



Sydney Metro City & Southwest

Construction Compliance Report 02 (1 October 2017 to 31 March 2018)



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Table of Contents

1.	Executive Summary	4
	Definitions	5
	List of Tables	6
	List of Figures	6
2.	Introduction	7
2.1.	City & Southwest Project Overview	8
2.2.	Project Planning Approvals	9
2.2.1.	Chatswood to Sydenham Environmental Impact Statement	9
2.2.2.	Sydenham to Bankstown Environmental Impact Statement	10
2.2.3.	<i>Environmental Planning and Assessment Act 1979 – Part 5</i> Approvals	11
2.2.4.	Planning Approval Register	11
2.2.5.	Consistency Assessments	12
3.	Construction Packages	13
3.1.	Construction Package Status Updates	14
3.1.1.	Sydney Yard Access Bridge	15
3.1.2.	Northern Corridor Works	15
3.1.3.	Tunnels and Station Excavation	16
3.1.4.	Sydenham Station Junction	18
3.1.5.	Central Station Main	18
3.1.6.	Construction Packages yet to be Awarded	18
3.2.	Construction Environmental Management Plan Reviews / Amendments ..	20
3.3.	Planning Approval and Construction Package Relationships	21
3.4.	Environment Protection Licences	22
4.	Environment and Compliance Management	23
4.1.	Compliance Management	23
4.1.1.	Tracking	23
4.1.2.	Review Activities	24
4.1.3.	Non-Compliances	25
4.2.	Environmental Auditing	25
4.2.1.	Internal	25
4.2.2.	Second-Party (i.e. TfNSW)	26
4.2.3.	Independent	26
4.3.	Incident Management	26
4.4.	Complaint Management	27
4.5.	Independent Environmental Representatives and Acoustics Advisors	27
4.6.	Design Obligation (Metron) Compliance and Tracking	27
5.	Environmental and Compliance Performance	28
5.1.	Overview	28
5.2.	Non-Compliances	29
5.3.	Incidents	31

5.4.	Independent Environmental Representative Inspections	32
5.5.	Environmental Audit Findings	33
5.6.	Environmental Monitoring	35
5.6.1.	Noise and Vibration.....	37
5.6.2.	Surface Water Quality	39
5.6.3.	Groundwater Quality	39
5.7.	Complaints	40
6.	Sustainability.....	43
6.1.	Sustainability Report 2017	43
6.2.	Sustainability Ratings.....	44
6.3.	Reduction of Greenhouse Gases.....	44
6.4.	Waste Recycling and Reuse	44
6.5.	Achievements to Date	45
	Appendix 1 – Complaints during the Reporting Period	46

1. Executive Summary

This City & Southwest Construction Compliance Report 02 documents TfNSW's and its contractors' compliance as required by the project's planning approvals granted by the NSW Department of Planning & Environment (DP&E). This report covers the period from 1 October 2018 to 31 March 2018.

The majority of work undertaken during the reporting period was focussed on SYAB and Demolition construction activities, whilst TSE construction activities commenced midway through the reporting period (22 December 2018). Other minor works were undertaken by the NCW, SSJ and CSM contractors.

Environmental performance was generally well managed across the project. No significant (Class 1 or Class 2) environmental incidents occurred. Sixteen (16) minor (Class 3) incidents occurred during the reporting period, with all except two of these incidents relating to Noise & Vibration, Soil & Water and Spills & Leaks issues. This figure remains fairly consistent with the 17 minor incidents that occurred during the last reporting period. Furthermore, the issues/inspection ratio slightly dropped from the previous reporting period – from 2.6 to 2.3.

Environmental compliance has been high, with five (5) non-compliances raised during the reporting period. This represents a project non-compliance rate of 0.4 at the end of the reporting period (i.e. there were 0.4 non-compliances for every 100 planning approval compliance requirements allocated to TfNSW or the contractor on the project). One non-compliance was the subject of a letter received from DPE confirming that DPE considered the event a non-compliance against the Chatswood to Sydenham planning approval.

A total of 306 complaints associated with the Chatswood to Sydenham EIS planning approval were received during the reporting period, 271 of which were attributable to project works following investigation. Complaints were dominated by Noise & Vibration, representing 66% of all complaints attributable to project works. TSE generated the majority of complaints, representing 91% of all complaints attributable to project works (160 of which were Noise & Vibration complaints).

Construction Package	Ongoing Requirements* (non-compliances raised)	Major Incidents (minor incidents)	ER Inspections (issues raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB (LOR)	202 (0)	0 (5)	10 (28)	1 (1)	18
NCW – 7a (LOR)	149 (0)	0 (1)	2 (1)	0	4
TSE (CPBJHG)	257 (2)	0 (10)	29 (66)	2 (5)	246
SSJ (JHLOR)	246 (0)	0 (0)	0	0	1
CSM (LOR)	267 (0)	0 (0)	0	0	0
TfNSW (including investigation and Metron works)	156 (3 against TfNSW) (0 against Metron)	0 (0)	N/A	N/A	2
Total	1,277 (5)	0 (16)	41 (95)	3 (6)	271 (306)
Total from Previous Report	938 (4)	0 (17)	28 (74)	1 (1)	64 (64)

* Ongoing Requirements represent planning approval conditions and Revised Environmental Mitigation Measures that require further action to be undertaken to achieve compliance, as may be retained by TfNSW or allocated by TfNSW to one or more contractors.

Definitions

	Definitions
AA	(Independent) Acoustics Advisor
BS	Barangaroo Station
CEMF	Construction Environmental Management Framework
CEMP	Construction Environmental Management Plan
CSM	Central Station Main
CTP	Compliance Tracking Program
C2S	Chatswood to Sydenham
Delta	Delta Group
DP&E	Department of Planning and Environment (NSW)
EIS	Environmental Impact Statement
EPA	Environment Protection Authority (of NSW)
EPL	Environment Protection Licence
EP&A Act	<i>Environmental Planning and Assessment Act 1979</i> (NSW)
ER	(Independent) Environmental Representative
EW	Enabling Works
IEA	Independent Environmental Auditor
ISD	Integrated Station Development
JHCPBG	John Holland CPB Ghella (Joint Venture)
JHLOR	John Holland Laing O'Rourke (Joint Venture)
LOR	Laing O'Rourke
LW	Line-Wide
Metropolitan	Metropolitan Demolitions
NCW	Northern Corridor Works
OOH	Out of Hours
POEO Act	<i>Protection of the Environment Operations Act 1997</i> (NSW)
REF	Review of Environmental Factors
REMM	Revised Environmental Mitigation Measure (from a Preferred Infrastructure Report)
SMDO	Sydney Metro Delivery Office (of TfNSW)
SMTF	Sydney Metro Trains Facility
SSC	Southwest Stations and Corridor
SSJ	Sydenham Station Junction
SYAB	Sydney Yard Access Bridge
S2B	Sydenham to Bankstown
TfNSW	Transport for New South Wales
TSE	Tunnels and Station Excavation
TSOM	Trains, Systems, Operations and Maintenance

List of Tables

Table 1: Construction Compliance Report Planning Approval Conditions Cross-References	7
Table 2: Planning Approval Register	11
Table 3: Consistency Assessments Register.....	12
Table 4: Status of Construction Packages.....	14
Table 5: CEMP Reviews and Amendments as a result of Construction during the Reporting Period.....	20
Table 6: Allocation of Planning Approvals to Construction Packages	21
Table 7: Status of Environment Protection Licences	22
Table 8: Compliance Monitoring and Review Activities	25
Table 9: Environmental Incident Classes.....	26
Table 10: Compliance Summary for the Reporting Period	28
Table 11: Non-Compliances, Compliance Loads and Non-Compliance Rates during the Reporting Period	29
Table 12: Non-Compliances raised during the Reporting Period.....	30
Table 13: All Incidents that Occurred during the Reporting Period	31
Table 14: Independent ER Inspection Frequencies, Number of Inspections and Issues Raised.....	32
Table 15: Environmental Audits undertaken during the Reporting Period	33
Table 16: Environmental Audit Findings during the Reporting Period	34
Table 17: Environmental Monitoring Program Applicability to each Construction Package .	36
Table 18: Noise Monitoring Results Summary and Analysis	37
Table 19: Vibration Monitoring Results Summary and Analysis	38

List of Figures

Figure 1: Sydney Metro Project Alignments.....	8
Figure 2: Map of the Existing Rail Line to be Converted between Sydenham and Bankstown Station.....	10
Figure 3: City & Southwest Project Delivery Strategy (April 2018)	13
Figure 4: Aerial View of the Sydney Yard Access Bridge (March 2018).....	15
Figure 5: A Pulveriser being used for Demolition at the Victoria Cross Station Site	16
Figure 6: Aerial View of the Victoria Cross Station Site (Foreground Sites)	17
Figure 7: Piling at the Crows Nest Station Site	17
Figure 8: The Sydney Metro Trains Facility at Rouse Hill.....	19
Figure 9: Tracking of Environmental Requirements.....	24
Figure 10: Compliance Load and Non-Compliance Rate	28
Figure 11: Minor Incidents (Class 3) and Issue Rate (issues per inspection per month).....	31
Figure 12: Class 3 Incidents by Type during the Reporting Period.....	32
Figure 14: Environmental Issues Raised by Type during the Reporting Period	33
Figure 16: Complaints by Month during the Reporting Period	41
Figure 17: Complaints by Type during the Reporting Period	41
Figure 18: Complaints by Site during the Reporting Period.....	42
Figure 19: Complaints by Construction Package during the Reporting Period	42
Figure 20: Sydney Metro Sustainability Report 2017.....	43
Figure 21: March 2018 City & Southwest Sustainability Dashboard.....	45

2. Introduction

The purpose of this Construction Compliance Report is to document Transport for NSW (TfNSW) and its delivery partners' compliance with the requirements of the Sydney Metro City & Southwest project planning approvals granted by the NSW Department of Planning and Environment (DP&E). Refer to Section 2.2 for further details on the project's planning approval(s). Construction compliance reporting on the Sydney Metro Northwest project will be provided in a separate report to DP&E. All Sydney Metro Construction Compliance Reports are available on the Sydney Metro website (<https://www.sydneymetro.info/>).

This report will be submitted to DP&E for information every six (6) months. The scope of the reports will cover all activities that were subject to the City & Southwest project's planning approvals as granted by DP&E during each reporting period. This will include both the Chatswood to Sydenham and Sydenham to Bankstown portions of the project.

This report covers the reporting period for all works undertaken on the City & Southwest project from 1 October 2017 to 31 March 2018.

Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to Construction Compliance Reports. Only the Chatswood to Sydenham (C2S) planning approval was applicable during this reporting period.

Table 1: Construction Compliance Report Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	Construction Compliance Report Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report and Section 2
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.6
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP 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 2.2.5
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.5
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	This report

2.1. City & Southwest Project Overview

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

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

Sydney Metro currently comprises of three projects, all of which have been identified by the NSW Government as priority projects:

- Sydney Metro Northwest (formerly North West Rail Link) – a 36 kilometre project currently under construction and opening in the first half of 2019 with a metro train every four minutes in the peak. Tunnelling has finished and construction is progressing.
- Sydney Metro City & Southwest – a new 30 kilometre metro line extending metro rail from the end of Sydney Metro Northwest at Chatswood, under Sydney Harbour, through new Central Business District (CBD) stations and southwest to Bankstown. The project is due to open in 2024 with ultimate capacity to run a metro train every two minutes in the peak.
- Sydney Metro West – the next significant railway infrastructure investment proposed to be delivered by the second half of the 2020s. This project would link the CBDs of Parramatta and Sydney and communities along the way.

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



Figure 1: Sydney Metro Project Alignments

2.2. Project Planning Approvals

The Sydney Metro City & Southwest project is classified as State Significant Infrastructure and is predominantly subject to two (2) planning approvals under Part 5.1 of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

2.2.1. Chatswood to Sydenham Environmental Impact Statement

The Chatswood to Sydenham Environmental Impact Statement (EIS) covers the construction and operation of the rail line between Chatswood and Sydenham Stations. This section of the rail line almost entirely comprises of twin underground rail tunnels, and includes new stations at Crows Nest, Victoria Cross (North Sydney), Barangaroo, Martin Place, Pitt Street, Central Station (new underground platforms) and Waterloo.

The EIS was on public exhibition from 11 May 2016 to 27 June 2016. DP&E approved the EIS on 9 January 2017.

Since the EIS approval, four (4) modifications (MOD) have been submitted by TfNSW and approved by DP&E.

2.2.1.1. MOD1 – Victoria Cross Station and Artarmon Substation

MOD1 covers the relocation of the:

- Victoria Cross Services Building and a new Victoria Cross Station entrance to 50 McLaren Street, North Sydney, and
- Artarmon Substation to 98-104 Reserve Road, Artarmon (within the Artarmon industrial area).

MOD1 was on public exhibition from 7 June 2017 to 5 July 2017 and was approved by DP&E on 18 October 2017.

2.2.1.2. MOD2 – Central Walk

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 on public exhibition from 21 June 2017 to 2 August 2017 and was approved by DP&E on 21 December 2017.

2.2.1.3. MOD3 – Martin Place Metro Station

MOD3 covers the modification of the Martin Place Metro Station to provide for:

- A larger, reconfigured station layout, including the addition of land at 9-19 Elizabeth Street, Sydney and alterations to the street level layout of the station entries,
- A new concourse link between the northern and southern station entries, extending beneath 50 Martin Place, Sydney, and
- Retaining the existing MLC pedestrian link and works to connect the link to the Sydney Metro Martin Place Station.

MOD3 was on public exhibition from 28 June 2017 to 26 July 2017 and was approved by DP&E on 22 March 2018.

MOD3 was submitted to DP&E to facilitate an Unsolicited Proposal by Macquarie Group to develop the Martin Place station and area above. Macquarie Group has prepared a separate State Significant Development application for the over station development. In the event that the State Significant Development application is refused or the NSW Government does not accept the final Unsolicited Proposal by Macquarie Group, this modification approval would be surrendered and the design will revert back to the approved project as described in the Chatswood to Sydenham *Preferred Infrastructure Report*, MOD1, MOD2 and MOD4.

2.2.1.4. MOD4 – Sydenham Station and Metro Facility South

MOD4 covers the delivery of:

- The Sydenham Station and precinct works,
- The Sydney Metro Trains Facility South,
- Track and rail system facilities,
- Adjustments to the Sydenham Pit and Drainage Pumping Station, and
- Ancillary infrastructure and works.

MOD4 was on public exhibition from 28 June 2017 to 9 August 2017 and approved by DP&E on 13 December 2017.

2.2.2. Sydenham to Bankstown Environmental Impact Statement

The Sydenham to Bankstown EIS covers the upgrade and conversion of the existing Sydney Trains T3 Bankstown Line between Sydenham and Bankstown Stations, including the upgrade of eleven (11) stations.

The EIS was on public exhibition from 13 September 2017 to 8 November 2017. DP&E determination of the EIS is expected in 2018.

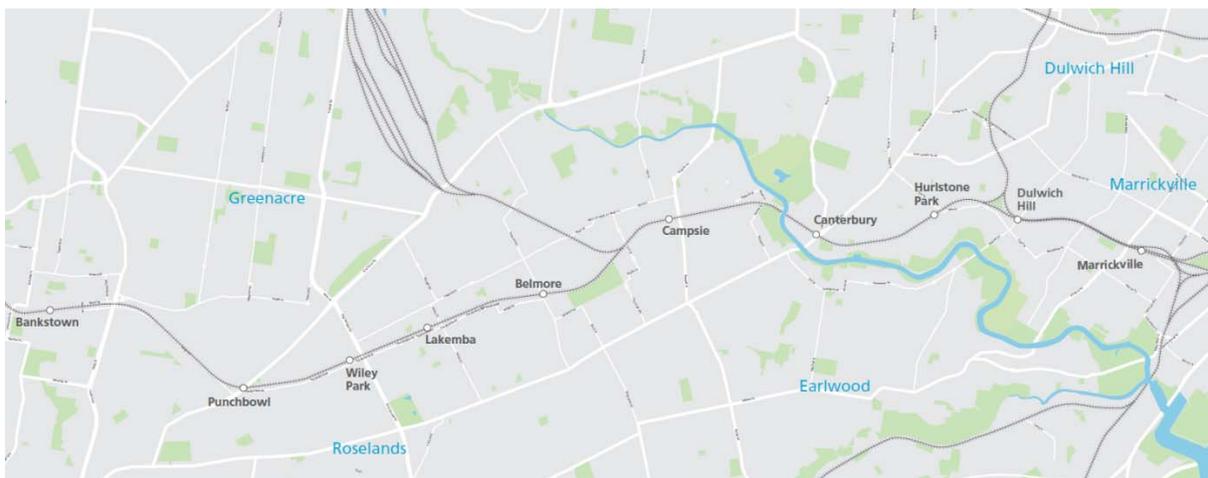


Figure 2: Map of the Existing Rail Line to be Converted between Sydenham and Bankstown Station

2.2.3. Environmental Planning and Assessment Act 1979 – Part 5 Approvals

The City & Southwest project is also subject to planning approvals under Part 5 of the NSW *Environmental Planning and Assessment Act 1979* (EP&A Act).

2.2.3.1. Clyde Barging Facility

The Clyde Barging Facility has been proposed in response to Condition E84 of the Chatswood to Sydenham planning approval conditions, which requires TfNSW to ‘investigate opportunities to maximise spoil removal by non-road methods’.

The temporary facility is proposed to operate for two years next to Parramatta River in the industrial area of Clyde. Crushed rock would be barged from Blues Point and Barangaroo to the facility, transferred to trucks and transported to other residential and commercial development projects across wider Sydney for reuse.

A Review of Environmental Factors (REF) for the facility was prepared under Part 5 of the EP&A Act. The REF was on public exhibition from 15 December 2017 to 15 January 2018 and self-determined by TfNSW on 24 April 2018.

2.2.4. Planning Approval Register

Table 2 provides a register of planning approvals that the City & Southwest project will be subject to (in order of approval date).

Table 2: Planning Approval Register

Planning Approval	Type	Determining Authority	Approval Date
Sydney Metro Trains Facility (formerly known as the Rapid Transit Rail Facility) EIS (SSI-5931)	EP&A Part 5.1	NSW Minister for Planning	15 January 2014
Chatswood to Sydenham (C2S) EIS (SSI-15_7400)	EP&A Part 5.1	NSW Minister for Planning	9 January 2017
C2S MOD1 – Victoria Cross Station and Artarmon Substation	EP&A Part 5.1	NSW Minister for Planning	18 October 2017
C2S MOD4 – Sydenham Station and Metro Facility South	EP&A Part 5.1	NSW Minister for Planning	13 December 2017
C2S MOD2 – Central Walk	EP&A Part 5.1	NSW Minister for Planning	21 December 2017
C2S MOD3 – Martin Place Metro Station	EP&A Part 5.1	NSW Minister for Planning	22 March 2018
Clyde Barging Facility REF	EP&A Part 5	TfNSW	24 April 2018
Sydenham to Bankstown (S2B) EIS (SSI-17_8256)	EP&A Part 5.1	NSW Minister for Planning	Pending

2.2.5. Consistency Assessments

A total of eleven (11) Consistency Assessments have been endorsed by TfNSW against the project planning approvals during the reporting period. A register of Consistency Assessments endorsed by TfNSW during the reporting period is provided in Table 3.

Table 3: Consistency Assessments Register

Consistency Assessment	Planning Approval	Approval Date
Barangaroo Station Site Temporary Additional Land Changes	C2S EIS	11 Oct 2018
Victoria Cross Station Site Utilities Augmentation	C2S EIS	30 Oct 2018
243 Miller Street (North Sydney) Access Allowance	C2S EIS	30 Oct 2017
Crows Nest Station Site Utilities Augmentation	C2S EIS	17 Nov 2017
Marrickville Dive Site Additional Land Changes	C2S EIS	17 Nov 2017
Chatswood Dive Site Utilities Augmentation	C2S EIS	1 Dec 2017
Barangaroo Station Site Utilities Augmentation	C2S EIS	11 Dec 2017
Martin Place (Bligh Street) & Pitt Street Station Site Utility Augmentations	C2S EIS	21 Dec 2017
Axicom Tower Replacement	C2S EIS	5 Mar 2018
Additional Closure of Frank Channon Walk	C2S EIS	5 Mar 2018
Barangaroo Northern Shaft Changes	C2S EIS	14 Mar 2018

A total of 21 Consistency Assessments have been endorsed by TfNSW for the City & Southwest project.

3. Construction Packages

Figure 3 provides a high level overview of the latest City & Southwest delivery strategy (April 2018). This strategy is regularly reviewed and subject to change and refinement. Any changes to this strategy will be outlined in subsequent Construction Compliance Reports.

Refer to Section 3.1 and the City & Southwest *Chatswood to Sydenham Staging Report* for further information on the Chatswood to Sydenham construction packages.

