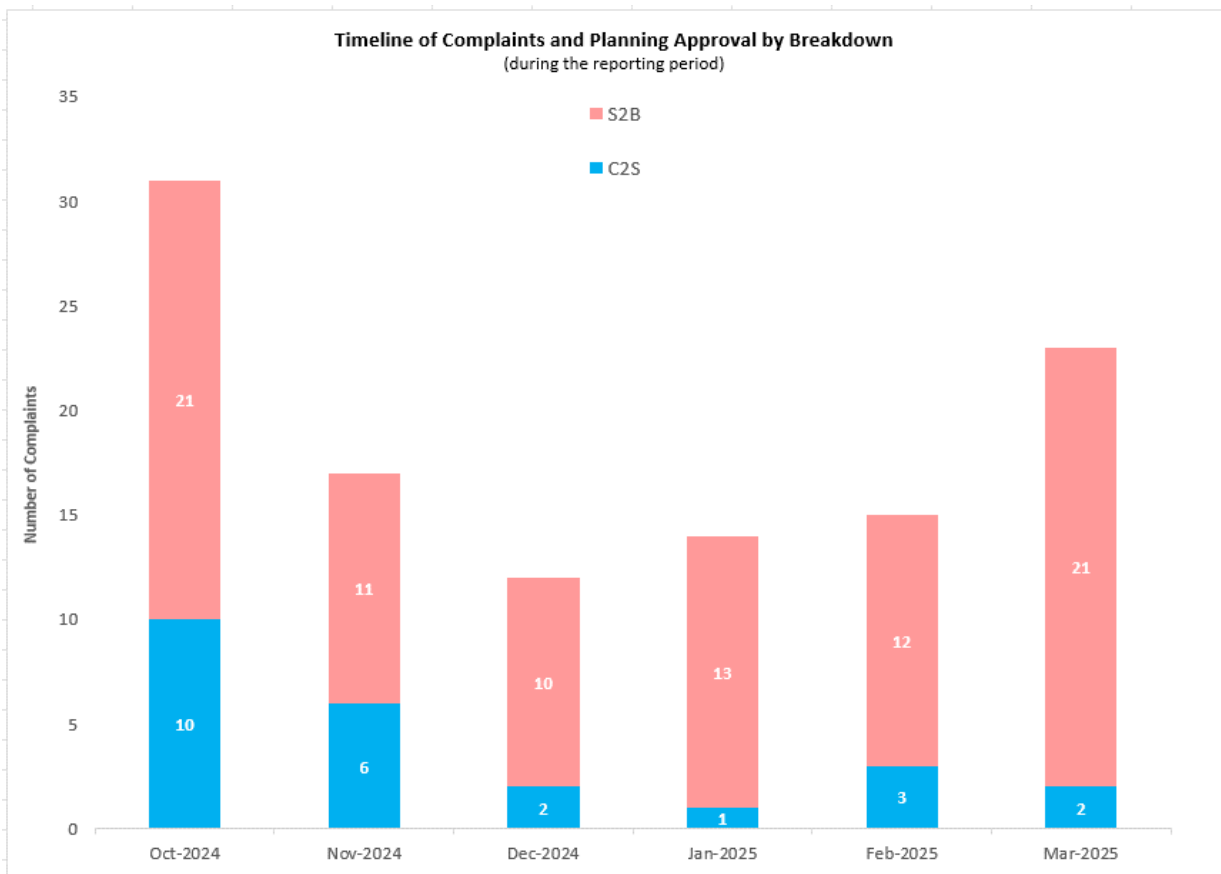


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

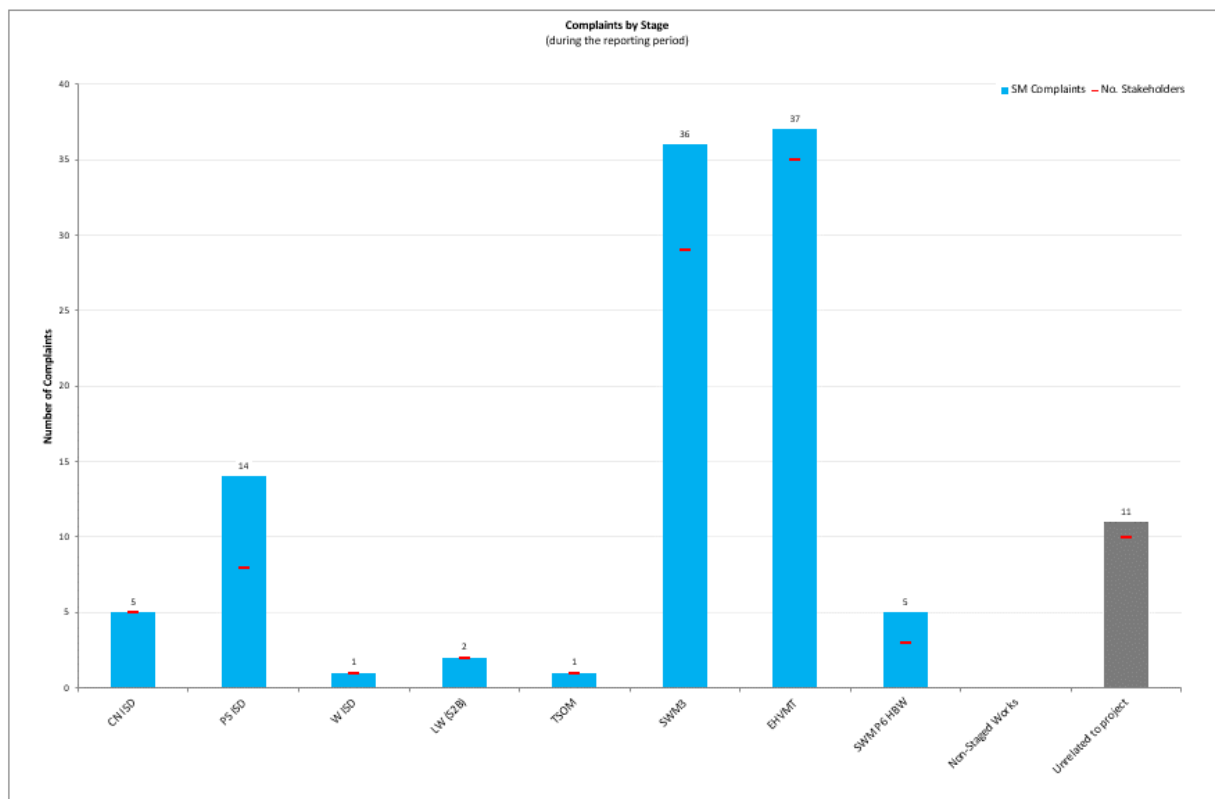


Figure 4 Complaints by Stage during the Reporting Period

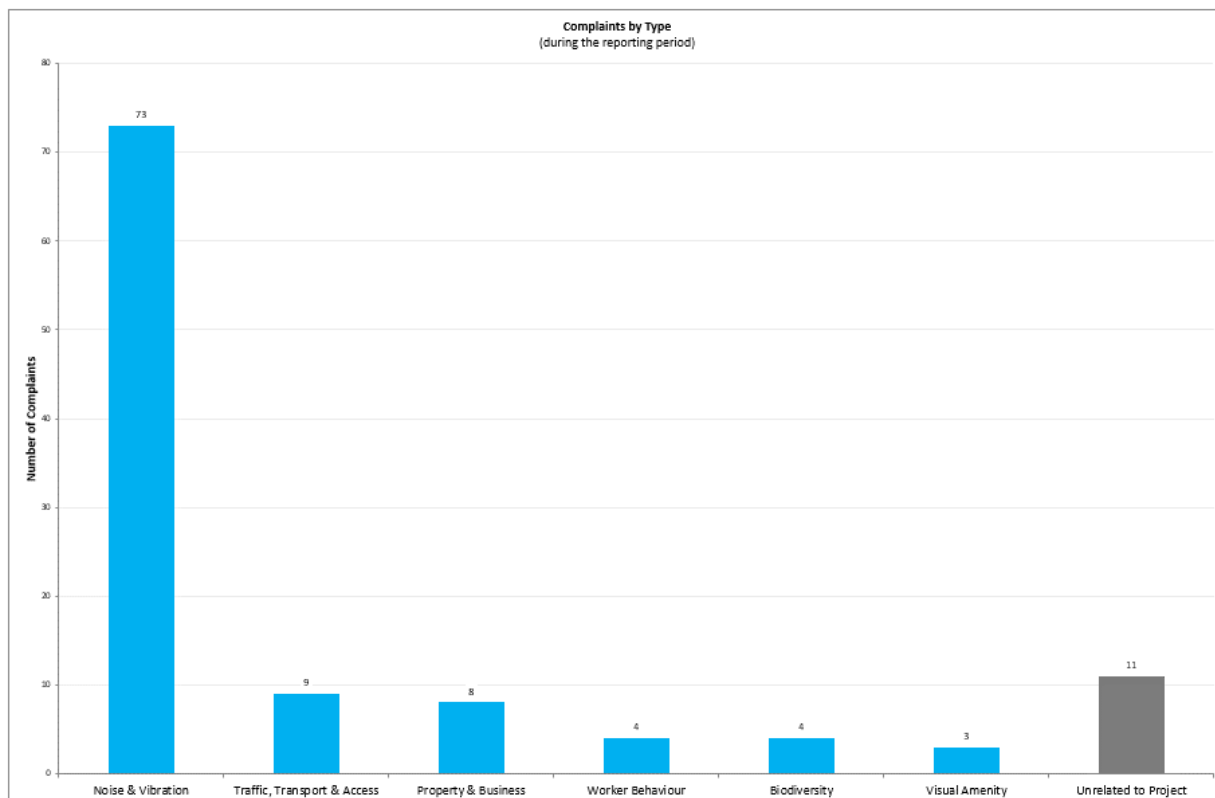


Figure 5 Complaints by Type during the Reporting Period