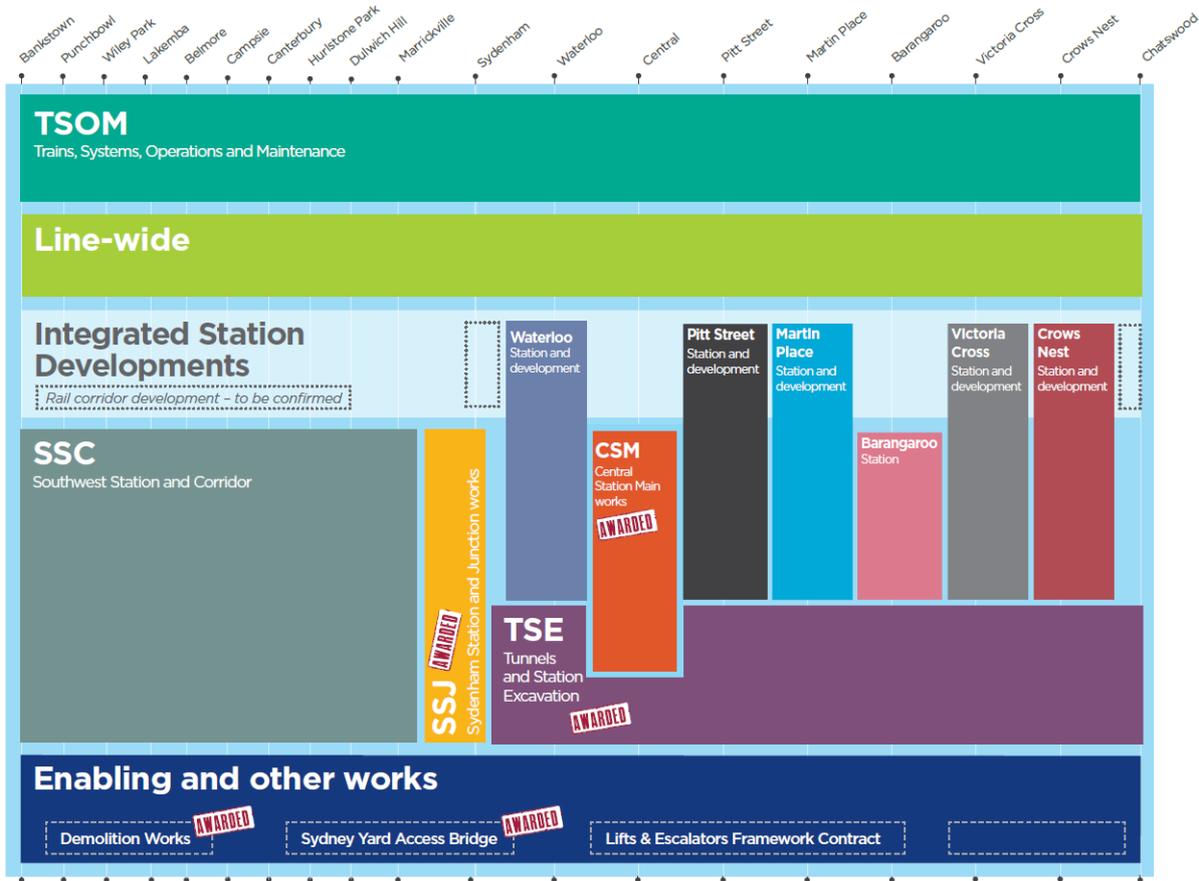


Figure 3: City & Southwest Project Delivery Strategy (April 2018)

3.1. Construction Package Status Updates

Table 4 lists the status of City & Southwest construction packages as of March 2018.

Table 4: Status of Construction Packages

Construction Package	Contractor	Contract Award Date	Status
Enabling Works – Sydney Yard Access Bridge	Laing O'Rourke (LOR)	20 Jan 2017	Construction* commenced 17 June 2017 and remains ongoing
Enabling Works – Northern Corridor Works (Portion 7a)	Laing O'Rourke (LOR)	1 Sep 2017	Minor works commenced, yet to commence construction*
Enabling Works – Northern Corridor Works (Portion 7b)	Contract yet to be awarded		
Tunnels and Station Excavation (including Demolition A and Demolition B contracts novated to TSE contractor on 22 June 2018)	John Holland CPB Ghella (JHCPBG) Joint Venture	22 Jun 2017	Demolition A (Delta) construction* commenced 24 Jun 2018. Demolition B (Metropolitan) construction* commenced 14 Jul 2018. TSE construction* commenced 22 Dec 2018. All construction* remains ongoing.
Sydenham Station Junction	John Holland Laing O'Rourke (JHLOR) Joint Venture	20 Sep 2017	Minor Works commenced, yet to commence construction*
Central Station Main	Laing O'Rourke (LOR)	7 Mar 2018	Yet to commence works (visual inspections only undertaken)
Southwest Station and Corridor	Contract yet to be awarded and subject to delivery strategy changes/refinements		
Integrated Station Development Contracts: - Crows Nest - Victoria Cross - Martin Place - Pitt Street - Waterloo	Contract yet to be awarded and subject to delivery strategy changes/refinements		
Barangaroo Station	Contract yet to be awarded and subject to delivery strategy changes/refinements		
Line-Wide	Contract yet to be awarded and subject to delivery strategy changes/refinements		
Trains, Systems, Operations and Maintenance	Contract yet to be awarded and subject to delivery strategy changes/refinements		

* Minor works are undertaken prior to the commencement of 'construction' for each construction package. 'Construction' is defined in accordance with the planning approval conditions as issued by DP&E.

3.1.1. Sydney Yard Access Bridge

The Sydney Yard Access Bridge (SYAB) construction package forms part of the Enabling Works (EW) stage and was awarded to LOR on 20 January 2017. The package covers the construction of a bridge from Regent Street, Chippendale into the Central Station Yard to provide construction and maintenance access for both Sydney Trains and Sydney Metro.

As of April 2018, the bridge has largely been completed. Load testing was successfully undertaken using a range of vehicle types and only minor finishing works remain to be undertaken along the Regent Street entrance and bridge and abutment surfacing works.

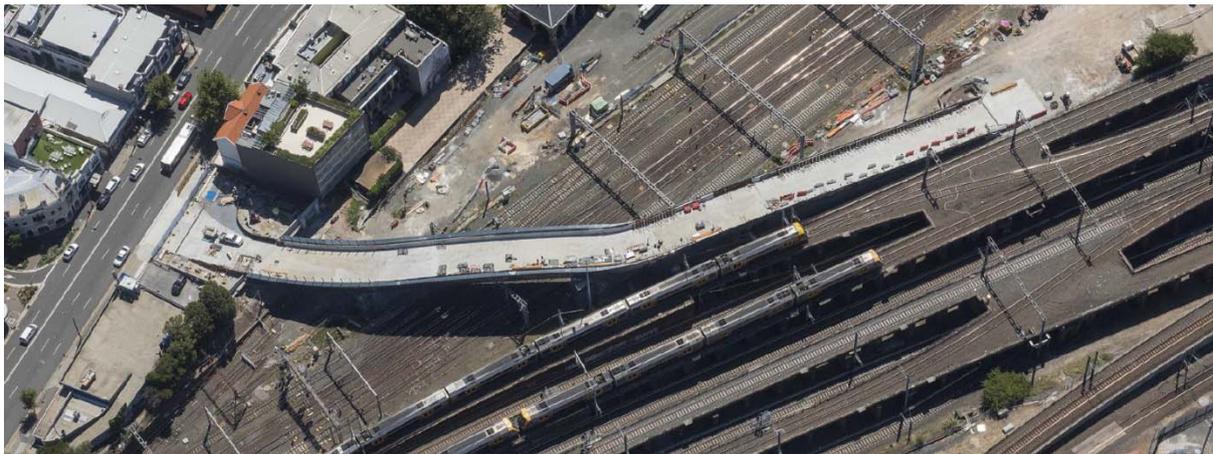


Figure 4: Aerial View of the Sydney Yard Access Bridge (March 2018)

3.1.2. Northern Corridor Works

The Northern Corridor Works (NCW) construction package forms part of the Enabling Works (EW) stage and has been split into two (2) sub-packages:

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

3.1.2.1. Portion 7a

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

During the reporting period, the contractor continued to:

- Undertake minor works, including:
 - Further survey and investigation works,
 - Establishment and operation of the Drake Street Minor Ancillary Facility,
 - Overhead Wiring works, and
 - Minor vegetation clearing.
- Develop and submit its Construction Environmental Management Plan and sub-plans to DP&E for approval.

3.1.2.2. Portion 7b

Portion 7b is planned to be award in 2018.

3.1.3. Tunnels and Station Excavation

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

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



Figure 5: A Pulveriser being used for Demolition at the Victoria Cross Station Site



Figure 6: Aerial View of the Victoria Cross Station Site (Foreground Sites)

During the reporting period, the contractor:

- Continued to undertake minor works activities (including site establishment, topographic surveys, design investigations, geotechnical boreholes and utility works),
- Obtained DP&E approval of its Construction Environmental Management Plan and sub-plans on 22 December 2017,
- Achieved almost full demolition of buildings at the Chatswood Dive, Crows Nest Station, Victoria Cross Station, Pitt Street North, Waterloo Station and Marrickville Dive sites.
- Completed archaeological investigations at the Chatswood Dive, Crows Nest Station and Victoria Cross Station sites (with investigations ongoing at the Pitt Street Station and Waterloo Station sites), and
- Commenced piling activities at the Chatswood Dive, Crows Nest, Barangaroo, Pitt Street, Waterloo and Marrickville Dive Sites.



Figure 7: Piling at the Crows Nest Station Site

3.1.4. Sydenham Station Junction

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

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

During the reporting period, the contractor commenced:

- Preliminary design of all works in and around Sydenham Station,
- Preparation of its Construction Environmental Management Plan and sub-plans in consultation with government agencies, and
- Minor works in the form of design investigation and utility works.

3.1.5. Central Station Main

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

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

During the reporting period, visual inspections only were undertaken on the CSM construction package.

3.1.6. Construction Packages yet to be Awarded

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

3.1.6.1. Southwest Station and Corridor

The Southwest Station and Corridor (SSC) construction package provides for the conversion of the existing Sydney Trains rail line to a Sydney Metro rail line between Sydenham and Bankstown Station. The package includes bridge and non-station civil works, station works (including demolition and upgrades), services buildings and facilities, low-voltage electrical works, cable and services routing, and construction of track and other infrastructure.

3.1.6.2. Integrated Station Development

Integrated Station Development (ISD) represents five separate City & Southwest stages for five geographically separate stations; Crows Nest, Victoria Cross, Martin Place, Pitt Street and Waterloo.

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

3.1.6.3. Barangaroo Station

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

3.1.6.4. Line-Wide

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

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



Figure 8: The Sydney Metro Trains Facility at Rouse Hill

3.1.6.5. Trains, Systems, Operations and Maintenance

The Trains, Systems, Operations and Maintenance (TSOM) construction package comprises of rolling stock, signalling system, central control, communications, Depot (stabling) and Operations Control Centre, systems integration, testing and commissioning, and operations and maintenance works. This scope applies to the full extent of the rail line between the SMTF in Rouse Hill to Bankstown Station.

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

Construction Package	DP&E CEMP Approval Date	Review / Amendment Comments
Demolition A (Delta)	5 June 2017 (excl. Victoria Cross Site) 24 June 2017 (incl. Victoria Cross Site)	The CEMP was updated to clarify references to site-specific Construction Traffic Management Plans. The Environmental Representative endorsed the CEMP update on 22 December 2017.
Demolition B (Metropolitan)	12 July 2017	No amendments to the CEMP have been deemed necessary since its latest version was updated and endorsed by the Environmental Representative on 15 September 2017.
SYAB	9 June 2017	The CEMP was updated to clarify the site's Environmental Protection Licence arrangement and subsequent Out of Hour Approval pathway in accordance with C2S Condition E47. The Environmental Representative endorsed the CEMP update on 6 March 2018.
NCW (Portion 7a)	CEMP not approved by DP&E during the reporting period	
NCW (Portion 7b)	Contract yet to be awarded	
TSE	22 December 2017	No amendments to the CEMP have been deemed necessary since it was approved by the DP&E on 22 December 2017.
SSJ	CEMP yet to be submitted to DP&E	
CSM	CEMP yet to be submitted to DP&E	
SSC	Contract yet to be awarded and subject to delivery strategy changes/refinements	
ISD	Contract yet to be awarded and subject to delivery strategy changes/refinements	
BS	Contract yet to be awarded and subject to delivery strategy changes/refinements	
LW	Contract yet to be awarded and subject to delivery strategy changes/refinements	
TSOM	Contract yet to be awarded and subject to delivery strategy changes/refinements	

3.3. Planning Approval and Construction Package Relationships

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

Table 6: Allocation of Planning Approvals to Construction Packages

Planning Approval	TfNSW	EW	TSE	SSJ	CSM	SSC	ISD	BS	LWC	TSOM
Sydney Metro Trains Facility (formerly known as the Rapid Transit Rail Facility) EIS (SSI-5931)	✓								✓	✓
Chatswood to Sydenham (C2S) EIS (SSI-15_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	✓		✓	✓					✓	✓
Sydenham to Bankstown EIS (SSI-17_8256)	✓					✓			✓	✓
Clyde Barging Facility	✓		✓							

3.4. Environment Protection Licences

The Sydney Metro Delivery Office (SMDO) of TfNSW requires its contractors to hold Environment Protection Licences (EPLs) for works as required under the NSW *Protection of the Environment Operations Act 1997* (POEO Act). Table 7 lists the EPLs that have been active during the reporting period.

Table 7: Status of Environment Protection Licences

Licencee	Construction Package	Activity Type	EPL #	Status
John Holland Pty Ltd (JHCPBG)	TSE	Concrete works, railway systems activities	20971	Issued 28 September 2017 and currently active
Sydney Trains	All works within the Sydney Trains corridor	Railway systems activities	12208	Sydney Trains Collaboration Agreement

This report does not document compliance against EPLs. This is being undertaken by the relevant licensee holders.

SMDO and Sydney Trains have entered into a Collaboration Agreement to define compliance responsibilities for all SMDO works undertaken in the Sydney Trains rail corridor.

4. Environment and Compliance Management

4.1. Compliance Management

TfNSW is accountable for ensuring compliance with all of the City & Southwest project's requirements relating to environmental and compliance management.

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 TfNSW to one or more of its contractors through contractual mechanisms. As a result of this and the staged nature of the project's delivery (refer to the *City & Southwest Chatswood to Sydenham Staging Report*), these requirements will be complied with by different parties at different points along the project's construction and operation 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 achieve 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 TfNSW prior to the Environmental Requirement being completed.

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

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

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

Figure 9 provides a schematic diagram of how requirements are tracked on the project.

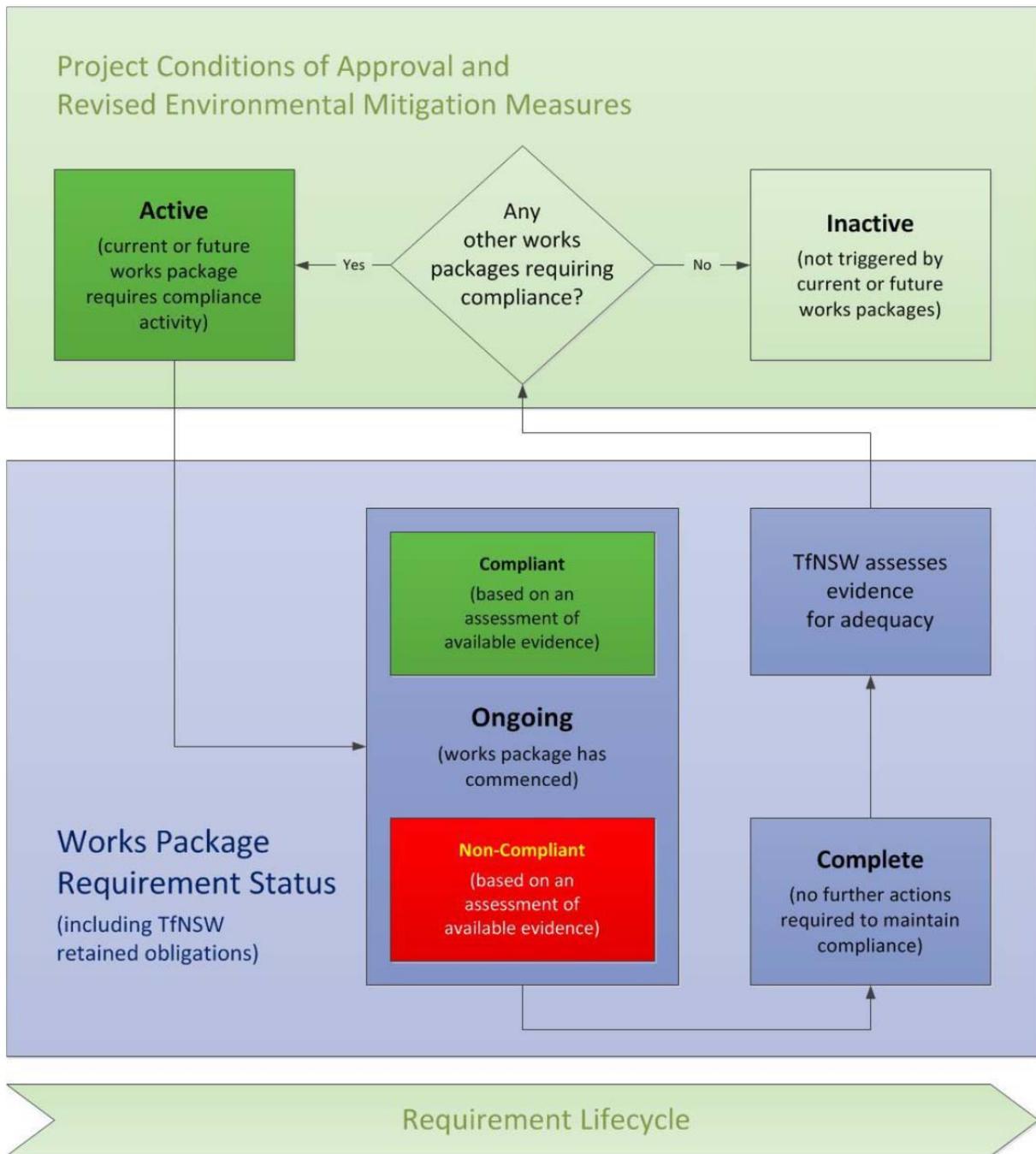


Figure 9: Tracking of Environmental Requirements

4.1.2. Review Activities

The City & Southwest project undertakes a variety of review activities to ensure compliance is managed effectively. Commitments are drawn from not only the CEMF and the CTP, but also from the Sydney Metro Integrated Management System and the contractors' Construction Environmental Management Plans (CEMPs) and sub-plans.

A list of compliance monitoring and review activities is provided in Table 8. Refer to the CTP Report for further detail.

Table 8: Compliance Monitoring and Review Activities

Activity	Responsibility	Frequency
Ongoing environmental site surveillance	Contractors	Daily (work days)
Environmental inspections	Environmental Representative in conjunction with TfNSW and contractors	Between weekly and monthly dependent on risk profile
Review of environmental actions and controls	Contractors and TfNSW	Between weekly and monthly dependent on risk profile
Environmental performance and compliance reporting	Contractors and TfNSW	Monthly
Environmental risk assessment review	Contractors	Quarterly
Formal compliance review of planning approval requirements	Contractors and TfNSW, in conjunction with the Environmental Representative	Quarterly for contractors and six-monthly for TfNSW
Environmental auditing	Contractors, TfNSW, independent third-party auditor and the Environmental Representative (as requested)	Six-monthly (generally)
Environmental management reviews	Contractors	Annually

4.1.3. Non-Compliances

All Non-Compliances will be documented in a Non-Compliance Report. Non-Compliances can be raised at any time, but are most likely to be raised following the compliance monitoring and review activities listed in Table 8.

Contractors are required to develop and implement preventative and corrective actions relating to any Non-Compliances. Actions that are raised must be assigned to individuals and due dates set with the objective of undertaking the actions without delay. In the event that similar Non-Compliances are repeatedly raised (as determined by the ER), the suitability of actions in relation to the repeated Non-Compliances will be analysed by the ER in consultation with the contractor to determine more appropriate actions.

TfNSW will maintain a register of all Non-Compliances raised against the City & Southwest project.

4.2. Environmental Auditing

TfNSW’s commitment to environmental auditing on the project is outlined in the *City & Southwest Chatswood to Sydenham CTP Report*. In summary, there are three (3) levels of auditing that will be undertaken on the project:

- Internal auditing (undertaken by the contractors),
- Second-party auditing by TfNSW, and
- Independent environmental auditing

4.2.1. Internal

Internal environmental audits will be led and coordinated by the contractors in accordance with the Construction Environmental Management Framework (CEMF). These audits will

cover compliance against planning approval requirements, EPLs and other permits, CEMP and sub-plan requirements, complaint management requirements and environmental record-keeping.

4.2.2. Second-Party (i.e. TfNSW)

Second-party environmental audits will be led and coordinated by the TfNSW Audit & Assurance team. This team will coordinate a range of audits across the project based on the risk profile of Sydney Metro operations and other external requirements (e.g. planning approval requirements). The team may also undertake reviews of the contractors' internal audit program, process and reports (refer to Section 4.2.1).

4.2.3. Independent

Independent environmental audits will be undertaken in accordance with Conditions A37 to A40 of the Chatswood to Sydenham planning approval. The audits will be led and coordinated by an Independent Environmental Auditor (IEA) engaged by TfNSW. Following each audit, a report will be prepared and submitted to DP&E within six (6) weeks of completing the audit.

4.3. Incident Management

Emergency and incident response procedures will be developed by each contractor. These procedures are outlined in the CTP Report and must be consistent with the *Sydney Metro Environmental Incident Classification and Reporting Procedure*.

Contractors that are working under an EPL are also required to develop and implement a Pollution Incident Response Management Plan in accordance with the requirements of the POEO Act and consistent with the *Sydney Metro Environmental Incident Classification and Reporting Procedure*.

Environmental incidents are assigned one of three classifications (1, 2 and 3) in accordance with the *Sydney Metro Environmental Incident Classification and Reporting Procedure* (refer to Table 9).

Table 9: Environmental Incident Classes

Classification	Sub Classification	Description
Class 3	C6	No appreciable changes to the environment and/or highly localised event.
	C5	Change from normal conditions within environmental regulatory limits and environmental effects are within site boundaries.
	C4	Short-term and/or well-contained environmental effects. Minor remedial actions probably required.
Class 2	C3	Impacts external ecosystem and considerable remediation is required.
	C2	Long-term environmental impairment in neighbouring or valued ecosystems. Extensive remediation required.
Class 1	C1	Irreversible large-scale environmental impact with loss of valued ecosystems.

4.4. Complaint Management

Complaints are managed through the Sydney Metro City & Southwest Complaints Management System. This system outlines procedures for managing complaints on the project, including receipt of complaints, classification of complaints, responding to complaints, escalation, and mediation, recording complaints and reporting.

4.5. Independent Environmental Representatives and Acoustics Advisors

TfNSW has engaged independent Environmental Representative (ER) and Acoustic Advisor (AA) services as third-party advisers to TfNSW and its contractors on the City & Southwest project. The engagement of these services is a requirement of the Chatswood to Sydenham planning approval conditions.

The ER and AA act as representatives and contact points for DP&E. The ER's role covers compliance monitoring activities for all environmental matters on the project. The AA's role covers noise and vibration compliance monitoring activities on the project. Refer to Conditions A22 to A27 of the Chatswood to Sydenham planning approval for further information on ER and AA compliance activities.

4.6. Design Obligation (Metron) Compliance and Tracking

TfNSW has contracted the Metron consortium to undertake the Stage 1 design of the City & Southwest Chatswood and Marrickville dive structures and underground stations. Metron comprises of the joint venture of Arcadis and Mott MacDonald, leading Foster and Partners, Architectus and Robert Bird Group.

TfNSW retains responsibility for complying with the design obligations generated by the planning approval conditions and the REMMs during the reporting period.

The tracking of compliance against the project's design obligations is undertaken as part of the formal compliance review of planning approval requirements in accordance with Table 2 of the *City & Southwest Chatswood to Sydenham Compliance Tracking Program* report. This table indicates that the formal compliance review of TfNSW-held compliance requirements (including that of design requirements being undertaken by Metron) will be undertaken in consultation with the ER at a minimum frequency of six months.

During the reporting period:

- A compliance review of TfNSW-held requirements was undertaken in accordance with the *City & Southwest Compliance Tracking Program* report. The review was undertaken in consultation with the ER at the end of 2017 Quarter 4 and included all design related obligations being undertaken by Metron. The final compliance report from the ER indicated that all design-related requirements being undertaken by Metron were compliant.

Metron continues to develop Stage 1 design to ensure compliance. The development of Metron's designs beyond Stage 1 will become the responsibility of the ISD contractors, except for Barangaroo Station which will be fully designed by Metron and constructed by the BS contractor.

5. Environmental and Compliance Performance

The total number of City & Southwest ongoing compliance requirements at the end of the reporting period was 1,277 (inclusive of Metron’s design-related requirements). There were a total of five (5) non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 12. There were no significant (Class 1 or 2) environmental incidents during the reporting period.

5.1. Overview

A summary of the results of the City & Southwest compliance monitoring activities during the reporting period are provided in Table 10. Figure 10 graphs the ‘Non-Compliance Rate’ and the number of environmental requirements that were applicable for each month over the last year (Metron requirements are included under ‘TfNSW’). The Non-Compliance (NC) Rate is calculated monthly using the following formula:

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

Table 10: Compliance Summary for the Reporting Period

Construction Package	Ongoing Requirements (non-compliances raised)	Major Incidents (minor incidents)	ER Inspections (issues raised)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB (LOR)	202 (0)	0 (5)	10 (28)	1 (1)	18
NCW – Portion 7a (LOR)	149 (0)	0 (1)	2 (1)	0	4
TSE (CPBJHG)	257 (2)	0 (10)	29 (66)	2 (5)	246
SSJ (JHLOR)	246 (0)	0 (0)	0	0	1
CSM (LOR)	267 (0)	0 (0)	0	0	0
TfNSW (including investigation and Metron works)	156 (3 against TfNSW) (0 against Metron)	0 (0)	N/A	N/A	2
Total	1,277 (5)	0 (16)	41 (95)	3 (6)	271 (306)

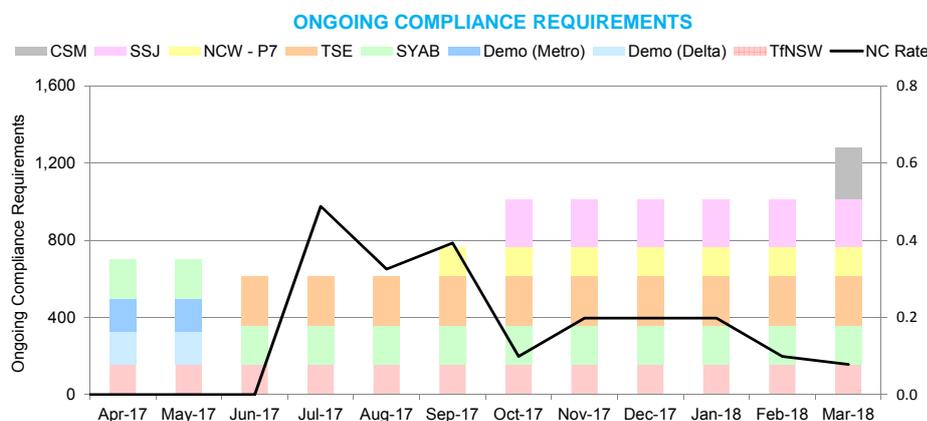


Figure 10: Compliance Load and Non-Compliance Rate

5.2. Non-Compliances

There were five (5) non-compliances raised during the reporting period, all of which are now closed.

Table 11 provides a breakdown of the following non-compliance information for each construction package:

- *Non-Compliances raised during Reporting Period* – indicating the number of events that generated a non-compliance to be reported during the reporting period.
- *Currently Open Non-Compliances* – indicating the number of Non-Compliances that were raised during the reporting period and are in the process of implementing resultant corrective and/or preventative actions.
- *Compliance Load at the end of the Reporting Period* – indicating the number of environmental requirement allocations (refer to Section 4.1.1).

Table 11: Non-Compliances, Compliance Loads and Non-Compliance Rates during the Reporting Period

Construction Package / TfNSW	Non Compliances raised during Reporting Period	Currently Open Non-Compliances	Compliance Load at end of Reporting Period
SYAB (LOR)	0	0	202
NCW – Portion 7 (LOR)	0	0	149
TSE (JHCPBG)	2	0	257
SSJ (JHLOR)	0	0	246
CSM (LOR)	0	0	267
TfNSW (including investigation and Metron works)	3 against TfNSW 0 against Metron	0	156 (inclusive of Metron scope)
Totals	5	0	1,277

Table 12 provides details on the non-compliances that were raised during the reporting period.

The Non-Compliance raised on 6 Nov 2018 regarding commencement of Minor Works at the Victoria Cross North Site was also subject to a letter received from DPE on 2 Mar 2018 confirming that the events represented a non-compliance against Condition A1 of the Chatswood to Sydenham planning approval.

Table 12: Non-Compliances raised during the Reporting Period

Date Raised	Allocation	CoA / REMM	Type	Description	Status and Actions taken or to be taken
5 Oct 2017	TSE (JHCPBG)	C2S E82	Traffic, Transport & Access	Two trucks observed to be parked in Clarke Street, breaching the Construction Traffic Management Plan (CTMP) for Crows Nest Station Site.	Closed – 1) Memo written to all truck drivers regarding requirements of the Crows Nest Station CTMP.
6 Nov 2017	TfNSW	C2S A1	Management Systems	TfNSW commissioned community accessibility works two days prior to Chatswood to Sydenham MOD1 being approved.	Closed – 1) Consistency Assessment application drafted and approved. 2) Toolbox Talk undertaken to TSE implementation group (TfNSW) on 10 Nov 2017 on significance of ensuring planning approvals in place prior to works commencing. 3) Planning approval item added to pre-construction checklist requirements.
18 Dec 2017	TSE (JHCPBG)	C2S E82	Traffic, Transport & Access	Trucks observed to be parked in Clarke Street after not being able to enter the Crows Nest Station Site following heavy rainfall the night before.	Closed – 1) Truck drivers toolboxed on designated haulage routes, acceptable behaviours and 2) All truck drivers briefed on and signed onto heavy vehicle driver code of conduct.
25 Jan 2018	TfNSW	C2S B10 & E21	Heritage	Site hoarding was not erected on the SYAB site prior to the commencement of construction and did not feature an historic image in accordance with the TfNSW Heritage Interpretation Plan.	Closed – 1) Modify allocation of B10 for all remaining C&SW contracts to be let so that contractor has responsibility for hoarding erection scope of works. 2) Toolbox C&SW planning, environment and sustainability team to request that Environmental Managers/Officers monitor hoarding management and review hoarding designs.
21 Feb 2018	TfNSW	C2S B15	Management System	Documents as agreed with DP&E for website publication were not publically available on the Sydney Metro website prior to the commencement or implementation of any works to which they relate.	Closed – 1) Sydney Metro website was reviewed for consistency with documents agreed with DP&E for publication. Missing documents were identified and are now available on Sydney Metro website.

5.3. Incidents

No environmental ‘Incidents’, as defined by the Chatswood to Sydenham planning approval definition of ‘Incident’, occurred on the City & Southwest project during the reporting period. As a result, no formal Incident notifications to DP&E or the NSW Environment Protection Authority (EPA) were necessary under Conditions A41 and A44 of the Chatswood to Sydenham planning approval.

A total of 16 minor (Class 3) environmental incidents occurred on the project during the reporting period. Table 13, Figure 11 and Figure 12 provide breakdowns of all City & Southwest minor environmental incidents that have occurred during the reporting period.

Table 13: All Incidents that Occurred during the Reporting Period

Construction Package	Class 1 and 2 Incidents	Class 3 Incidents
SYAB (LOR)	0	5
NCW – Portion 7 (LOR)	0	1
TSE (CPBJHG)	0	10
SSJ (JHLOR)	0	0
CSM (LOR)	0	0
TfNSW and Investigation Works Contracts	0	0
Totals	0	16

CLASS 3 (Minor) INCIDENTS and ISSUE RATE

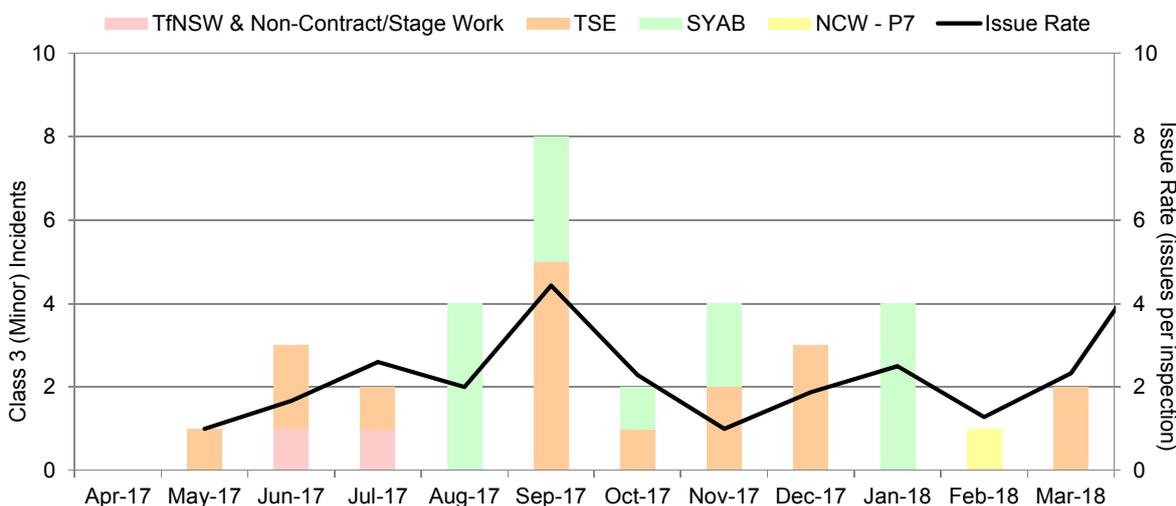


Figure 11: Minor Incidents (Class 3) and Issue Rate (issues per inspection per month)

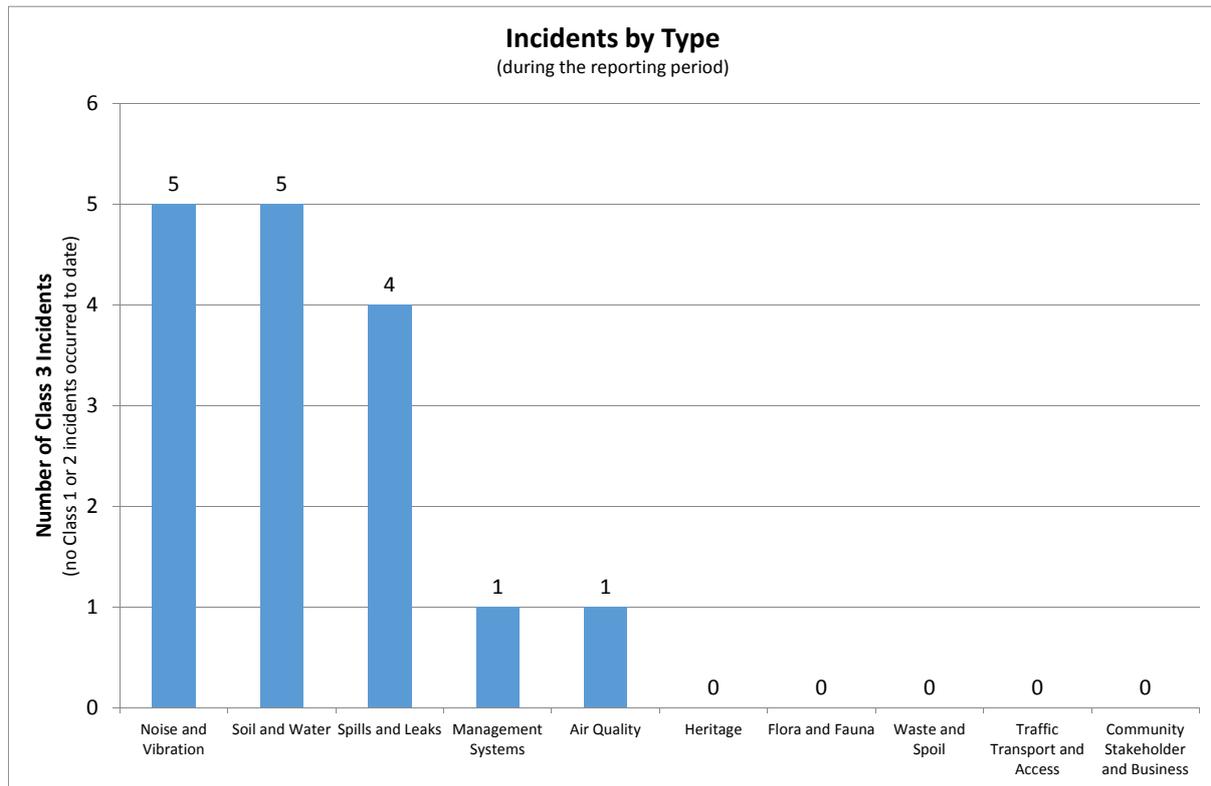


Figure 12: Class 3 Incidents by Type during the Reporting Period

5.4. Independent Environmental Representative Inspections

Four (4) Independent Environmental Representatives (ERs) conducted 41 environmental inspections and raised 95 environmental issues during the reporting period. Table 14 provides a breakdown of the frequency, number of ER inspections and number of issues raised as a result of ER inspections for each of the active construction packages during the reporting period.

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

Construction Package	General Frequency	Inspections	Issues
SYAB (LOR)	Fortnightly	10	28
NCW – Portion 7 (LOR)	As Required	2	1
TSE (CPBJHG)	Weekly	29	66
SSJ (JHLOR)	Minimal works undertaken to date. First inspection scheduled in 2018 Q2.		
CSM (LOR)	Minimal works undertaken to date. First inspection scheduled in 2018 Q2.		
Totals	-	41	95

Figure 13 provides a breakdown of environmental issues raised by the independent ERs by type and site during the reporting period.

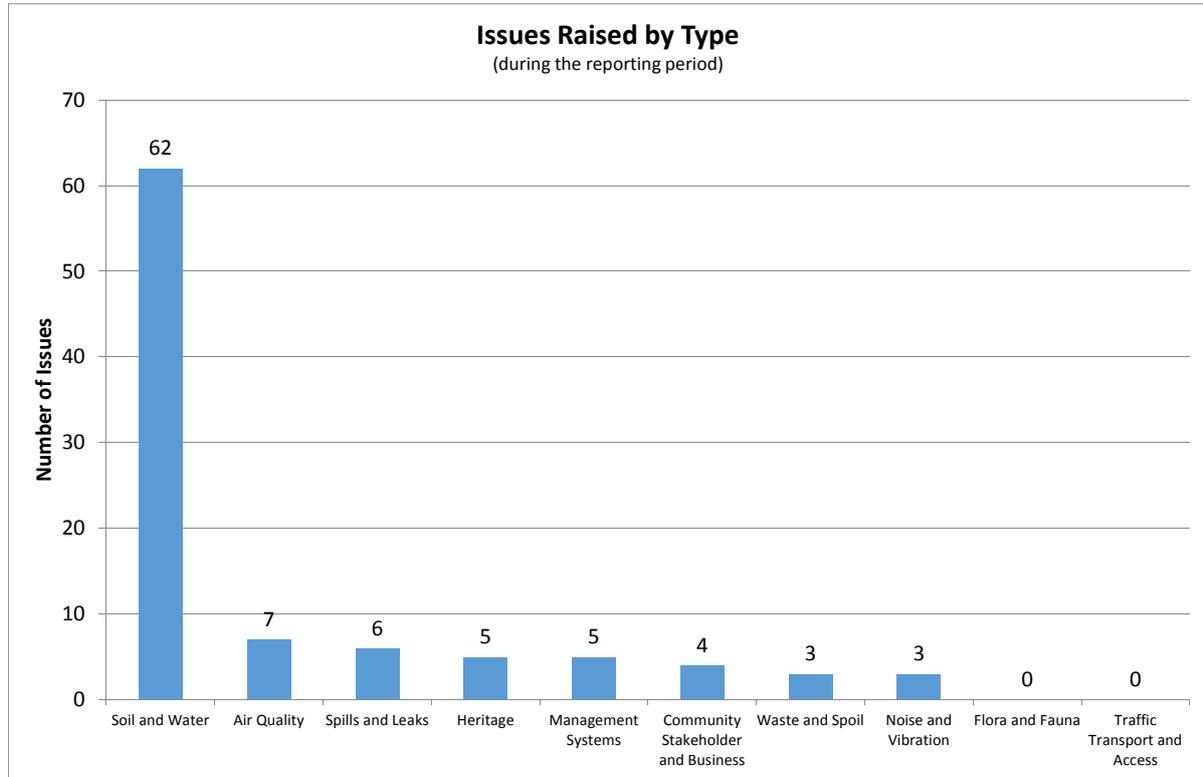


Figure 13: Environmental Issues Raised by Type during the Reporting Period

5.5. Environmental Audit Findings

Three environmental audits were undertaken during the reporting period, which resulted in six (6) findings. Refer to Table 15 for a summary of audits during the reporting period and Table 16 for details on the audit findings.

Table 15: Environmental Audits undertaken during the Reporting Period

Auditee	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
LOR (SYAB)	Heritage and Noise & Vibration Management	Independent Environmental Audit (IEA)	10 Jan 2018	1	1	0
CPBJHG (TSE)	Waterloo Station Site Waste and Noise & Vibration Management	Independent Environmental Audit (IEA)	31 Jan 2018	5	3	2
CPBJHG (TSE)	Soil, Water & Groundwater Management	Internal Contractor Audit	26 Feb 2018	0	0	0
Totals				6	4	2

Table 16: Environmental Audit Findings during the Reporting Period

Date	Auditee & Audit Title	Finding	Agreed Action / Resolution	Current Status
10 Jan 2018	LOR (SYAB) Heritage and Noise & Vibration IEA	Noise monitoring equipment should be calibrated on a more frequent basis to ensure valid performance data.	Noise monitoring reports produced as a result of required attended-monitoring for OOH noise assessments to record 'before and after' calibration data	Closed
31 Jan 2018	CPBJHG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Some sections of noise attenuating hoarding was absent on the day of the audit due to delays in erection of these controls following the demolition of street frontages.	Provide evidence demonstrating that noise barriers were being progressively installed around the construction site when feasible and reasonable.	Closed
31 Jan 2018	CPBJHG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	A replacement 47t excavator actively used on the day had not been fitted with a non-tonal reverse alarm (quacker) as required by the Construction Noise & Vibration Strategy.	Excavator to be removed from site. Provide Plant Hire Agreements to demonstrate that non-tonal reversing alarms are specified (plus supporting evidence of implementation). Provide representative evidence of using Plant Hire Checklists and/or Pre-Start Checklists to demonstrate that non-tonal reversing alarms are checked.	Closed
31 Jan 2018	CPBJHG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Systems did not ensure that noise monitoring equipment calibration certificates and subsequent verifications were on project files to demonstrate implementation.	NATA calibration certificates to be provided for continuous monitoring instruments being used. Provide calibration certificates for portable sound meters used for attended monitoring.	Closed
31 Jan 2018	CPBJHG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Evidence of Sound Power Level register could not be provided for actual plant and equipment used.	Implement and maintain a register of plant and equipment Sound Power Levels.	Open – Currently under development by contractor.
31 Jan 2018	CPBJHG (TSE) Waterloo Station Site Waste and Noise & Vibration Management	Construction Noise & Vibration Impact Statement Rating Background Levels (RBL) were not consistent with those derived in the Construction Noise & Vibration Management Plan.	In consultation with the AA, determine and document representative RBL locations to be used for catchment specific noise assessments.	Open – Currently under development by contractor in consultation with AA

5.6. Environmental Monitoring

In accordance with Condition C9 of the Chatswood to Sydenham planning approval, environmental construction monitoring programs must be prepared and implemented for:

- Noise and vibration,
- Blasting,
- (Surface) Water quality, and
- Groundwater (quality).

Table 17 indicates the applicability of these construction monitoring programs to each construction package in accordance with the CEMP sub-plan requirements indicated in the City & Southwest *Chatswood to Sydenham Staging Report*.

During this reporting period, only the SYAB and TSE construction packages have undertaken construction activities (including Demolition A and Demolition B activities as part of TSE). A summary and analysis of the results of the environmental monitoring programs applicable to the SYAB and TSE construction packages is provided in Section 5.6.1.

Table 17: Environmental Monitoring Program Applicability to each Construction Package

Construction Package	Noise and Vibration	Blasting	Surface Water Quality	Groundwater Quality
SYAB	Applicable	N/A – No blasting activities have occurred on the project to date and no blasting activities are planned to occur.	N/A	N/A
NCW (Portions 7a & 7b) (construction yet to commence)	Applicable		N/A	N/A
TSE	Applicable		Applicable	Applicable
SSJ (construction yet to commence)	Applicable		Applicable	N/A
CSM (construction yet to commence)	Applicable		Applicable	Applicable
SSC (construction yet to commence)	TBD – Subject to City & Southwest Staging Report update following Sydenham to Bankstown EIS determination.		TBD – Subject to City & Southwest Staging Report update following Sydenham to Bankstown EIS determination.	TBD – Subject to City & Southwest Staging Report update following Sydenham to Bankstown EIS determination.
ISD (construction yet to commence)	Applicable		N/A	Applicable
BS (construction yet to commence)	Applicable		N/A	Applicable
LW (construction yet to commence)	Applicable		N/A	N/A
TSOM (construction yet to commence)	Applicable		N/A	N/A

5.6.1. Noise and Vibration

Table 18 and Table 19 provide a noise and vibration summary and analysis at each City & Southwest site for construction activities undertaken during the reporting period.