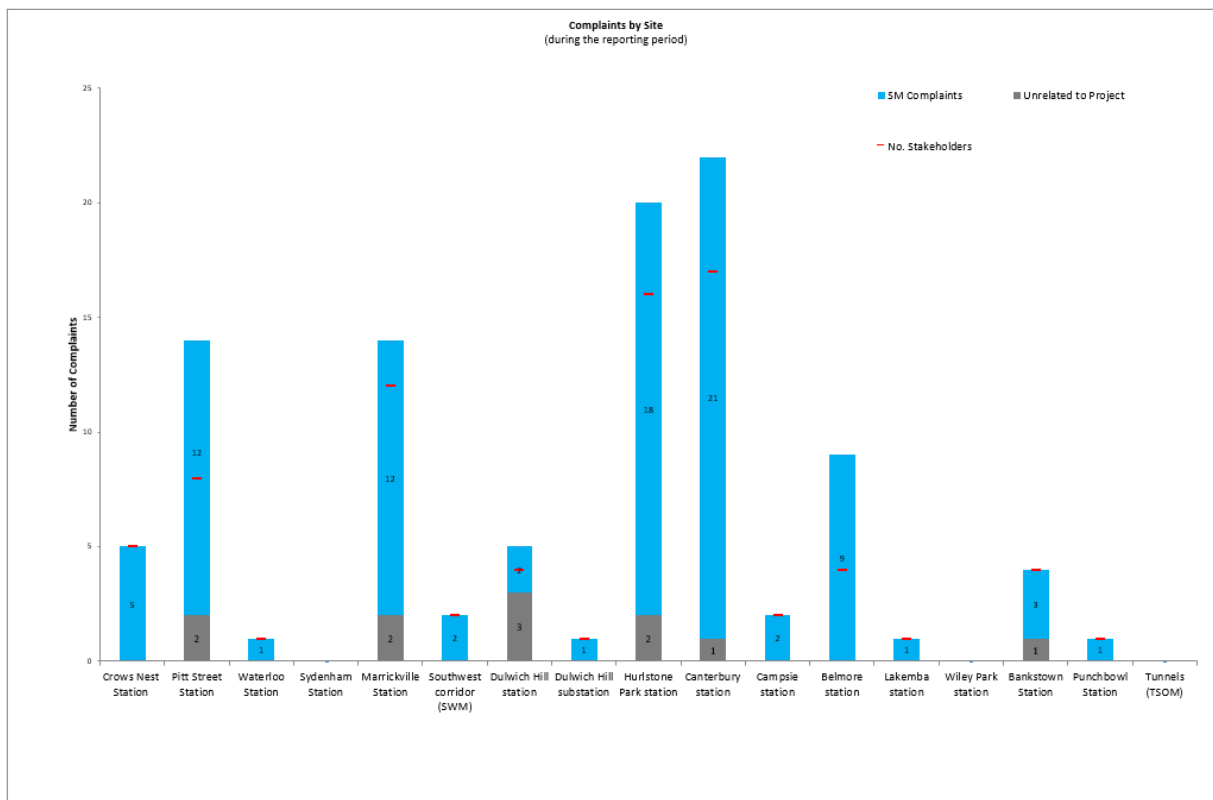


Figure 6 Complaints by Site during the Reporting Period

6 Sustainability and Environmental Initiatives

Sydney Metro's sustainability and environmental initiatives are outlined in its Sustainability