Table 18: Noise Monitoring Results Summary and Analysis

Site	Number of Management Level Exceedances	Comments
Chatswood Dive	1	Monitoring results have indicated traffic as the dominant source of noise at this site.
Crows Nest Station	5	One exceedance on 21 Nov 2018 was due to roadway saw cutting activities for utility relocations. The other four exceedances were attributable to traffic as the dominant source of noise at the site.
Victoria Cross Station	44	32 of these exceedances were attributable to non-project works, including 26 exceedances that were attributable to live music at the Rag & Famish Hotel.
Blues Point	Yet to commence works.	
Barangaroo Station	11	Monitoring results have indicated alternative dominant sources at this site (including traffic and other project works).
Martin Place Station	4	Non-construction noise sources were observed to be dominant at this site.
Pitt Street Station	205	145 exceedances were attributed to a refrigeration system operating in the area of the monitor (monitor has since been relocated). 31 exceedances at the 250 Pitt St monitor were attributable to conversations from the massage clinic. 16 exceedances were not attributed to project works (suspected to be from traffic noise). Thirteen exceedances were attributable to demolition activities.
Central Station (SYAB)	Generally not exceeded	Noise exceedances were generally consistent with the noise assessments prepared for each approved Out of Hour application.
Waterloo Station	1	Traffic has been identified as the dominant noise source at this site.
Marrickville Dive	6	Traffic has been identified as the dominant noise source at this site.

Table 19: Vibration Monitoring Results Summary and Analysis

Site	Number of Management Level Exceedances	Comments
Chatswood Dive	2	Respite periods were applied during the two exceedances.
Crows Nest Station	Multiple	Multiple exceedances occurred at the 22-26 Clarke St and 473 Pacific Highway monitors. Consultation with sensitive receivers remains ongoing and demolition programing has been revised accordingly. Respite periods were applied during all TSE work exceedances (i.e. non-demolition work).
Victoria Cross Station	1 (attributable to project works)	One exceedance of the 'halt' level and nine exceedances of the 'warning' level were found to be attributable to demolition works (other exceedances of these levels were found to have been caused by demolition debris, cleaning and scaffolding works impacting the monitors).
Blues Point	Yet to commence works.	
Barangaroo Station	0	-
Martin Place Station	0	Four exceedances of the 'warning' level occurred.
Pitt Street Station	10	Seven exceedances of the 'halt' level at the 250 Pitt St monitor were attributable to demolition activities. Two exceedances were found to have been caused by direct impacts to the monitor. One exceedance was caused by TSE activities (i.e. non-demolition) during a respite period.
Central Station (SYAB)	0	No exceedances of the potential building damage criteria were recorded at the Sydney Yard vibration logger (to monitor potential impacts on the Prince Alfred Tunnel). No exceedances of the human comfort and building damage criteria were recorded at the 54 Regent Street vibration logger.
Waterloo Station	6	All six exceedances were determined not to have been attributable to project works.
Marrickville Dive	0	-

5.6.2. Surface Water Quality

During the reporting period, only the TSE water quality monitoring program was applicable.

In accordance with the TSE pre-construction surface water quality monitoring phase, monthly surface water quality monitoring data was collected at ten locations along the project alignment from Aug 2017 to Jan 2018 (inclusive). The data collected during this phase represents the baseline monitoring data.

5.6.2.1. Pre-Construction Phase

The results of the pre-construction baseline monitoring phase show high levels of variability in the surface water quality. This is reflective of the high level of existing disturbance in the local catchment and drainage lines, rather than from project activities.

The Upper Flat Rock Creek monitoring location was found to be dry during all sampling dates. The appropriateness of this location is subsequently being considered for relocation.

5.6.2.2. Construction Phase

The 80th percentile of the baseline data will be used as a trigger point to re-test samples and/or investigate the cause/source of any exceedances during the construction phase surface water quality monitoring program.

In accordance with the TSE *Construction Soil, Water and Groundwater Management Plan*, construction-phase surface water quality monitoring will be undertaken every three months. The results of the TSE construction phase surface water quality monitoring program will be reported as part of the next City & Southwest *Construction Compliance Report* (i.e. #3).

5.6.3. Groundwater Quality

During the reporting period, only the TSE water quality monitoring program was applicable.

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

- Groundwater inflow into sites will be captured and monitored for quality as part of surface water quality monitoring activities.
- No additional groundwater quality monitoring will be undertaken for environmental management purposes (monitoring for geotechnical modelling and settlement analysis is undertaken in accordance with the *Monitoring and Protection Plan*).

5.7. Complaints

A total of 306 complaints associated with the Chatswood to Sydenham EIS planning approval were received during the reporting period. Of these, 271 complaints were determined to be attributable to project works following investigation. Figure 14 to Figure 17 provide a breakdown of the complaints by month, type, site and construction package.

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

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 66% of all complaints attributable to project works.

The TSE contractor generated the majority of complaints (91% of all complaints attributable to project works). Of these, 160 were Noise & Vibration related (representing 59% of all complaints attributable to the project). The majority of the TSE complaints relate to construction activities that commenced following DPE approval of the TSE CEMP and sub-plans on 22 December 2018. The TSE contractor generated 81 complaints during the reporting period prior to this date, compared to 165 complaints thereafter.

Works at Chatswood Dive, Crows Nest Station and Barangaroo Station sites generated the most number of complaints during the reporting period (37, 50 and 34 respectively, representing 45% of all complaints attributable to the project). These sites generally represent sites with high impact TSE construction activities with nearby residential receivers (relative to other sites).

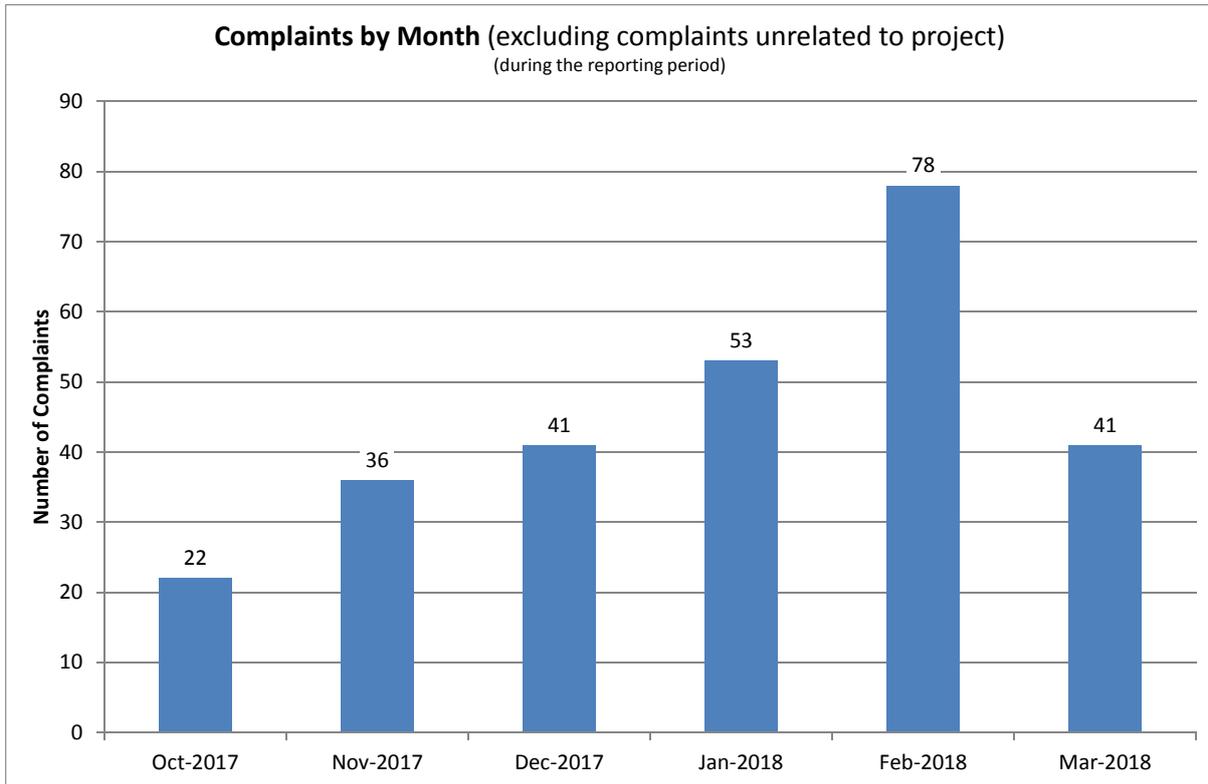


Figure 14: Complaints by Month during the Reporting Period

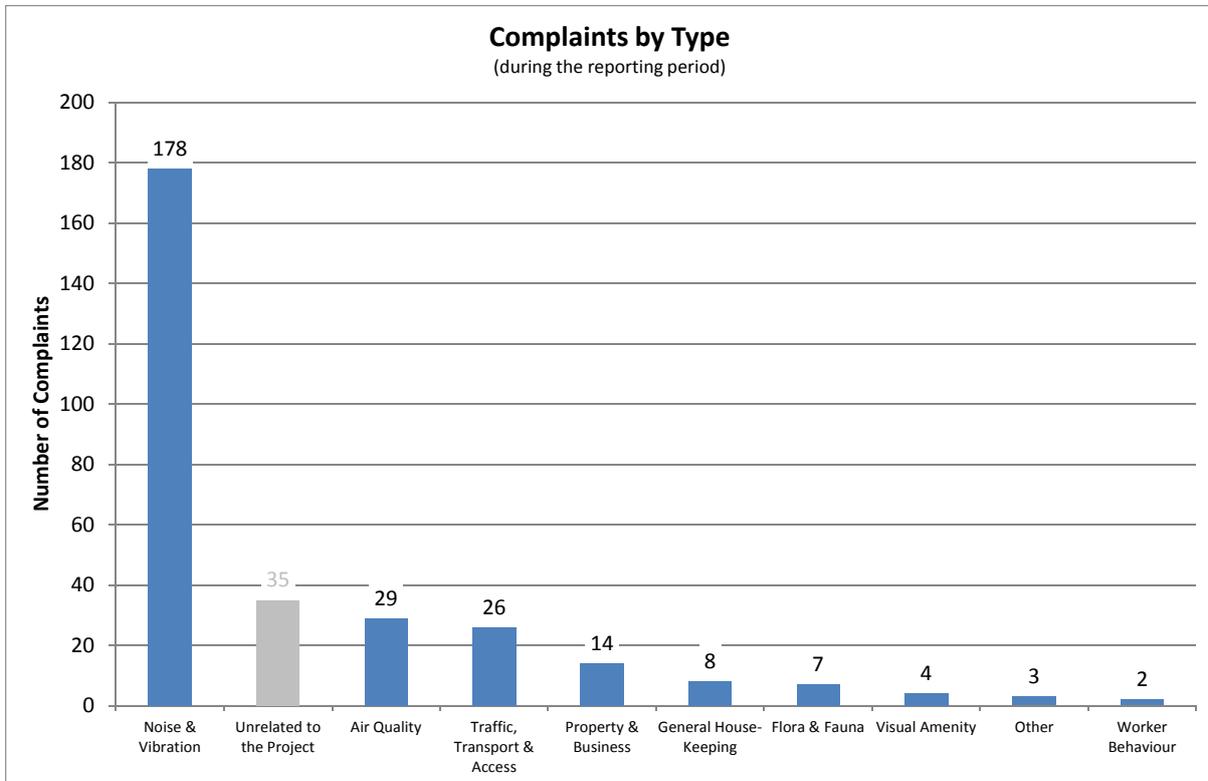


Figure 15: Complaints by Type during the Reporting Period

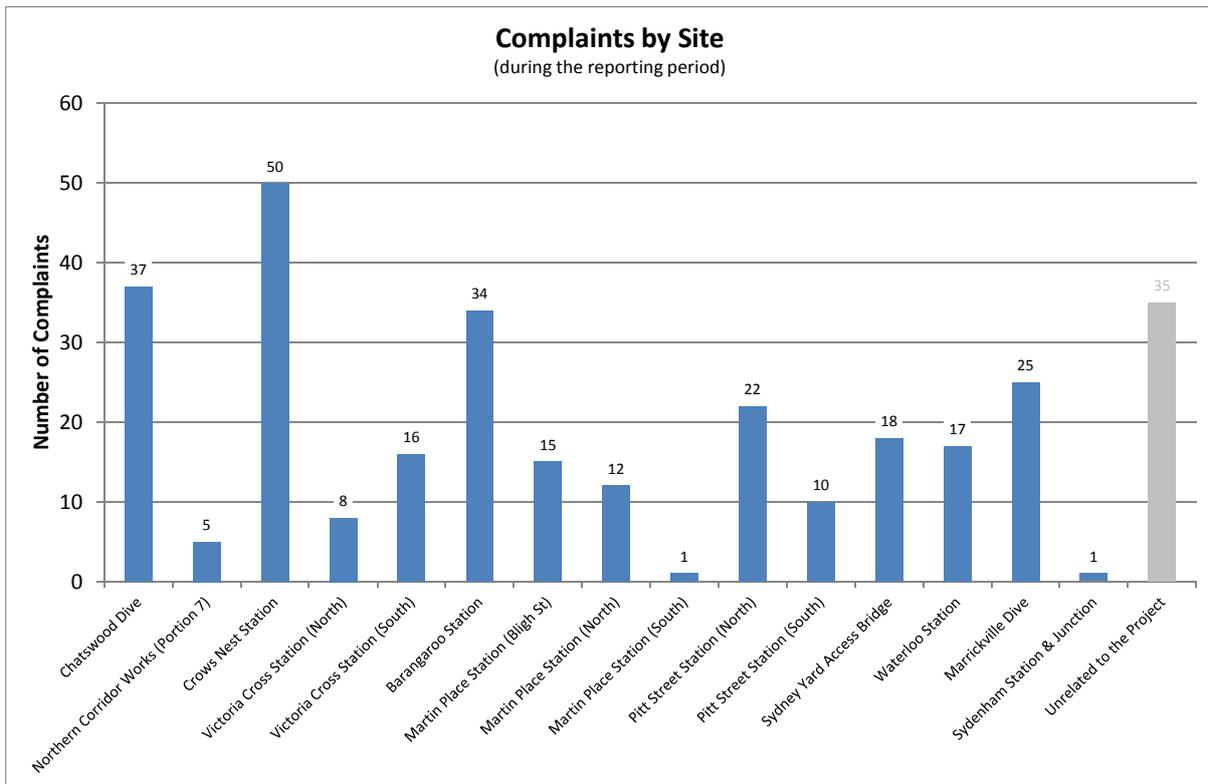


Figure 16: Complaints by Site during the Reporting Period

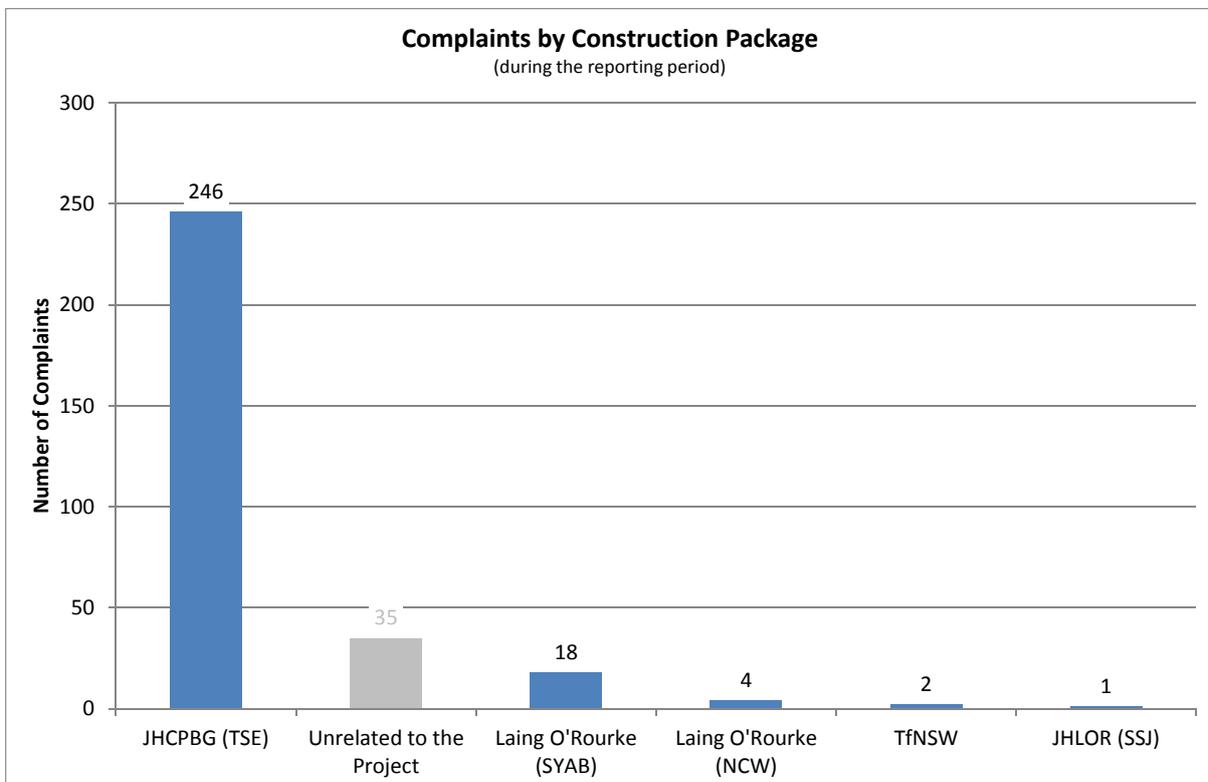


Figure 17: Complaints by Construction Package during the Reporting Period

6. Sustainability

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

Sydney Metro plans to continue its commitment to sustainability throughout the delivery and operation of the City & Southwest project. This has been established in the City & Southwest Sustainability Strategy, which was submitted to DP&E on 7 July 2017.

The strategy outlines the sustainability objectives and targets that the City & Southwest project seeks to achieve. The objectives and targets have also been embedded into project contract requirements.

6.1. Sustainability Report 2017

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

The report covers the period from commencement of the Northwest project in 2011 through to 30 June 2017. It demonstrates how the Sydney Metro program of works is being environmentally and socially responsible during delivery. The Sustainability Report 2017 is a testament to Sydney Metro's commitment to delivering reliable and innovative infrastructure that is best practice in sustainability.

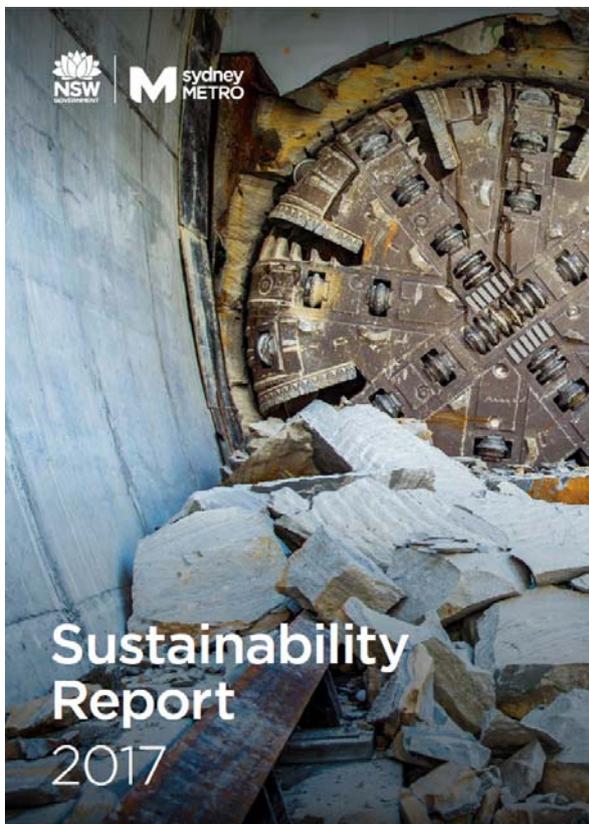


Figure 18: Sydney Metro Sustainability Report 2017

6.2. Sustainability Ratings

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

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

6.3. Reduction of Greenhouse Gases

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

- Minimum 20% reduction in carbon emissions associated with construction (compared to 'business as usual').
- Offset 25% of the electricity needs for the construction phase of the project.
- Minimum 20% reduction in carbon emissions associated with operations (compared to 'business as usual').
- 15% improvement to building designs (stations and stabling buildings) over the performance requirements set out in the *National Construction Code* (Section J).
- 5-20% of the low-voltage electricity required at above-ground stations and the stabling facility to be sourced from onsite renewable energy.

6.4. Waste Recycling and Reuse

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

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

6.5. Achievements to Date

The March 2018 City & Southwest Sustainability Dashboard is provided in Figure 19. The dashboard provides key sustainability data statistics across the project, including:

- A draft Sustainable Design Guideline score of 77 for SYAB against a target of 70,
- 100% of over 60,000t of construction and demolition waste recycled, exceeding the project target of 95%,
- 100% of over 900t of reusable spoil has been beneficially reused, meeting the project target of 100%, and
- 37% replacement of carbon intensive cement with supplementary recycled materials (such as fly ash and blast furnace slag).

Furthermore, the SYAB contractor has used approximately 4,000t of spoil from the Westconnex Stage 2 project for construction of Abutment B of the Sydney Yard Access Bridge. This example of beneficial reuse highlights cross-project collaboration and represents mutual benefit between the two projects. This in turn reduces additional transportation and cumulative impacts.



Figure 19: March 2018 City & Southwest Sustainability Dashboard

Appendix 1 – Complaints during the Reporting Period

Date	TfNSW / Construction Package	Site	Type	Complaint Information
4-Oct-17	JHCPBG (TSE)	Crows Nest Station	Air Quality	<p>Complaint - Concerns about dust levels in the car park and asbestos removal procedures.</p> <p>Investigation - Dust suppression measures including watering down and regular use of a street sweeper were in use.</p> <p>How it was closed out - Call to complainant to explain the dust mitigation measures in use and a grid to the garage had been covered with geotextile fabric as additional protection measure. Also explained the controls in place around asbestos removal which had been completed in adjacent buildings. Agreed to send email to property manager for circulation to tenants.</p>
4-Oct-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Truck was parked in the drop off zone this morning and provided registration details.</p> <p>Investigation - Spoke to Project Manager to check if the truck belonged to the contractor. Project Manager advised the truck was not working at the site but said he would continue to investigate to see if it was working on a different Sydney Metro site.</p> <p>How it was closed out - After further investigation Project Manager advised the truck was not associated with the project. The Place Manager relayed this information to the complainant.</p>
5-Oct-17	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	<p>Complaint - Noise from demolition works interrupting meetings.</p> <p>Investigation - Noise monitoring data at the nearest receiver showed all noise levels were compliant with the limits of the approved CNVIS. All recorded intervals were below 50dBA.</p> <p>How it was closed out - Place Manager emailed the complainant with more information about demolition and the outcome of the investigation.</p>
5-Oct-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	<p>Complaint - Vibration impacts in the building.</p> <p>Investigation - Senior environment coordinator obtained vibration data at the two closest locations to the complainant. The maximum recording was at 2.5mm/s and is compliant with the limits specified in the approved CNVIS.</p> <p>How it was closed out - Place Manager explained the vibration results showed no evidence of vibration levels that would cause damage and no monitoring alerts of high levels of vibrations had been recorded.</p>
5-Oct-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Visual Amenity	<p>Complaint - Graffiti on plywood site fencing near their property.</p> <p>Investigation - Not required.</p> <p>How it was closed out - Graffiti painted over. Regular checks will be undertaken of site hoarding to remove graffiti.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
5-Oct-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Cables supplying two buildings had been damaged by workers digging through the footpath. Investigation - It was confirmed that the City of Sydney was responsible for the cabling. How it was closed out - Advised that Sydney Metro were not doing any work in that particular area and to contact City of Sydney directly to resolve the issue.
6-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Excessive construction noise during the previous evening. Investigation - Place Manager contacted the project engineer who confirmed that awning removal was taking place and would be completed during night shift that week. Noise was generated by steel awning steel being loaded into a metal bin. How it was closed out - Additional mitigation measures were put in place for that week including stockpiling of materials before being loaded into a bin. A new rear opening bin was also ordered to replace the original top loading bin. This would allow the metal pieces to be slid into the bin from the side and greatly reduce the amount of noise generated. Place Manager contacted the complainant to provide details of additional mitigation measures.
6-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Excessive construction noise during the previous evening. Investigation - Place Manager contacted the project engineer who confirmed that awning removal was taking place and would be completed during night shift that week. Noise was generated by steel awning steel being loaded into a metal bin. How it was closed out - Additional mitigation measures were put in place for that week including stockpiling of materials before being loaded into a bin. A new rear opening bin was also ordered to replace the original top loading bin. This would allow the metal pieces to be slid into the bin from the side and greatly reduce the amount of noise generated. Place Manager contacted the complainant to provide details of additional mitigation measures.
7-Oct-17	JHCPBG (TSE)	Crows Nest Station	Air Quality	Complaint - Council Ranger reported a dust complaint from a neighbouring stakeholder. Investigation - Ranger and site supervisor observed the operation of the site and found dust mitigation measures in operation. How it was closed out - Ranger was satisfied and would report back to the complainant accordingly.
9-Oct-17	JHCPBG (TSE)	Pitt Street Station (South)	Traffic, Transport & Access	Complaint - Concerns that construction vehicles were blocking the view of vehicles entering and exiting causing a safety hazard. Investigation - Place Manager met with project engineer who confirmed that geotechnical investigations were taking place in the area. How it was closed out - Place Manager called the complainant to advise that traffic controllers would be briefed to guide cars in and out of the driveway and ensure that vehicles remain parked within the loading zone only and do not obstruct the no parking zone. The resident appreciated the response.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
10-Oct-17	JHCPBG (TSE)	Crows Nest Station	Air Quality	<p>Complaint - Resident living next to the Crows Nest demolition site complained of dust in his apartment and that he felt that workers he observed using hoses were not doing a good enough job.</p> <p>Investigation - Mitigation measures in place.</p> <p>How it was closed out - Response provided information on the mitigation measures on site and updated him on progress and completion date for demolition. It is noted that council ranger inspected the site last Saturday and a joint JHCPBG/TfNSW/ER/DPE inspection took place on 10/10/2017 and no issues were raised from either inspection.</p>
10-Oct-17	TfNSW	Northern Corridor Works (Portion 7)	Other	<p>Complaint - Complaint received by DPE on 28/9/17 and referred to Sydney Metro 10/10/17 regarding breach of project scope as approved under EIS.</p> <p>Investigation - It was found the complaint originally made an enquiry which was responded to. When they were not happy with the response, it was forwarded to DPE.</p> <p>Removal of the Nelson St bridge is consistent with the Chatswood to Sydenham EIS.</p> <p>How it was closed out - Meeting arrange with the complainant and members of the project team to explain the various aspects of the project and the planning approval.</p>
13-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	<p>Complaint - Several damaged tiles on walls on level 5 male toilets.</p> <p>Investigation - Vibration monitoring showed it was compliant with limits. Investigations found hammering was being undertaken as it was not possible to use the pulveriser.</p> <p>How it was closed out - Follow up email from complainant indicated he would arrange for all bathrooms to be inspected and contact the Place Manager with an update. Place Manager asked for him to provide photographs of the damage. The property damage claim when received will be handled under the third party property damage claim process.</p>
16-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	<p>Complaint - Concerns about noise impacts and safety at the adjoining demolition site.</p> <p>Investigation - JHCPBG senior environment coordinator reviewed results from noise and vibration monitors installed on the ground floor of the building. All noise levels were compliant with the limits and the maximum recording for vibration was compliant with the screening criteria specified in the CNVIS.</p> <p>How it was closed out - Business Relationships Manager called him back to provide information about the work underway and how it's being managed. She also said she would add him to the email distribution list for Pitt Street notifications. Business Relationships Manager followed up with an email to the complainant confirming their discussion and providing this additional information.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
17-Oct-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Local business owner complained that noise and vibration is impacting on his ability to do video/TV production work at his premises. He wants to relocate but landlord won't allow him to break lease.</p> <p>Investigation - Review of noise monitoring data showed all noise levels were compliant with limits.</p> <p>How it was closed out - Place Manager will remain in contact regarding impacts and escalation if/as required.</p>
17-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	<p>Complaint - Noise complaint and request for heavy demolition works could be delayed to 8.30am on Tuesday and Wednesday mornings as they hold corporate breakfasts on those days. He also advised they're getting consistent complaints on Saturday mornings.</p> <p>How it was closed out - Business Relationships Manager responded by email advising that the matter would be raised with the demolition team. JHCPBG reviewed noise monitoring results and noted that high noise impact works started after 9.30 am and were not being undertaken at the time of the complaint. A detailed construction update was provided at the next fortnightly interface meeting with the complainant and an undertaking was given to continue liaising over upcoming events.</p>
18-Oct-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Property owner leases a number of units and called to complain that a tenant left the premises due to demolition noise.</p> <p>How it was closed out - Place Manager provided detailed information about upcoming works and mitigation measures in place to manage construction impacts. She advised any claims for compensation would be handled by TfNSW. Place Manager will provide stakeholders with detailed information about upcoming works and mitigation measures in place to manage construction impacts.</p>
19-Oct-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Resident emailed to complain that onsite noise attenuation measures should be installed prior to works commencing on site.</p> <p>Investigation - JHCPBG Senior Environment Coordinator met complainant at his property on 24 Oct and undertook noise monitoring of hammering activities. Carried out monitoring confirmed noise levels were compliant with CNVIS.</p> <p>How it was closed out - Place Manager explained that current approved early works are being done to prepare the site for installation of these mitigation measures. She offered to visit him to provide a briefing on the forthcoming works. She also offered to install noise monitors at his property, which he agreed to.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Business owner in building adjacent to demolition works raised concerns about noise and vibration from demolition during a door knock of businesses. She asked whether additional at property noise mitigation could be installed. Investigation - Noise and vibration monitoring showed levels within appropriate limits. How it was closed out - Business owner is attending a project briefing for all businesses in the building on 24/10/17. Business owner was advised of these results by the Place Manager.
24-Oct-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Complainant was unhappy about impact on sleep which is affecting his ability to perform at work. Investigation - Noise minimising curtains were in use and lighting platforms turned away from buildings. How it was closed out - Place Manager called complainant to discuss potential relocation and also explained the mitigation measure in place during the works including noise minimising curtains and lighting platforms turned away from building. This was followed up by an email and letter offering alternative accommodation for up to 9 nights over the next two weeks.
24-Oct-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Resident called to complain about noise during out-of-hours works the night before and to follow up the offer of alternative accommodation. Investigation - Noise minimising curtains were in use. How it was closed out - Place Manager provided details of alternative accommodation. Also advised that additional noise blankets will be used and works staged to minimise noise impacts. Resident took up the offer of alternative accommodation.
24-Oct-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder phoned to complain that contractors were illegally dumping shale from the north tunnel dig-out on a property. Investigation - No disposal of shale was underway. How it was closed out - Place Manager contacted the stakeholder and confirmed that the project was not removing and disposing of shale at the time and that it was not possible to have come from the Sydney Metro project.
26-Oct-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Email received from resident complaining that hammering works commenced at 7.45am. Investigation - Investigation confirmed that hammering associated with geotechnical investigations started on site at 7.50am which is prior to the approved start time of 8am. How it was closed out - Place Manager contacted complainant to explain what had happened and apologised for the disturbance. She also offered to conduct further noise monitoring which he didn't take up on this occasion. JHCPBG Senior Environment Coordinator held a briefing for the Chatswood site personnel to reinforce that contractors should start work only during their approved work times.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
26-Oct-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Noise from the demolition site the previous night. Email received from manager of a hotel advising that three guests complained about noise from the demolition site the previous night. He said he hadn't been notified of any after hours demolition works. Investigation - Contractor confirmed there was no demolition work being undertaken, only hoarding installation works. Review of noise monitoring data found noise levels were consistent with modelling in approved OOH application. Hoarding works were included in monthly notification and fortnightly meeting. How it was closed out - Place Manager sent an email to the complainant providing details of the outcome of her investigation and further information about upcoming works.
29-Oct-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Resident called to complain about high noise levels during out-of-hours work. They had received a notification about the work but noise levels were higher than expected. Investigation - Mitigation measures implemented as required. How it was closed out - Resident was not aware of alternative accommodation offer. Place Manager provided phone number for out-of-hours relocation service. Resident explained it was probably too late for that night but they would take up the offer the following night.
1-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Email sent by the Manager of a hotel advising of further tile damage on level 3, with photos attached. Investigation - Investigation found vibration levels were compliant with screening criteria in CNVIS. How it was closed out - Complainant agreed with Place Manager to review all claims for damage and discuss/reconcile damage claim at completion of demolition activities.
1-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Resident complained about noise during night works the previous night. She also asked if anything could be done to manage dust on windy nights when no work is occurring. Investigation - Investigation found some limited saw cutting and jackhammering was undertaken which wasn't modelled in the OOH application. Contractor confirmed surfaces are wet down at the end of the shift. How it was closed out - Place Manager provided complainant with details and overview of upcoming works.
1-Nov-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Noise complaint referred by Sydney Trains. Investigation - Place Manager called complainant and explained a notification and offer of alternative accommodation had been sent the previous week. Committed to sending the materials again. How it was closed out - Place Manager investigated the source of the noise complaint which was found to be the delivery of large beams. Workforce advised to keep noise to a minimum and direct light away from residences wherever possible.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
2-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Complaint from a business in the adjoining building to demolition works that constant drilling and vibration was coming through her wall. Investigation - Monitoring showed noise levels were compliant. How it was closed out - Place Manager explained the works program and that the demolition would be completed by Christmas. Also described next stage of works.
2-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Complainant stated that vibration was causing items to shake within their building and believed it was unrelated to truck movements on Botany Road. Investigation - Investigation found vibration levels were compliant with screening criteria in CNVIS. How it was closed out - Place Manager provided update to complainant.
2-Nov-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Resident emailed Place Manager complaining about noise late on Monday night. Investigation - Place Manager investigated the source of the noise complaint and contacted complainant to provide an update and explain noisy works coming up over the following week. How it was closed out - Alternative accommodation was offered. Complainant accepted offer.
3-Nov-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to complain about noise outside her home. Investigation - Confirmed the noise was coming from Enmore located outside of the Sydenham to Bankstown project area. How it was closed out - Responded to complainant.
4-Nov-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Resident emailed Place Manager complaining about noise levels at 2.30am and attached a video. How it was closed out - Place Manager contacted complainant the following day and offered alternative accommodation. Also suggested they use the 24 hour 1800 number rather than email so immediate action can be taken at the time of the complaint.
5-Nov-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Works being carried out contrary to project approval. Investigation - Resident complained that works were being carried out on Sunday which he believed was contrary to the Project Approval. How it was closed out - He spoke with the on call Community Manager and the onsite Environment Coordinator, who both explained the works needed to be carried out during a rail possession and that the Sydney Trains EPL applied. Mitigation measures were also explained.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
6-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Caller was responding to an email seeking feedback on demolition activities. The caller said the last week was bad for vibration. Investigation - Monitoring showed that vibration levels were compliant. How it was closed out - Caller was advised that the levels were well below thresholds that would lead to structural damage.
6-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Complainant called after receiving an email asking for feedback regarding demolition activities. The stakeholder noted that vibration had been particularly bad causing the windows to shake. Raised concerns about danger to employees if the glass shattered. Investigation - Monitoring was confirmed with vibration levels as compliant. How it was closed out - Place Manager assured the stakeholder vibration levels for last week were not at a level to cause structural damage.
7-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - The stakeholder emailed to complain about vibration and noise at the workplace address being above acceptable levels. Claims the desks are vibrating and the noise and vibration is negatively impacting staff. Investigation - Vibration levels found to be compliant. How it was closed out - Place Manager contacted the stakeholder. Responded to the stakeholder to confirm that the high impact works were all within limits and would be finalised by mid-week.
8-Nov-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Complainant reported a noise complaint from a guest the previous night. Investigation - At the time of the complaint the duty manager approached the site supervisor who advised that saw cutting had been completed by 10pm but the vacuum excavation truck would be required for the rest of the shift. How it was closed out - The JHCPBG reps met the Hotel Manager on 6 November and agreed to complete saw cutting works by 10pm. Hotel Manager expressed appreciation for this flexibility.
8-Nov-17	JHCPBG (TSE)	Victoria Cross Station (South)	Property & Business	Complaint - Complainant emailed Place Manager providing details of materials which had fallen onto their ground floor balcony. Key concerns included property damage, potential for hazardous materials and preventing future incidents. Investigation - Initial investigation found the materials were from work on the enclosure at a business on the first floor and complaint was referred to TfNSW. Further investigation found two small pieces of steel track had fallen through a section of scaffold not covered with mesh. How it was closed out - Property Manager was advised that no hazardous materials were present. The balcony was cleaned and one damaged tile was observed. Work above this part of the balcony has now been completed and scaffold will be removed next week. The contractor has repaired the damaged tile.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
8-Nov-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - Residents complained of the noise of a vacuum truck being used for utilities works. Investigation - Attended noise monitoring showed noise levels were consistent with predicted model in the Sydney Metro OOH application. How it was closed out - Residents were updated on upcoming works.
8-Nov-17	JHCPBG (TSE)	Waterloo Station	Property & Business	Complaint - Business owner has complained of a crack in cornice of her building which she attributes to vibration from the demolition works. Investigation - Monitoring data shows vibration levels are below the screening criteria in the CNVIS. How it was closed out - Onsite inspection and discussion with owner to relocate a monitor to this building. Claim will now be managed under the property damage process.
8-Nov-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Stakeholder called to complain that she felt drilling vibrations throughout her house and kitchen floor in particular. Stakeholder very concerned about the foundations of her home being damaged. Investigation - Blasting activities confirmed at WestConnex and not attributed to Sydney Metro project. How it was closed out - Place Manager contacted the complainant who had already made several calls to government agencies in relation to the noise. The complainant informed the place manager that when she had spoken to Westconnex they had confirmed they were blasting. The complainant agreed that the issue was not Sydney Metro related, and thanked the place manager for her call.
9-Nov-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - The stakeholder called to complain that she had not slept in two nights because of the noisy works in the area near Mowbray Road. How it was closed out - Place Manager called and spoke with the stakeholder to advise that the works she was referring to were undertaken by Sydney Water and not associated with Sydney Metro.
10-Nov-17	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - A local worker complained that oxy cutting works being undertaken on site were not properly contained and that a worker was rude. Investigation - Safety officer and Place Manager had been on site immediately before the complaint and noted no safety issues and that spotters were guiding people safely around the footpath near the works. The complainant ignored these directions and took offence to comments made. How it was closed out - When the Place Manager explained and apologised, the complainant better understood the situation and role of the spotters who were trying to direct him to a safer path.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
15-Nov-17	JHCPBG (TSE)	Crows Nest Station	Property & Business	<p>Complaint - Business owner complained that cracks had appeared in the basement car park and lower stair lobby. First noticed cracks around 7 September and advised they've been getting progressively larger. A building condition survey wasn't undertaken before the demolition works.</p> <p>Investigation - The Project Manager confirmed that only strip out works were happening at this location in early September.</p> <p>How it was closed out - Place Manager provided an update to the business owner and agreed to email details of the claims process. Also confirmed that a pre-condition survey would be offered prior to TSE works.</p>
15-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	<p>Complaint - Noise and vibration levels from demolition site making it difficult to work. Also concerned about property damage.</p> <p>Investigation - Noise and vibration data showed all levels were compliant (shears will be used once noisier work finishes). Property damage claim will be handled under the property damage claim process.</p> <p>How it was closed out - Place Manager called complainant to provide an update and arranged to visit the office the following week.</p>
16-Nov-17	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Noise from OOH saw cutting. Complainant questioned why works not done during the day.</p> <p>Investigation – Noise monitoring was conducted and levels were compliant. Complainant confirmed they had seen the notification circulated.</p> <p>How it was closed out – Complainant contacted immediately by Business Relationships Manager who explained the reasons why work on major CBD roads needed to be completed OOH. Business Relationships Manager further confirmed the saw cutting would be finished by midnight as per the notification that had been circulated.</p>
16-Nov-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Construction workers playing loud music, using truck horns and swearing.</p> <p>Investigation – It was confirmed the workers being complained about were not Sydney Metro.</p> <p>How it was closed out – The Place Manager contacted the stakeholder to advise the utilities team were also working on Martin Place north on Elizabeth Street and work ceased at midnight. Advised stakeholder Ausgrid and Jemena were also working in the area.</p>
17-Nov-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	<p>Complaint - Noise impacts from excavation of concrete footings.</p> <p>Investigation – Works carried out during standard construction hours.</p> <p>How it was closed out – Update of works provided to complainant (concrete breaking works completed for the day, however excavation would continue until 6pm this evening and from 8am -1pm Saturday) by Place Manager. Complainant thanked Place Manager the update and also for the alternative accommodation provided by TfNSW.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Nov-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from OOH utility works keeping complainant awake, made to onsite Stakeholder Manager. How it was closed out – Stakeholder Manager explained noisy works would finish at midnight and followed up with complainant the next day to discuss further mitigation. Resident is being relocated for the next night of works and has made own arrangements for the third night. Resident has agreed to participate in a trial of customised moulded earplugs for sleeping to reduce noise at night.
20-Nov-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Visual Amenity	Complaint – Email about bright flashing lights used during night work. Investigation – The stakeholder was disturbed by the light which was still bright despite shutting the blinds. How it was closed out – Place Manager contacted the stakeholder to go over the schedule moving forward.
21-Nov-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - No justification of OOH removal of trees on Mowbray Road. Works could be completed during standard hours. Request made for contact details for EPA, RMS and Willoughby Council. Investigation – The complaint has been acknowledged and escalated within JHCPBG. How it was closed out – A detailed response sent addressing concerns and providing the details requested. The Chatswood Place Manager responded to the complaint with details about the OOH approval process and need to undertake the works at night.
22-Nov-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from utilities investigations night works. How it was closed out – The Chatswood Place Manager updated resident on last night's works and upcoming night works. Noise monitoring from the property was offered. The resident has been added to a weekly email list which details upcoming works.
22-Nov-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from utilities investigations work approximately 60m from her apartment. Investigation – Noise mitigated with eco-blankets and use of electric hammers. Works completed at 11pm. Noise and vibration levels recorded in a monitor in the resident's building were below the predicted levels and vibration levels. How it was closed out – Stakeholder Manager has discussed the works, updated the resident on the upcoming works and encouraged calling the 1800 number. A loud humming noise coming from a building in the street (associated with the works) will be investigated to see if it is the source of the disturbance. Additional mitigation measures will be considered when works are near that property.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
24-Nov-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from mulching of vegetation on site. Investigation – Respite for the high noise activity had been implemented. How it was closed out – Place Manager contacted the resident and explained the remaining works. Noise monitoring was offered and accepted and arranged for the next day the machine was operating. The remaining stockpile of tree limbs was moved to another stockpile further from the resident's home. Mulching is due to be completed by mid-week.
25-Nov-17	JHCPBG (TSE)	Chatswood Dive	Flora & Fauna	Complaint - Blue Gum tree cut down on the dive site, stakeholder thought it would remain. Investigation - Removal of trees was included in the Chatswood to Sydenham EIS and is required to allow construction on the site How it was closed out - Information relayed to stakeholder.
28-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	Complaint - Request to compensate for loss of business. Investigation – TSE Works (novated demolition) undertaken in accordance with approvals and there are no non-compliances that might affect the business. How it was closed out – Complaint and the request for compensation has been escalated to TfNSW for resolution.
28-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Customer complaints due to work opposite the bar. Would like more notice of construction, timing and impacts. How it was closed out - Place Managers went with the bar owner to discuss works and mitigation measures.
28-Nov-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Noise and vibration impact to a business operating adjacent to demolition works. Investigation – Respite periods for high noise impact works have been observed. Noise data showed levels were compliant. It was also noted that there had been three spikes in vibration above the halt level over a five minute period on 27/11/17. How it was closed out – Place Manager discussed and clarified the program for completion of demolition and will update the stakeholder on the findings of the investigation.
28-Nov-17	JHCPBG (TSE)	Victoria Cross Station (North)	Flora & Fauna	Complaint - Referred to project team by North Sydney Council regarding the removal of palm tree from construction site. Investigation - Tree was removed by a contractor occupying the land prior to JHCPBG taking possession. How it was closed out - Information relayed to Council to relay back to complainant.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
29-Nov-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from a vacuum truck during OOH utilities investigation. Investigation – Noise monitoring at the commencement of this activity demonstrated compliance with the modelled noise levels. How it was closed out – On Call Place Manager explained the works and later advised there would be no further works that week. Alternative mitigations to be considered for the next round of works suggestion by Crows Nest Stakeholder Manager.
29-Nov-17	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	Complaint - Concrete dust on car left overnight in the Wilson car park. Works undertaken to demolish and replace a block wall in the property of the Wilson Car Park. Investigation – Warning signs had been placed in the carpark warning patrons of the overnight works. How it was closed out – Stakeholder Manager will follow up with the stakeholder via TfNSW project manager who has been liaising with the building owners.
29-Nov-17	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Demolition works disrupting business located adjacent to works. The stakeholder emailed directly to Business Relations Manager (BRM) and is seeking compensation and or temporary relocation for the business. Investigation – Noise data from monitors in the stakeholder's building show noise levels are compliant with the limits specified in the endorsed CNVIS. How it was closed out – BRM provided an initial response and has arranged a meeting to discuss the stakeholders concerns and gather further information on the impact to the business' operations.
30-Nov-17	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Pedestrian modification works including tree clearing on Hickson Rd. Investigation – Senior Environment Coordinator undertook noise monitoring throughout the shift. Noise levels demonstrated compliance with predictions for all activities undertaken. How it was closed out – Works commenced from 8pm on the 29/11 and all high impact noise works were prioritised as early as possible and stopped by midnight. Mitigation measure and others were communicated to the work crew at toolbox on the 29/11.
30-Nov-17	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from OOH utilities investigation and modification to pedestrian crossings on Hickson Road. Investigation – Environmental coordinator had undertaken noise monitoring during the works which demonstrated noise levels were compliant. How it was closed out – On-call Place Manager explained due to traffic related timing restrictions works could not be done earlier in the night.
3-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Alarm was sounding at the Chatswood dive site. Investigation - There is no alarm on site and no works were taking place. How it was closed out - Stakeholder informed that no work was occurring the alarm was not from the Chatswood worksite.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
4-Dec-17	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Night works in Barangaroo precinct. Investigation - Complaint received by other construction party about night works in Barangaroo precinct. Forwarded to BDA and then forwarded to TfNSW/JV. How it was closed out - Place Manager has responded via email and left messages providing further information.
4-Dec-17	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Perceived 'swaying' within 50 Martin Place during demolition works. How it was closed out - Panel discussion held with residents of Macquarie building about vibration impacts including 'swaying' and other concerns about adjacent works. Positive response from group.
5-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Excessive noise from chainsaws used in tree removal. Investigation - Resident complained of excessive noise from chainsaws used in tree removal along Pacific Highway. How it was closed out - On call Stakeholder Manager updated the resident on the progress of the works and that there would be no further OOH works this week. Road closures only permitted from 10pm and electric chainsaws used after midnight. Crows Nest Place Manager has attempted to follow up to discuss upcoming works and mitigation measures and will continue to try to reach the resident. Monitored noise levels were compliant. Place Manager followed up to discuss future works and mitigation options.
5-Dec-17	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Parking in private parking space. Investigation - Occupant complained that someone is parking in private parking space. Investigations taking place as to whether the car park is being used by someone working on JHCPBG project site. Found to be contractor working on first day who had parked there. How it was closed out - Signage is being placed to highlight no work vehicles are to park there and messages will be reinforced at inductions/tool box meetings.
6-Dec-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from saw cutting for utilities relocation works. Investigation - Resident complained of noise from saw cutting for utilities relocation works. How it was closed out - On Call Stakeholder Manager explained the saw cutting would be completed shortly. Place Manager for Chatswood called resident on 7/12 to explain how explain that the high impact works are prioritised to occur before midnight and that a pedestrian bridge was being built in the footpath to allow Telstra to carry out some of the works during the day. Resident complimented the project on the efforts made to manage the complaint and inform the community of the works. Monitored noise levels were compliant.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
6-Dec-17	JHCPBG (TSE)	Chatswood Dive	Other	<p>Complaint - Mistaken complaint survey booked and inspector had not turned up.</p> <p>Investigation - Resident mistakenly believed that she had booked a condition survey and complained that an inspector had not arrived.</p> <p>How it was closed out - Place Manager clarified that there was not yet a firm booking as her building's strata manager was liaising regarding a preferred process for all the residents. Booking has now been confirmed for next week.</p>
6-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Second night in a row there is cutting of trees using chainsaw.</p> <p>Investigation - Requested to know when noise will cease.</p> <p>How it was closed out - Place Manager contacted the resident at 12.13am to provide an update of the works. Place Manager confirmed that the noise would lessen after the major tree removal activities were completed, and that there were no more works planned for the remainder of the week near her property.</p>
6-Dec-17	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	<p>Complaint - Business adjoining demolition site has reported loose render has fallen from wall.</p> <p>Investigation - Vibration levels over the past week have not been over the screening criteria adopted in the CNVIS.</p> <p>How it was closed out - Business Relationship Manager arranged an inspection and discussed the timing of the post demolition condition survey.</p>
7-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Resident complained of excessive noise from chainsaws used in tree removal along Pacific Highway.</p> <p>Investigation - An call Stakeholder Manager updated the resident on the progress of the works and that they would continue for another 40 mins and then noise levels would reduce to similar to the previous night. They communicated that road closures are only permitted from 10pm and electric chainsaws will be used after midnight.</p> <p>How it was closed out - The manager informed resident that monitored noise levels were compliant and informed no further OOH works scheduled this week. Place Manager has attempted to follow up to discuss upcoming works and mitigation measures and will continue to try to reach the resident.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
7-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Noise from potholing machine.</p> <p>Investigation - Stakeholder Manager had spoken to resident the previous afternoon and discussed use of a vacuum truck for these works which the resident thought he had heard before and thought would be ok. He called 1.07 and was advised that the truck would be in operation for another 20 minutes and then the noise would reduce. Resident said that he wanted to be relocated if the works were to continue on the night of 7/12. Monitored noise levels were below predicted levels.</p> <p>How it was closed out - Advised no more works planned this week. In response to the number of complaints received, the site supervisor decided to finish the trench they were working on and stop works for the night. Place Manager to follow up in relation to future works.</p>
7-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Resident complained of the noise from tree removal works on 6/12/17.</p> <p>Investigation - Noise monitoring demonstrated noise levels were below predicted levels.</p> <p>How it was closed out - Electric chainsaws were used after midnight to minimise disturbance. Resident was advised there are no further OOH works this week or in the near future. Stakeholder Manager followed up and discussed mitigation measures that are available if needed in the future.</p>
7-Dec-17	JHCPBG (TSE)	Pitt Street Station (North)	Air Quality	<p>Complaint - Business nearby demolition site is seeking compensation for the cost of cleaning cooling tower for the building due to dust from works.</p> <p>Investigation - Business relationships manager referred to the measures being implemented to minimise dust and that the regular maintenance required for air cooling systems is unlikely to be directly attributed to the demolition works.</p> <p>How it was closed out - Business relationships manager communicating findings back to business.</p>
7-Dec-17	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	<p>Complaint - Business owner complained of noise and requested demolition to be delayed until after 1.30pm.</p> <p>Investigation - Respite provided from 12:30 to 1:30.</p> <p>How it was closed out - Place Manager advised that the respite from high noise impact activities is from 12.30 to 1.30pm and that the work on the wall adjoining the business was expected to be completed by 15/12/17. Complainant satisfied with the response.</p>
8-Dec-17	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	<p>Complaint - A person who works in a building adjoining the demolition works has complained that his health has been affected by dust from the multiple construction sites and constant noise.</p> <p>How it was closed out - Stakeholder manager provided details of dust management measures being implemented and monitoring of the Victoria Cross demolition works.</p>