Reports and Annual Reports. Sydney Metro's inaugural Sustainability Report 2017 and all subsequent Sustainability Reports are available on the Sydney Metro Sustainability webpage (<https://www.sydneymetro.info/our-approach-sustainability>). From 2024 onwards, sustainability reporting is included in Annual Reports which are available on the Sydney Metro website ([Corporate documents | Sydney Metro](#)).

The 2023-2024 Annual Report covers up to 30 June 2024.

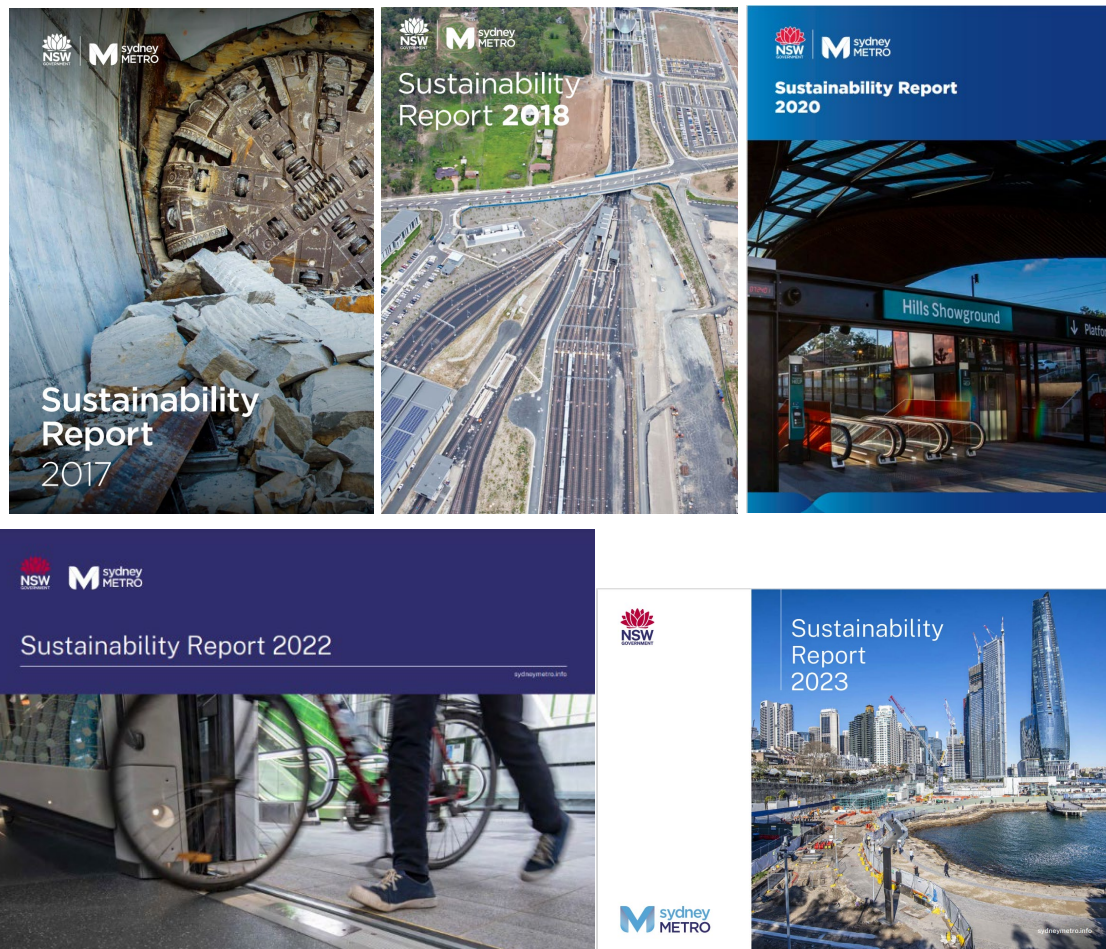


Figure 7 Sydney Metro Sustainability Reports