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10-Dec-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Noisy works. Investigation - Crane confirmed as plant generating the noise. How it was closed out - Place Manager explained that the noise may have been more noticeable due to the proximity as usually the double glazing is sufficient noise attenuation. It was noted that there was a party on 54 Regent Street roof top. Resident was satisfied with the response. Place Manager committed to keeping the community informed about out of hours work.
10-Dec-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Noisy works from crane operations. Investigation - It was noted that the trucks were being unloaded at the time and that there was a party on 54 Regent Street rooftop. How it was closed out - Sydney Metro completing the work as quickly as possible and the noise is unavoidable and part of the lifting activity. The bridge needs to be completed so excavation can begin on the new platforms under Central Station. Work will be ongoing and a notice will be delivered about January works. Place Manager advised no work will be carried on Public Holidays. Place Manager committed to keeping resident informed and resident appreciated the call.
11-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Vibration from a 'roller compactor'. Investigation - Peak vibration was recorded on 12/12/17 and was found to be consistent with JHCPBG's Construction Noise and Vibration Management Plan. How it was closed out - Place Manager contacted and organised for vibration monitoring on 12/12. Contractor changed the operation of the vibratory roller to a low vibration setting.
11-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant advised of loud roadworks, first noticed at 10pm and continued throughout the night. Video taken at 1am with sound on Hickson Road near gate H4 Barangaroo. No notifications have been given and caller would like clarification. Investigation - Investigations found that works were not taking place. How it was closed out - Advised that work was not taking place and provided a schedule of upcoming Metro works.
12-Dec-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noisy workers loading soil onto a truck at Nelson Street. Investigation - The activity occurred within the site when loading and unloading material near the end of the shift to backfill the trench. How it was closed out - Place Manager responded with details of work.
12-Dec-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noisy night works. Investigation - Noise monitoring was undertaken by during the week of 4/12/17 and all monitoring was compliant. How it was closed out - Place Manager provided details of upcoming night works and offered relocation. Accepted by resident.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
12-Dec-17	JHCPBG (TSE)	Chatswood Dive	Visual Amenity	Complaint - Flood lights for night work shining into apartment and noise. How it was closed out - Place Manager called back and discussed works. Organised for lights to be redirected.
12-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident concerned that vibration levels may be above required limits. Investigation - Vibration monitoring is being undertaken and results will be provided to resident. How it was closed out - Peak vibration was recorded on 12/12/17 and was found to be consistent with JHCPBG's Construction Noise and Vibration Management Plan. JHCPBG has offered vibration monitoring to be compliant. Monitoring found works to be compliant and further information was requested to assess any impacts on equipment. JHCPBG have instigated the operation of the vibratory roller to be operated on low vibration setting.
12-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Noise from adjacent drilling was very loud and that scheduled meetings have been cancelled as result. How it was closed out - Business Relations Manager met with complainant who asked for alternative arrangements when the meeting room was needed. Following the complainant returning from leave, Business Relationship Manager provided schedule of upcoming works and asked that a formal email be sent regarding request for compensation if that was still being considered.
12-Dec-17	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Noise from vacuum trucks. Investigation - Noise monitoring results confirmed no exceedances and licences and approvals were in place. How it was closed out - Place Manager provided after hours service number for alternative accommodation. Committed to providing further details about the utility works planned for the rest of this week in the morning.
13-Dec-17	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Occupants of nearby office block stated that noise and vibration impacts from demolition activities were impacting workers. Investigation - A short section of wall was being removed adjacent via hammering. Noise and vibration data will be reviewed. Place Manager investigated the works causing the disturbance. Site engineer advised work was required to remove last sections of wall and another short period of work is still required. How it was closed out - Place Manager will keep stakeholders notified of next period of hammering required. Senior Environment Coordinator will review noise and vibration data for 13/12/17 and Place Manager will update building manager when he is notified of the next high noise impact period. Monitoring found works to be compliant with approved levels.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
13-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Dump truck was doing laps around the building outside of scheduled working hours. Investigation - Manager investigated further and discovered the truck the stakeholder was referring to was not a Sydney Metro contractor. How it was closed out - Place Manager contacted the stakeholder to advise of this information.
14-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Complainant called about the jackhammering around site area and questioned whether or not there would be quieter machinery used in future. The complainant also questioned why the noise shed was not yet up. Investigation - Place Manager advised the complainant that the jackhammering was in preparation for a large acoustic shed to cover the site and that hammering would be required for a couple months. The place manager reviewed possible equipment which may be used in future. The place manager discovered that all attempts were already undertaken to ensure the best possible methods were used for any specific activity. How it was closed out - In response to the complainant's request that quieter machinery be used, the site manager explained that all attempts were already undertaken to ensure the best possible methods were used for any specific activity.
14-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Noise & Vibration disturbances. Investigation - Place Manager investigated the works causing the disturbance. Site engineer advised work was required to remove last sections of wall and another short period of work is still required. Senior Environment Coordinator will review noise and vibration data for 13/12/17 and monitoring found works to be compliant with approved levels. How it was closed out - Place Manager will keep stakeholders notified of next period of hammering required. Place Manager will update building manager when he is notified of the next high noise impact period.
14-Dec-17	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Email received from DPE from a complaint. Complainant reported increasing number of incidences and provided five examples. The complainant asked for a response to the incidences provided. Investigation - JHCPBG Senior Environment Coordinator reviewed the five items and a response was provided directly back to DPE. How it was closed out - Complaint was deemed to be unavoidable as NMLs were met were works were related to Sydney Metro.
15-Dec-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Complainant reported noisy roadworks and requested noise monitoring as the noise was unbearable. Investigation - Place Manager called, explained the reason for the roadworks and offered to meet and undertake noise monitoring. How it was closed out - The stakeholder was unable to meet at the offered time but Place Manager will arrange a new time.

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15-Dec-17	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Complainant reported trucks parked and idling in the morning and were still present. Complainant also said the trucks were constant and that when one pulled out another pulled in. Investigation - Place Manager called back and advised there were some issues with trucks accessing the site due to wet weather and reinforced the Code of Conduct would be reinforced to truck drivers. How it was closed out - Place manager reinforced the Code of Conduct to truck drivers.
15-Dec-17	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Complainant emailed about trucks parking in the business drop off area. Complaint spoke to a truck driver who was in the parking bay and displayed negative driver behaviour. How it was closed out - Place Manager contacted the business to explain the reason the trucks were in the drop off area was due to bad weather however they acknowledged that they should not be parking in Street. The Place Manager advised the trucking company would toolboxed on the Code of Conduct. An apology was relayed to the Complainant. Truck movements were monitored and observed to be following the requirements during future works. Contractor will increase employee monitoring and code of conduct training.
19-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Complainant called Sydney Metro about noise (start of work) on their building. Investigation - Place Manager contacted the complainant, explained what preparation work was required and apologised. Place Manager offered weekly updates by email and for the complainant to register their interest. Place Manager provided previous notification and had already commenced door knocking earlier that day. How it was closed out - The Place Manager spoke with the complainant who responded positively. All work was being carried out in accordance with the EPL.
19-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Stakeholder emailed to ask if there was a notification sent out regarding the jack hammering happening at Martin Place. Investigation - Business Relationship Manager responded to the stakeholder and explained the building manager at their address had been briefed and notification had been distributed. How it was closed out - The place manager communicated that all high noise impact works including hammering are undertaken in accordance with the EPL . There has been follow up communication with the building manager to encourage all stakeholders to register to receive weekly email updates.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
19-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	<p>Complaint - Stakeholder called to complain about excessive loud noise coming from trenching and potholing near building.</p> <p>Investigation - All high noise impact works including hammering were undertaken in accordance with the EPL between 8am and 6pm with a 1 hour respite given for every 3 hours and a maximum of 6.5hrs each day.</p> <p>How it was closed out - Business Relationships Manager contacted the stakeholder and explained the program of work, what was happening at Bligh Street and what would be happening over the next couple of weeks in preparation for the footings of the acoustic shed which will cover the site.</p>
19-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	<p>Complaint - Complainant called about extreme construction noise regarding trenching and potholing.</p> <p>Investigation - All work was found to be carried out in accordance with the EPL. Place Manager called the complainant and explained the program of work. The complainant asked to be advised of the work in advance. Place Manager offered to supply a weekly email update each Friday.</p> <p>How it was closed out - The complainant was satisfied with the place manager's response. It is noted the building manager had been briefed on this work and notifications had previously been distributed along with an information session. Community members were encouraged to sign up to weekly updates.</p>
19-Dec-17	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	<p>Complaint - Complainant emailed about construction on their street going until the early hours of the weekend.</p> <p>Investigation - Place Manager contacted the Project Manager to confirm no work was being carried out on the Friday night.</p> <p>How it was closed out - Place Manager called business centre and asked to speak to the complainant direct. The centre advised they weren't able to contact the complainant to request permission. Going forward they advised they would inform clients to call the 1800 number or pass details onto the Place Manager.</p>
20-Dec-17	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Concern regarding after hours work.</p> <p>Investigation - Complainant contacted Sydney Metro and said construction workers had told her construction workers advised they had a permit for after hours work till midnight and she wanted to check and put in an official complaint.</p> <p>How it was closed out - Place Manager contacted complainant and advised work was allowed until midnight. Complainant asked to see the EPL. Place Manager asked if complainant would like noise monitoring but she declined. EPL was provided to complainant on 21/12/17.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Strata Manager emailed City of Sydney on behalf of complainant. The complainant had previously lodged a case with City Of Sydney regarding complaints of vibration felt by tenants in the building. The strata manager wanted to know if the vibration was caused by Sydney Metro and asked for a response.</p> <p>Investigation - The contractor sent a notification to state the commence of building works. Place Manager forwarded complaint to higher management who confirmed there was no demolition, excavation or tunnelling occurring by them. This was confirmed.</p> <p>How it was closed out - Place Manager contacted the complainant to advise there is no construction taking place for the Sydney Metro that could have been the cause of the disturbance.</p>
22-Dec-17	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	<p>Complaint - The complainant drove over a temporary plate on Nelson Street after service relocation works, and his front tyre hit a bolt causing a flat tyre. He also said restoration works the footpath and Frank Channon Walk had become trip hazards.</p> <p>Investigation - Bolt was found not to be of the type used by the contractor.</p> <p>How it was closed out - Stakeholder informed of the outcome of the investigation and also informed that Frank Channon Walk will be fully reinstated once work was complete.</p>
22-Dec-17	JHCPBG (TSE)	Chatswood Dive	Air Quality	<p>Complaint - Dirt left on front fence and letterbox following completion of works.</p> <p>Investigation - Complaint that dirt was left on front fence and letterbox following completion of works.</p> <p>How it was closed out - Site superintendent was advised and attending site the next morning to clean area.</p>
22-Dec-17	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	<p>Complaint - Noisy works.</p> <p>Investigation - Complaint passed on to Place Manager about noise around 8.15am. Complainant said discussion had occurred and stated that the 8-9am timeslot may cause issues for their guests and is there anything that could be done.</p> <p>How it was closed out - Place Manager discussed the complaint with the Project Manager around delaying the start of work until 9am each day. Complainant advised if work can start at 9am.</p>
23-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Individual stated that workers were parking in the retail shop parking areas and asked if these workers could be reminded not to.</p> <p>Investigation - Management observed the area and discovered that there was a large amount of workers from an unrelated construction site near Redfern station that have been parking in the area.</p> <p>How it was closed out - The Waterloo station site team is a small one and to date there have been no issues with the availability of parking. Management investigated and found the workers referred to were from a construction site towards Redfern Station. Management updated the caller. The management team also reinforced with site team importance of not parking on private property.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
27-Dec-17	JHCPBG (TSE)	Crows Nest Station	Property & Business	<p>Complaint - Concern regarding old house which has cracks and he did not want them to get worse and vibration.</p> <p>Investigation - The complainant was particularly concerned that he had an old house which already had cracks and did not want them to get any worse. The complainant also advised that the vibration was causing his house to vibrate and one of his doors could no longer close.</p> <p>How it was closed out - Place Manager contacted Project Manager at 9:23 (27/12/17) to confirm the site activities being undertaken. The Place Manager advised that a 12t vibratory roller was being used to compact the ground to prepare a crane pad within the TSE worksite on the corner of Hume St and Clarke Lane. The compaction work was undertaken between 8:30am to 9:40am 27/12/17 and no more compaction would be undertaken subject to geotechnical confirmation. The use of the machinery in proximity to the complainant was also within the acceptable working distance as recommended in the endorsed CNVIS.</p>
27-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Concern electricity had been turned off due to project activities.</p> <p>Investigation - Confirmed the project had not impacted local power supply.</p> <p>How it was closed out - Visiting the complainant, the outage was shown to be from an appliance at the cafe overloading the circuit.</p>
28-Dec-17	JHCPBG (TSE)	Martin Place Station (South)	Property & Business	<p>Complaint - Concern that pedestrian access would be blocked for events at café.</p> <p>How it was closed out - Signage was created and traffic controllers briefed to ensure safe access while works were conducted.</p>
31-Dec-17	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Water leak observed on Hume St.</p> <p>How it was closed out - The leak was deemed to be unrelated to the project, Sydney Water were advised and rectified the leak. The place manager subsequently closed out with the resident.</p>
3-Jan-18	JHCPBG (TSE)	Crows Nest Station	Air Quality	<p>Complaint - The increase in dust due to project works has forced an individual to purchase a medical grade air purifier. The individual is seeking compensation towards the cost of the machine.</p> <p>Investigation - Review found all dust suppression measures were in place.</p> <p>How it was closed out - Claim for compensation for the cost of the medical grade air purifier was approved by the Project Director but rejected as stakeholder objected to sign the deed of release that accompanied the payment.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
4-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Complaint about vibrations from neighbouring works. Investigation - Vibration monitoring was undertaken at the complainant's location. The data will be reviewed and provided to the complainant when available. How it was closed out - Reviewed the works on site and established that the use of the machinery in proximity to the complainant was within the acceptable working distance for structural damage.
5-Jan-18	JHCPBG (TSE)	Marrickville Dive	General House-Keeping	Complaint - Site signs around the Marrickville Dive Site had fallen off and posed a pedestrian risk. Investigation -The site supervisor attended the site and conducted a perimeter walk to re-affix the project banners. The site supervisor had the site made safe and the individual was notified that the safety issues were addressed and a more permanent fix would be applied when the site starts work for the new year. How it was closed out - Advised the individual that the team had been made aware of the issue and issue was remedied as soon as possible.
5-Jan-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Air Quality	Complaint - Property owner complained about level of dust coming from jackhammering on site. Investigation - Place Manager advised complainant that the concern would be investigated. How it was closed out - Project Manager onsite agreed to increase dust suppression measures. Follow up conversation with the surveillance officer was undertaken to confirm the level of dust and how effective the hose is.
6-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Demolition truck did two laps around a residential building in the morning as they could not gain access to site, then idling before parking outside complainant's building, restarting engine and move to the lights from a standing start making noise. Investigation - Investigation found that no Sydney Metro works were happening at the Victoria Cross site and in the residential area, due to the site shut down for the holiday and that the truck issue appeared to not be connected to the Sydney Metro worksites. How it was closed out – Advised complainant work was not happening at the Victoria Cross south worksite due to the holiday site shut down and that although the demolition company was undertaking demolition at the Victoria Cross south worksite (in addition to a number of different worksites in and around North Sydney) it appeared to not be connected to Sydney Metro works this time. Explained it was unable to verify if truck was connected to the project without the registration number and that on receipt of complaint the project spoke with the demolition contractors who are working on the Sydney Metro project and arranged for their truck drivers to be reminded about the truck driver codes of conduct required on this project.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
8-Jan-18	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	<p>Complaint - Compromised pedestrian access. Hume Street access at Wollstonecraft was particularly difficult due to tree stump and obstructions on the footpath.</p> <p>Investigation – Interface Manager notified the Crows Nest site immediately. Project employees reviewed and evaluated pedestrian access and found that site modifications such as an access ramp would need to be installed.</p> <p>How it was closed out - The project team built a ramp which they installed to facilitate safe pedestrian access. Further detail and photos of the ramp were provided to the complainant who was satisfied with the rapid response to the issue.</p>
8-Jan-18	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	<p>Complaint - Complaint about the level of vibration from works.</p> <p>Investigation - Place Manager investigated, demo works was mostly being done by shears and pulverisers, but hammering was required when those tools could not be used. Vibration data showed levels were compliant with approved CNVIS.</p> <p>How it was closed out - Place Manager followed up and included info that works were moving progressively away from his property.</p>
9-Jan-18	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	<p>Complaint - Complainant stated that a cabinet was rattling due to vibration from works. Complainant requested property condition survey.</p> <p>Investigation - Team preformed a property condition survey and discovered that vibration levels were shown to be within the approved levels.</p> <p>How it was closed out - Place Manager responded with vibration information and that property surveys would be offered closer to tunnelling.</p>
10-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Resident complained about vibration running up their building.</p> <p>How it was closed out - All vibration levels recorded were compliant with the levels stipulated within the endorsed CNVIS.</p>
10-Jan-18	JHCPBG (TSE)	Pitt Street Station (North)	General House-Keeping	<p>Complaint - There was tripping hazard caused by the raised yellow pit lids near an individual's footpath.</p> <p>Investigation - The pits were investigated and determined to be in good order and installed appropriately.</p> <p>How it was closed out - Meeting was held with individual concerned and It was established that if people were not reading signage and seeing bright yellow coverings, any additional solution was unlikely to change pedestrian behaviour.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
12-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident reported excessive noise from use of jackhammers late in the evening. Investigation - The place manager reviewed what work had been undertaken that evening. How it was closed out - The place Manager responded to confirm the works had been done before midnight for utility works. Place Manager offered noise monitoring which was accepted for the upcoming noisy works which stakeholder accepted and was satisfied with response. Noise monitoring was undertaken and levels were compliant.
12-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Disturbed by the noise on construction and requested it be rescheduled. Investigation - The place manager investigated what works were being conducted around the site and their impacts. How it was closed out - It was determined retention works were being done at the adjoining wall with a jack hammer. Place Manager reported details back to the stakeholder to explain the necessary preparation works creating the noise. Upcoming works at that location were explained to the stakeholder and confirmed could not be rescheduled. Noted works nearly complete, Stakeholder was satisfied with the explanation.
15-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Caller complained of noise from OOH utilities works on Hickson Road. Investigation - On call Place Manager advised him the noisy works would finish by midnight. How was it closed out- Place Manager followed up and provided update on works and arranged noise monitoring for next night of works.
15-Jan-18	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	Complaint - Message sign was located at the front of property and blocking drivers' sightline. Complainant explained there had been no works in the last six weeks so there was no reason for it to be there. Investigation - The place manager reviewed construction plans and discovered that the sign was positioned in accordance with approved Traffic Management Plans. How it was closed out - Another location was found for the sign to be relocated to on the opposite side of the street. The complainant was advised the sign would be moved.
15-Jan-18	JHCPBG (TSE)	Crows Nest Station	General House-Keeping	Complaint - Caller advised that they had scratched their hand on a piece of wire that was hanging over the fence of the Crows Nest site. Investigation - Manager spoke with the site superintendent who immediately arranged a for the fencing to be checked and repaired where necessary. How was it closed out - Stakeholder Manager updated the caller and thanked them for bringing the issue to our attention.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
15-Jan-18	JHCPBG (TSE)	Pitt Street Station (North)	Air Quality	<p>Complaint - Complaint that additional dust had accumulated on large building. The complainant requested that it be cleaned.</p> <p>Investigation - Members of the team accessed the building and discovered that there were in fact large amounts of dust.</p> <p>How it was closed out - The team have undertaken all reasonable and feasible precautions to ensure that the generation of dust is minimised. Mitigation measures include the demolition methodology using pulverisers to limit dust, providing a dedicated spotter to apply water to each excavator in use. Works are also modified, slowed down or stopped in times of high wind where the risk of dust generation is high.</p>
15-Jan-18	JHCPBG (TSE)	Waterloo Station	Air Quality	<p>Complaint - Excessive very fine dust blowing from the Waterloo site.</p> <p>Investigation - Management investigated dust affects from the site.</p> <p>How was it closed out - The on-call Community Place Manager explained the dust mitigation measures being used. Demolition was occurring at two locations on site and suitable dust mitigation was being used including a mister and a spotter with a hose. The Waterloo Place Manager followed up with the resident to update them on works at the site.</p>
15-Jan-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	<p>Complaint - Level of noise and vibration from works.</p> <p>Investigation - Place Manager investigated and found that concrete breaking was occurring on one of the bridge abutments. Noise monitoring data showed that the levels were compliant with the approved CNVMP. Vibration data was not available but Environment Manager advised that levels were unlikely to have exceeded the relevant criteria.</p> <p>How it was closed out - Place Manager followed up with stakeholder. Committed to keeping stakeholder informed if similar works were programmed.</p>
15-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Truck had spilled material on Albany Street.</p> <p>Investigation - Stakeholder Manager investigated and found that neither the TSE nor Delta trucks were using Albany Street on their haulage route.</p> <p>How it was closed out - Caller was satisfied and will speak to Council.</p>
16-Jan-18	JHCPBG (TSE)	Barangaroo Station	Air Quality	<p>Complaint - Air quality from dust rising from the works.</p> <p>Investigation - Caller raised concerns about air quality around their business caused by dust rising from the works.</p> <p>How it was closed out - Place Manager explained the application of water as part of the drilling process and that teams would be reminded to be extra vigilant during windy conditions.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
16-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from OOH utilities works on Hickson Road the previous night which he said disturbed him until 3am. Investigation - Work was undertaken according to approvals. How it was closed out - Place Manager provided update on works and arranged noise monitoring for next night of works which was accepted.
16-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Intermittent noise from OOH utilities works on Hickson Road the previous night until 10.45pm. He has complained previously and wanted it noted that the works were audible at his residence. Investigation - Works were approved until midnight. How it was closed out - Place Manager provided update on works and arranged noise monitoring for tonight's works and will discuss results with the caller.
16-Jan-18	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Resident in adjoining street complained of dust. Investigation - Dust mitigation measures were in place. How to was closed out - Place Manager provided details of the mitigation measures including multiple sprinklers, wetting down of operational areas, managing stockpile heights and sweeping hardstands. She also advised that installing the hoarding had been prioritised to be done in the next couple of weeks.
16-Jan-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from OOH utilities works on Hampden Road. Investigation - Mitigation measures in place. How it was closed out - He was advised the works were at the stage of reinstatement and was updated later in the day on the remaining works in the area.
16-Jan-18	JHCPBG (TSE)	Waterloo Station	Air Quality	Complaint - Dust control at Waterloo and of concerns for health of his family. Investigation - Mitigation measures were in place. How it was closed out - Stakeholder Manager detailed the mitigation measures, including loading out near hoarding and scaffolding to minimise dust. She explained the demolition had to continue that day as the particular building could not be left standing as its supports had already been demolished. She also updated the resident on remaining works.
16-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Council officer relayed an anonymous report from stakeholder complaining of vibration to stakeholder's property on the corner of Wellington and Cope Street. Investigation – Vibration monitoring results were compliant and it was noted that there are currently unrelated Ausgrid works being undertaken in Wellington Street opposite the complainant's approximate location. Complaints attributed to Ausgrid works. How it was resolved – Council was contacted about the outcome.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
16-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise believed to be from utility works. Investigation - It was investigated and confirmed not to be related to TSE works. How it was closed out - Information relayed to complainant.
16-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Work light on Chalmers Street. Investigation - Sydney Metro not undertaking work on Chalmers Street. How it was closed out - Stakeholder referred to the Sydney Light Rail Project who are currently working in the area.
17-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Representative of hotel reported guest complaints about noise from out-of-hours utilities and tree removal works on Hickson Road and requested noise monitoring. Investigation – Work must be done out-of-hours. How it was resolved – Place Manager explained the works, reason why they must be done out-of-hours and mitigation measures in place, including completing high noise activities before midnight. He also provided details of upcoming works and made arrangements for noise monitoring.
17-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Stakeholder complained of noise from site establishment works and enquired about timing of respite periods. Investigation – Stakeholder Manager confirmed with supervisor that a small excavator was breaking footpath and kerb at about 2 pm. The supervisor also explained that crews were rock breaking no more than three continuous hours and providing one hour of respite between work. How it was resolved – Stakeholder Manager updated the stakeholder on respite periods for these intermittent high noise works and will continue to liaise for upcoming works. A longer respite is under consideration for future bulk excavation works. The complainant appreciated the response.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
17-Jan-18	JHCPBG (TSE)	Chatswood Dive	Air Quality	<p>Complaint - Due to a number of property related negotiations, all communication with this resident of Nelson Street is via TfNSW. In the course of these communications, the resident complained of 1) no property condition survey prior to works; 2) dust on letterbox and noting large piles of dirt on site; 3) brick pillars of fence leaning over and 4) traffic control tape across a maintenance access and car parked in front of that access.</p> <p>Investigation and how it was resolved – 1) Property condition survey first offered on 16 Nov 2017 and has not been taken up to date. TfNSW continues to encourage accepting the offer. 2) stockpiles are in use at the site and dust is being managed with multiple measures which were detailed. These include prioritising installation of the hoarding along Nelson Street. 3) Investigation of fence pillar found leaning is inconsistent with damage from construction activities. Outcome to be communicated and any damage claim, if received, will be handled in the third party claim process. 4) The access is not readily identifiable as a driveway, and is not the primary access to the property. Traffic controllers for trenching works on Nelson Street were on site to provide access if necessary and vehicle had already moved when the complaint was received. Found that access was maintained and the fence pillar movement was unrelated to TSE works.</p>
17-Jan-18	JHCPBG (TSE)	Martin Place Station (North)	Visual Amenity	<p>Complaint - Business complained of lights from excavators undertaking demolition that were reflecting into offices.</p> <p>Investigation - Business Relationship Manager liaised with the demolition contractor and determined that a section of scaffolding had needed to be removed for a short term issue.</p> <p>How it was resolved – Business relationship manager gave complainant an undertaking to talk to the demolition team. Contractors reminded to be mindful of removing scaffolding and visual impact on businesses and complainant's request to be put on the communication distribution list for future update of works was actioned.</p>
17-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Work light on Chalmers Street.</p> <p>Investigation - Sydney Metro not undertaking work on Chalmers Street.</p> <p>How it was closed out - Stakeholder referred to the Sydney Light Rail Project who are currently working in the area.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
18-Jan-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	<p>Complaint - Residents complained of discomfort from vibration from the site.</p> <p>Investigation – Place Manager and Senior Environmental Coordinator met with residents who complained of discomfort from vibration from the site which is across the road. It was determined this disturbance was most likely from vibratory roller being used to compact piling platforms.</p> <p>How it was resolved – The need for these works was explained to the residents and arrangements were made to monitor vibration next time activity is scheduled.</p>
18-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Resident in apartment block approximately 300m from the site of the overnight utilities works complained of the use of tonal beepers and other noise. Noise monitoring was declined.</p> <p>Investigation – Investigation confirmed all vehicles related to the TSE works had non tonal reversing alarms fitted and checks with other residents nearer the works found they were not disturbed by works. It is noted there are several other construction sites, unrelated to the TSE works, closer to this residence.</p> <p>How it was resolved – Stakeholder Manager suggested that noise monitoring in the unit block be undertaken in the future to determine if there is an issue with this particular location in relation to Sydney Metro works. The complainant said this would be difficult to arrange but provided contact details for the building manager. The complainant also advised she would monitor tonight's works and report back to Stakeholder Manager in the morning or call the 1800 number if it was disturbing her again.</p>
19-Jan-18	JHCPBG (TSE)	Chatswood Dive	Traffic, Transport & Access	<p>Complaint - Resident of Nelson St complained that a car was parked in a no parking zone on Gordon Avenue.</p> <p>Investigation - Place Manager confirmed vehicle was being used by surveyors who needed close access to transfer heavy equipment to the location of the work area in the verge of Gordon Avenue.</p> <p>How it was resolved – Place Manager arranged for vehicle to be moved immediately. Parking requirements were reiterated to all workers at the pre-start briefing on 19/1/18 and separately to the survey supervisor and subcontractor.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
19-Jan-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	<p>Complaint - Stakeholder reported there was concern about vibration being felt during children's sleep time and about dust.</p> <p>Investigation - Stakeholder Manager followed up with the centre's staff who clarified the vibration concern was from 2 weeks prior and was now less of a concern.</p> <p>How it was resolved – Stakeholder Manager encouraged the centre to report concerns when the vibration was occurring so that if there are particular activities associated, they can be reviewed. Dust mitigation measures were discussed and it was noted that the nearby unrelated construction area does not have respite periods from high impact activities and dust from that site has been observed entering the Delta site. Delta vibration records for the period were reviewed and did not show any non-compliances.</p>
19-Jan-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	<p>Complaint - Resident adjacent to the site called to question what works were occurring as he was not aware works were allowed on Friday night.</p> <p>Investigation - Place Manager confirmed that the extended hours were notified in the January monthly update and that the team were completing concrete pours.</p> <p>How it was resolved – Place Manager provided further update to advise that the concreting works were finished at 8.30pm. Phone calls were made the Project Manager to confirm activities on site and the time this would be completed. The project manager then advised the Place Manager when work was completed. The Place Manager then sent a message to the resident to confirm when the work was completed.</p>
20-Jan-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	<p>Complaint - Resident near Barangaroo site believed the relocated bus stop was not safely positioned and lack of information about relocation. Also complained that hammering continued until 1am during recent night works.</p> <p>Investigation - Place Manager confirmed bus stops were permanently relocated to allow construction of the Sydney Metro project. Place Manager spoke with night shift supervisor who confirmed that the only activities occurring past midnight involved backfilling a trench with an excavator and reinstating the road pavement.</p> <p>How it was resolved – Place Manager explained that the bus stop was relocated to allow construction of the new station and that decisions on location were made in conjunction with relevant authorities who arranged signposting prior to the changes. In addition, doorknocks and calling cards were left in the area prior to Christmas. Place Manager confirmed that works after midnight included backfilling and reinstating the road pavement and updated resident on the upcoming works this week and reminded team that all high noise activity must be finished before midnight, and planned as early as possible during night shifts.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Jan-18	JHCPBG (TSE)	Marrickville Dive	Air Quality	<p>Complaint - Resident complained of dust associated with earthworks.</p> <p>Investigation – Stakeholder Manager confirmed with Project Manager that the activities being undertaken were the offloading of crushed sandstone material in preparation of dive structure excavation works. A water cart was currently being used on the site which was adequate for the works being undertaken. An additional 16,000 litre water cart had been ordered in anticipation of the ramping up of works that are programmed in the near future.</p> <p>How it was resolved – Stakeholder Manager explained the works and mitigation measures and also advised that for upcoming works an additional 16,000L water truck was due to arrive on 23/1/18. Toolbox talk to reiterate importance of dust mitigation was also completed on 23/1/18.</p>
22-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	<p>Complaint - Complaint about business (which operates in a building adjoining the site) being disturbed by the installation of anchors prior to final demolition received via the landlord. The business reported the noise was level with his wall and he thought it should have been more in the basement.</p> <p>Investigation – Stakeholder Manager confirmed continuing work on installation of the retention (soldier piles) on the adjoining wall. Works hammering into the adjoining wall have been completed. Contractor are lifting the bottom of the soldier piles into place in the basement level and bolting them into position.</p> <p>How it was resolved – Stakeholder Manager gave property owner an update that works had been timed to take place to limit impact as agreed during an earlier discussion with this business. Meeting arranged with the tenant and landowner on 23/1/18. No exceedances were noted from the monitor located within the building.</p>
22-Jan-18	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	<p>Complaint - Resident complained of noise from out-of-hours work to relocate light poles in preparation for demolition. Resident mentioned cumulative impacts from projects nearby and wanted to know what can be done.</p> <p>Investigation – Investigation confirmed hammering would be finished prior to midnight but that works would continue until 8am.</p> <p>How it was resolved – Place Manager explained the works and reasons for doing them out-of-hours and mitigation measures including completing high noise activities before midnight. PM also outlined upcoming demolition works and mitigation measures to be used including using lower impact methods.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
23-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Operator of a massage clinic backing onto the site complained of vibration which was disturbing his clients and affecting business. Investigation - Work was being done directly behind the business. How it was resolved - Stakeholder Manager explained this work was being done directly behind the business and would be working on the other side of the site the next day. Previous monitoring undertaken for this activity was compliant. Monitoring was arranged when it is next conducted near the property.
23-Jan-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Complainant came to the site and asked for vibratory roller to be stopped for an hour as a surgeon who was operating was being disturbed. Investigation - Roller was used on site. The Superintendent stopped the roller as requested. How it was resolved - Stakeholder Manager will follow up when the complainant is available. The Construction Manager undertook to assess alternative methods to see if impacts could be reduced.
23-Jan-18	JHCPBG (TSE)	Pitt Street Station (South)	Traffic, Transport & Access	Complaint - Resident complained traffic management had been installed and parking in "no parking" zone near the entrance to property during out-of-hours works. Investigation - On-call Stakeholder Manager confirmed that with the resident that traffic control was in place and works were almost complete. Place Manager followed up and explained that the works were being undertaken in accordance with a road occupancy licence which permits the "no parking" zone to be occupied in order to carry out the required utility works. How it was resolved - Place Manager undertook to convey the resident's concerns about the impact on visibility to the traffic management team for any future works.
23-Jan-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Complaint about daytime hammering across the road from business and lack of notification. Investigation - Stakeholder Manager confirmed with Site Engineer that preparatory hammering works for demolition was occurring. How it was resolved - Stakeholder Manager explained the stage of current works to complainant and that less impactful pulverisers would be used from Thursday. Offer to do noise monitoring was declined. Stakeholder Manager confirmed notices are provided to the building manager as it is a security building with no post boxes and added the caller's details to the email list. Noise monitoring in the adjoining building did not show any noise intervals above those predicted in the endorsed CNVIS. Caller thanked for prompt attention.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
25-Jan-18	JHCPBG (TSE)	Chatswood Dive	General House-Keeping	Complaint - Resident call concerned that the area around a Telstra pit in the footpath was a trip hazard. Investigation - Place Manager and site supervisor immediately inspected the site and a minor dip was evident. How it was resolved - Place Manager advised the resident the reinstatement works were temporary and once all utility works are completed the area would be reinstated to its former condition and that today, a plywood panel would be positioned over the pit to reduce the dip.
25-Jan-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - An anonymous person approached the site while pre-start was underway at 7.05am and screamed complaining of works being done before 7am. The site engineer attempted to discuss her concerns but she remained abusive. Investigation – No works were undertaken before 7am and it was noted unrelated Ausgrid traffic control was being implemented at that time. All out-of-hours works are implemented using established approval procedures. Complaint was determined not to be attributable to Sydney Metro project. How it was resolved - The Stakeholder Manager was informed and additional measures will be in place (signage, contact cards) will be provided to direct members of the public to the 1800 number.
29-Jan-18	JHCPBG (TSE)	Marrickville Dive	Air Quality	Complaint - Online complaint about dust at resident's home and school. Investigation – Sandstone compacting to construct the foundations for piling works. How it was resolved – Stakeholder Manager explained the current works involved using sandstone for new hardstand areas, with minimal concrete removal, and the mitigation measures to minimise dust included two water carts (16,000L and 7,000L) used continuously, with dedicated water cart for specific works.
29-Jan-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Noise complaint received at 4:30pm. How it was resolved - Attempts to contact complainant to conduct on-site monitoring were unreturned.
29-Jan-18	JHCPBG (TSE)	Pitt Street Station (North)	General House-Keeping	Complaint - Hotel Manager contacted the Business Relationships Manager (BRM) with concerns that the pit lids (utilities) in the footpath outside the hotel were deteriorating due to constant pedestrian traffic. Investigation- BRM arranged for the demolition contractor to inspect lids to ensure safety. How it was resolved- BRM updated the caller with the actions taken.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
29-Jan-18	JHCPBG (TSE)	Victoria Cross Station (North)	Flora & Fauna	<p>Complaint - Caller complained of the appearance of dead vegetation in planter boxes near the demolition site.</p> <p>Investigation - Stakeholder Manager explained that arrangements for the removal of the vegetation were dependent on Council and other permits and were being discussed with Council in the following week.</p> <p>How it was resolved - With approvals, it is planned to remove the vegetation (that is not classified as a tree) with other upcoming night works to relocate the hoardings. Stakeholder will be kept updated via regular email updates.</p>
30-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Resident called to complain about noise from OOH hammering on their road. Complainant requested to know when works would stop as they were very loud.</p> <p>Investigation - Previous verification monitoring of similar works demonstrated compliance.</p> <p>How it was resolved - On Call Stakeholder Manager explained the works were to remove traffic island for upcoming traffic changes and could only be done at night due to traffic constraints. They also explained that works would be completed as soon as possible. The Place Manager offered the resident noise monitoring. The resident declined this offer but accepted the offer to be added to the electronic mailing list for future works and site specific updates. Verification monitoring has been recently carried out for these works and demonstrated compliance with the endorsed CNVIS.</p>
30-Jan-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	<p>Complaint - Business nearby the site complained of hammering noise and sought more information on duration.</p> <p>Investigation - Business Relationships Manager explained the program and that works were associated with the installation of the acoustic shed and ramps. The manager offered noise monitoring.</p> <p>How it was resolved - Noise monitoring was declined by the stakeholder.</p>
30-Jan-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	<p>Complaint - Business owner near the Bligh Street complained of noise from hammering which he said was making it hard to work in his office and asked that the works be done outside business hours.</p> <p>Investigation - Business Relationships Manager explained that the works were to prepare footings for the acoustic shed and ramp, and the works would be ongoing for 3-4 weeks.</p> <p>How it was resolved - Agreed to meet with and discuss works when appointment can be arranged. Business Relationships Manager updated the caller on the program of works to construct the acoustic shed and respite periods from hammering.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
31-Jan-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Business manager passed on comments from guests about noisy works.</p> <p>Investigation - The Place manager confirmed that workers were using jack hammers to remove concrete pedestrian refuge islands, and that high impact activities were done before midnight. A notification was delivered to the business prior to the works being done.</p> <p>How was it resolved - The stakeholder requested more information about upcoming night works. The Place Manager will call with further information. Verification monitoring has been recently carried out for these works and demonstrated compliance with the endorsed CNVIS. Additional monitoring is programmed to be undertaken.</p>
31-Jan-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	<p>Complaint - Caller complained that pedestrian access had been blocked on their road</p> <p>How it was resolved - Place Manager spoke with resident and confirmed that pedestrian access is maintained via the detour route around the work site. The detour route has been in place for about three weeks and is sign posted with pedestrian wayfinding signage.</p>
31-Jan-18	JHCPBG (TSE)	Crows Nest Station	Worker Behaviour	<p>Complaint - Worker at a local business reported that they were sworn at when asking the controller, who was blocking access to her car park, to move.</p> <p>Investigation - The Place Manager investigated the incident and the traffic controller confirmed swearing did occur.</p> <p>How was it resolved - The traffic controller was removed from TSE projects.</p>
31-Jan-18	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	<p>Complaint - Resident complained about traffic cones left along their street with no works taking place.</p> <p>Investigation - Place manager confirmed that there was a joint bay near the substation which the workers were planning to access to investigate to see if they could use existing cables for a section of Lord Street to minimise the trenching impacts. The workers were attempting to maintain the area free from vehicles so that they could access this area when necessary.</p> <p>How was it resolved - Place managed followed-up internally to ensure parking was maximised for public when area.</p>
31-Jan-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	<p>Complaint - Request from a business to stop works involving hammering which were occurring at the time of the call as the stakeholder was having difficulty hearing a conference call.</p> <p>Investigation - Business Relationships Manager (BRM) investigated whether it was possible to delay the works.</p> <p>How was it resolved - BRM advised the stakeholder it was not possible as the hammering had only started 40 mins earlier after a respite period. BRM also updated stakeholder on upcoming works to complete the acoustic shed and truck access. Noise monitoring was undertaken in a nearby premise and results were compliant with the relevant condition of approval.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
31-Jan-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - A stakeholder complained regarding the noise from drilling and hammering in the morning and questioned if this activity was allowed at this time. Investigation - Place Manager advised standard construction work hours for the site are 7am to 6pm, Monday to Friday and 8am to 1pm, Saturday. Place Manager advised that the jack hammering on the bridge would be required intermittently for a few weeks. How was it resolved - Place Manager emailed Project Conditions of Approval to stakeholder for reference and followed up with phone calls to confirm work being undertaken.
1-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from out-of-hours line marking removal and traffic management set up. Investigation - Work carried out as per out-of-hours requirements. How was it closed out - Place Manager explained the work and the constraints which prevented the work to be carried out in normal standard construction hours. Advised that work would continue for one more hour. Place Manager will provide an update the next day on future works.
2-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from out-of-hours line marking removal and traffic management set up. Investigation - Works delayed due to weather conditions. How was it closed out - Place Manager explained the need for the works and that the noisiest activities had been completed before midnight. Updated the resident on traffic works needed on 2/2/18 due to the weather conditions.
2-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise and property damage due to construction activities. Investigation - Validation monitoring has been undertaken in accordance with the TSE Works CNVMP and the results demonstrate compliance. These results are provided to the EPA and are publicly available. Noise barriers are being installed along Nelson Street as required for future 24/7 works on site. How was it closed out - A temporary 3m hoarding will be installed where piling must be completed before the long term noise wall can be installed.
2-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise and vibration from vibratory roller. Investigation - While earlier validation monitoring showed the activity was compliant, the activity was ceased in response to complaints. How was it closed out - Stakeholder Manager explained the works and what was causing the vibration. Stakeholders will be kept updated. Team will trial alternate methods can be implemented to see if the required engineering specification can be achieved with reduced impacts.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
2-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise and vibration from vibratory roller Investigation - While earlier validation monitoring showed the activity was compliant, the activity was ceased in response to complaints. How was it closed out - Stakeholder Manager explained the works and what was causing the vibration. Stakeholders will be kept updated. Team will trial alternate methods can be implemented to see if the required engineering specification can be achieved with reduced impacts.
2-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise and vibration from vibratory roller. Investigation - While earlier validation monitoring showed the activity was compliant, the activity was ceased in response to complaints. How was it closed out - Stakeholder Manager explained that a vibratory roller was being used near her building to compact piling pads and would be used for a further four weeks. Stakeholders will be kept update. A trial of alternate methods will be implemented to see if the required engineering specification can be achieved with reduced impacts.
2-Feb-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Noise from hammering to break a concrete slab. Investigation - Attended noise monitoring was undertaken in a nearby premise on 31/1/18 and results were compliant with the relevant condition of approval. How was it closed out - Place Manager provided information about the works to be completed and the acoustic shed and truck access. Additional monitoring is being arranged with sensitive receivers.
2-Feb-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Noise from hammering to break a concrete slab. Investigation - Attended noise monitoring was undertaken in a nearby premise on 31/1/18 and results were compliant with the relevant condition of approval. How was it closed out - Place Manager provided information about the works to be completed and the acoustic shed and truck access. Additional monitoring is being arranged with sensitive receivers.
3-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noisy works. Investigation - Noise wall is in place and monitoring results demonstrate compliance with management levels. How was it closed out - Response confirmed details of noise wall and that monitoring was compliant.
3-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise and vibration from vibratory roller. Investigation - While earlier validation monitoring showed the activity was compliant, the activity was ceased in response to complaints. How was it closed out - Stakeholder Manager explained that a vibratory roller was being used near her building to compact piling pads and would be used for a further four weeks. Stakeholders will be kept update. A trial of alternate methods will be implemented to see if the required engineering specification can be achieved with reduced impacts.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
4-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Notification periods for work activities. Investigation - Stakeholder Manager explained various attempts to make contact with residents to ensure they were aware of works, including letterbox notices, doorknocks with "sorry I missed you" cards and newsletters. How was it closed out - The place manager explained the preference for making direct contact with people potentially affected and starting this communication well in advance of the actual works.
5-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise and vibration concern at 8:10pm. Investigation - After previous complaints and monitoring, respite periods were implemented to reduce human comfort impacts. How was it closed out - As a result of this and other complaints, additional respite will be implemented with vibratory rollers only operating between 9am and 5pm, in 30 minute blocks with 60 min respites. Place Manager to keep residents updated with these measures and on the completion of the activity.
5-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise and vibration concern at 12:06pm. Investigation - After previous complaints and monitoring, respite periods were implemented to reduce human comfort impacts. How was it closed out - As a result of this and other complaints, additional respite will be implemented with vibratory rollers only operating between 9am and 5pm, in 30 minute blocks with 60 min respites. Place Manager to keep residents updated with these measures and on the completion of the activity.
5-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from out-of-hours utility relocation works. Investigation - The resident has previously been provided with customise ear moulds to limit noise impacts. Although the high impact noise was completed by midnight, the resident was disturbed in the early hours by backfilling and other completion works. How was it closed out - Arrangements are being made to relocate him for the next night of works to limit his sleep disturbance.
5-Feb-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Cumulative noise impacts. Investigation - Business relationships manager explained the works and why pulverisers could not be used for the particular activities. How was it closed out - She will continue to keep the business updated.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
5-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	<p>Complaint - Concern about dust.</p> <p>Investigation - Weekly monitoring reports have been provided and in recent months there have been a number of results above the recommended air quality levels. The reports have noted that the results are inconsistent with the activities being undertaken at the Victoria Cross demolition site and that source of the dust appears to be a nearby unrelated construction site.</p> <p>How was it closed out - TfNSW has enclosed the child care balcony as a dust mitigation measure and is also meeting with the centre with the view of further possible measures to limit dust entering the centre.</p>
6-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Noise from out-of-hours works.</p> <p>Investigation - The Community Place manager explained in detail why the works need to be undertaken at night, including restrictions by road authorities for traffic using Hickson Road. An investigation confirmed that notification was dropped to residents on 31 January. Works were for traffic changes on Hickson Road and high noise works were completed as early as possible in the shift and finished by midnight. Noise monitoring for OOHW has confirmed they were compliant with noise targets.</p> <p>How was it closed out - The complaint was sent to DP&E and the EPA who have each requested a response. In addition, DP&E stated they had been told that there was no one living in High Street. The noise modelling and CNVISs for all project areas are developed on the assumption that all buildings in the noise catchment are occupied and required noise mitigations are implemented.</p>
6-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Resident complained about planned night works and that felt they should have been told about them when recently doorknocked about high voltage works.</p> <p>Investigation - Stakeholder manager spoke to resident. The resident confirmed she had received the written notification.</p> <p>How was it closed out - Stakeholder Manager explained the process of doorknocking in conjunction with other communication methods and that now the resident was registered for emails, she would receive updates.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
6-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Resident rang following notification of works as they were concerned about impacts on their household. They then mentioned that they had not been consulted about car parking being temporarily removed for project works. They also mentioned they didn't like the idea of paint used to mark utility locations.</p> <p>Investigation - Stakeholder manager reviewed what information had been distributed to the resident. They found the resident had missed previous door knocks but were left with "sorry I missed you cards" and work notifications.</p> <p>How was it closed out - Stakeholder Manager explained the doorknocks and "sorry I missed you cards" were to encourage residents to call out of hours to discuss these issues. They also explained additional signage would be used and the paint was needed for safety and was designed to fade over time.</p>
6-Feb-18	Laing O'Rourke (NCW)	Northern Corridor Works (Portion 7)	General House-Keeping	<p>Complaint - Rail corridor access gate was unlocked for a couple hours, however there didn't seem to be anyone there keeping an eye on it.</p> <p>Investigation - Place Manager confirmed staff member walked up and down the street to manage and minimise site vehicle and truck movement and that a Protection Officer was stationed inside the rail corridor and may not have been visible from the outside.</p> <p>How was it closed out - Place manager contacted complainant and gave feedback. The place manager also reminded staff about guarding of the gates.</p>
7-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Resident complained of what they believed to be rock hammering on the street near their residence.</p> <p>Investigation - The Place Manager investigated with site supervisor who confirmed there was no rock hammering. An excavator was picking up road pavement that had been broken during day works and was loading onto trucks for removal.</p> <p>How was it closed out - The Place Manager updated the resident. Additionally, the Place Manager undertook to talk with site to review scheduling of works in that area to see if they can be programmed for later in the morning.</p>
7-Feb-18	JHCPBG (TSE)	Chatswood Dive	Flora & Fauna	<p>Complaint - Complainant expressed concern at removal of vegetation along the rail corridor and of dust.</p> <p>Investigation - Senior Environment Coordinator confirmed with site personnel that dust suppression was in place and being applied throughout the day with designated staff assigned to mitigate dust on site.</p> <p>How was it closed out - Complainant was informed that all trees that are removed as part of the Northern Corridor Works have been assessed and approved for removal and are listed in the TfNSW endorsed tree report. They were also told that dust suppression methods were fully in place.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
7-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Resident emailed Place Manager to complain of vibration. Investigation - Place Manager arranged vibration monitoring and when informed that the monitoring was compliant. The resident was not satisfied and followed up with a number of emails questioning the noise and vibration management levels, monitoring, reiterating issues raised and responded to in previous complaints including his request that the property be acquired by TfNSW. A Senior Stakeholder and Community Manager liaised with TfNSW in relation to all the issues raised. How was it closed out - As the resident has an unresolved complaint that has been referred to the Community Complaints Commissioner, it is planned to liaise with the Commissioner for their consideration of the best way to assist the resident to better understand how construction noise and vibration are assessed and regulated and of the use of mitigation measures to minimise impacts.
7-Feb-18	JHCPBG (TSE)	Martin Place Station (Bligh St)	Noise & Vibration	Complaint - Building Manager forwarded complaint from business tenant about noise from breaking a slab on site. Investigation - Business Relationships manager investigate the incident and found that the work was completed to standards and under approval. How was it closed out - Business Relationships Manager responded providing information on the activities, construction hours, respites and that the bulk of the hammering for site preparation works would be completed by the end of the week.
7-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Complaint of vibration from works. Investigation - Stakeholder manager investigate the incident and found that the work was completed to standards and under approval. How was it closed out - Stakeholder Manager confirmed works to break up a slab were being carried out outside the exclusion zone and noise and vibration results from the works showed no intervals above the noise management levels for the day. The manager also confirmed hammering would be required for the rest of the week.
7-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of truck idling. Investigation - Employee completed check and found the truck was unrelated to the project. The driver was asked to turn off his engine. How was it closed out - Resident was updated by the Place Manager.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
8-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Property owner complained that their new tenants were being disturbed by jackhammering. They claimed that works were happening every night and were occurring not as stated in the notifications.</p> <p>Investigation - While speaking to the Place Manager, the stakeholder realised the works were compacting rather than jackhammering. The Place Manager confirmed with the site supervisor from work records that high impact works were completed before midnight and that the number of nights worked was in accordance with the EPL and notification.</p> <p>How was it closed out - Stakeholder asked if noise assessments took into account the overpasses which they believed amplify noise. Place Manager updated them on upcoming works and undertook to investigate. The Noise monitoring was found to be compliant with the predicted noise management levels. The property owner was informed of their findings.</p>
8-Feb-18	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	<p>Complaint - Business owner complained that they had not been informed that street parking was being removed for high voltage works and this would affect their business.</p> <p>Investigation - Stakeholder Manager reviewed documentation and found the business had received a notification and doorknock.</p> <p>How was it closed out - Stakeholder Manager explained the notification that had been delivered and they had also visited the business the day before because there had been issues with residents moving traffic cones from the required work areas. The manager assured the owner that the minimum area is used to complete the works and this was reiterated to crews by the utilities manager.</p>
8-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	<p>Complaint - Stakeholder complained that noise from works was getting worse and accepted noise monitoring that had been previously offered.</p> <p>Investigation - Business Relationships Manager discovered that the monitoring had already been done on their floor and was compliant with the management levels.</p> <p>How was it closed out - Business Relationships Manager advised the stakeholder that the monitoring had already been done on their floor and was compliant with the management levels and that additional monitoring would be undertaken. The manager also will provide these results to the stakeholder.</p>
8-Feb-18	JHCPBG (TSE)	Waterloo Station	Air Quality	<p>Complaint - Resident has approach site staff to complain about dust.</p> <p>Investigation - Investigation was carried out and it was discovered that all mitigation measures were operating including misting machine and it appears resident has mistaken mist for dust.</p> <p>How was it closed out - The information was communicated back to the resident.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
8-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of OOH noise from beeping truck carrying out road works. Investigation - This was investigated and no works were being undertaken related to demolition or TSE. The source of the disturbance was from an unrelated construction site. How was it closed out - The information was communicated back to the resident.
9-Feb-18	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Business worker reported difficulty reversing into their parking spot. They have large vehicle and need to reverse into a tight parking spot which usually involved mounting the footpath. Investigation - Stakeholder Manager investigated and found that traffic controllers were in place to assist stakeholders if necessary as the lane was very busy with frequent truck and vehicle movements. How was it closed out - She offered to organise site staff to specifically assist the stakeholder when required and also would look into whether it was possible to create extra space for her parking manoeuvre.
9-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Noise from demolition. Investigation - Following investigation it was determined the noise that had disturbed the stakeholder was associated with demolition of perimeter walls where pulverisers cannot be used. How was it closed out - The stakeholder has been updated that they can expect this activity approximately once every eight days. There is eight day cycle for demolition of each floor.
11-Feb-18	Laing O'Rourke (NCW)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Complaint about noise from a machine located within the rail corridor. Investigation - TSE on-call community representative, called the resident on receipt of the email the same day and left a message How was it closed out - The resident had not called back. Information was provided via email.
11-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of noise from beepers and workers in the rail corridor talking loudly in the early hours of the morning. Investigation - Investigation revealed multiple contractors were working in the rail corridor, however, the TSE works were undertaken only at approved times and not the time suggested by the resident. All TSE equipment is fitted with non-tonal alarms. How was it closed out - TfNSW has responded to the complainant in relation to all works in the corridor.
12-Feb-18	JHCPBG (TSE)	Chatswood Dive	Property & Business	Complaint - Resident who has previously complained of vibration has noticed a new fine crack and asked for it to be investigated. Investigation - Property Damage Claim process underway. How was it closed out - Place Manager acknowledged the complaint which will now be dealt with under the Property Damage Claim process.

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12-Feb-18	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - OOH utility works had received complaints of Cope Street residents during the Ausgrid OOH works on 8 February. Investigation - Work undertaken under an approved ROL. How was it closed out - Police had been called and they were shown the ROL and the community notification that had been distributed. Police were satisfied all requirements were met. JHCPBG reiterated to the contractor that they are to inform JHCPBG immediately of any complaints and provide the 24/7 hotline card at the time of any interaction.
12-Feb-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - A stakeholder complained regarding the noise and vibration activities. Investigation - The Place Manager reviewed work activity was caused from the vibratory roller. How was it closed out - The Place Manager committed to investigating alternative accommodation and any further mitigation measures that could be provided. Additional monitoring would be conducted and this would be forwarded to the resident. This was communicated to the resident.
13-Feb-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Resident called to complain about difficulty for pedestrians using their street. Investigation - Place manager investigated the works and site. How was it closed out -Place Manager explained the works being undertaken and the need to provide temporary alternative pedestrian paths off the resident's street to allow works to be carried out. He explained they are well signposted and that there would be further changes.
13-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Business tenant complained of noise from the site establishment. The tenant claimed that the noise was having negative effects on their clients. Investigation - Investigation revealed previous noise monitoring of the activity has demonstrated compliance with site establishment CNVIS. How was it closed out - Business Relationships Manager contacted the business and explained the works and arranged for ongoing updates. Respites from high impact noise are being applied on-site.
13-Feb-18	Laing O'Rourke (SYAB)	Sydney Yard Access Bridge	Noise & Vibration	Complaint - Resident called to complain about noise and vibration. Investigation - The Place Manager returned the call and provided assurance that additional mitigation measures will be explored, which would include Alternative Accommodation. How was it closed out - The Place Manager was able to confirm this and offered alternative accommodation as an additional mitigation measure.

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14-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	<p>Complaint - Stakeholder mentioned a hammering noise in their area over the last 2 weeks. They attached a video that appeared to be filmed at ground level. Stakeholder stated the noise was causing disruption to business and was seeking monitoring.</p> <p>Investigation - The Place Manager explained the works were to prepare for the construction of an acoustic shed to be built over the access shaft that would deliver tunnelling equipment underground. He also explained the respite periods. Monitoring was arranged.</p> <p>How was it closed out - Monitoring was undertaken inside the business and demonstrated noise levels were below the internal target and monitoring results were also below the levels predicted in the CNVIS.</p>
14-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Traffic, Transport & Access	<p>Complaint - Complainant referred enquiry and photo of trucks parked in loading zone.</p> <p>Investigation - Investigation revealed that the trucks were parked legally and not exceeding permitted times on parking signage.</p> <p>How was it closed out - The trucking contractor has been asked to stage truck arrivals to avoid the need to park in the street. This has been communicated to the complainant.</p>
14-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	<p>Complaint - Business manager nearby the worksite called to complain that works were very noisy.</p> <p>Investigation - Stakeholder Manager explained that demolition was occurring close to the caller's business to remove the final corner of the floor slab. The stakeholder explained that a hammer was being used for this work as a pulveriser is unable to operate when demolition occurs downwards. The stakeholder manager confirmed that there had been respite from this work today and the caller acknowledged this. They also explained that hammering in this area would continue and said that hopefully the demolition of this area would be completed. The demolition required following completion of this floor slab is expected to be less impactful.</p> <p>How was it closed out - The stakeholder manager apologised for the disruption today and agreed to follow up with the caller again tomorrow morning to provide an update. Noise and vibration monitoring results were within required NMLs and vibration limits.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
14-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	<p>Complaint - Business director called to say the noise had been particularly bad and their centre had been feeling vibration.</p> <p>Investigation - Stakeholder Manager explained that demolition was occurring close to centre that day to remove the final corner of the floor slab. The stakeholder manager explained that a hammer was being used for this work as a pulveriser is unable to operate when demolition occurs downwards. The manager then confirmed that there had been respite from this work and the caller acknowledged this. The manager also explained that hammering in this area would continue in future and said that hopefully the demolition of this area would be completed. The demolition required following completion of this floor slab is expected to be less impactful.</p> <p>How it was closed out- The Stakeholder manager followed up with the Director of the centre to confirm the activity of the previous day had been completed and the noise should be much better. This was confirmed by the centre. During that morning, the stakeholder manager was also contacted by the Operations Manager of the centre who said that the impacts of the previous day on the North Sydney campus were unacceptable and this was having an effect on their business. They requested all work to stop during their operational hours and that they would contact a range of regulatory bodies. The stakeholder manager responded with the same information as provided above to the Director of the centre. There were no alerts from the noise monitor of any exceedances of the Noise Management Levels during the works on the day. The works are now further from the centre and the pulveriser can now access the areas being demolished following the hammering works. Another meeting with the centre had already been scheduled.</p>
14-Feb-18	JHCPBG (TSE)	Waterloo Station	Air Quality	<p>Complaint - Resident called to complain about excessive noise from night works.</p> <p>Investigation - Stakeholder Manager investigated and noticed the works in question were Ausgrid and unrelated to Sydney Metro.</p> <p>How was it carried out - Stakeholder Manager explained the works in question were Ausgrid and unrelated to Sydney Metro. The resident then complained about dust. SM explained that the demolition works were nearly completed and the mitigation measures being used on site</p>
15-Feb-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	<p>Complaint - A stakeholder rang to ask why pedestrian access on a particularly busy road had been removed and was also concerned that more information about this had not been provided to the public. Caller also said that he was frustrated by the lack of coordination of various government agencies involved in the development of Barangaroo.</p> <p>How was it carried out - Place Manger provided a detailed overview of the works and asked whether the caller would like to subscribe to project updates which was declined.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
15-Feb-18	JHCPBG (TSE)	Victoria Cross Station (North)	Flora & Fauna	Complaint - Stakeholder reported that they were disappointed in the number of trees that had been removed from the site. They suggested that they hadn't been well enough informed of the extent of this removal. Investigation - Tree removal was included in the Environmental Impact Statement. How was it closed out - The stakeholder manager apologised for any lack of clarity and pointed the stakeholder to the documentation that had been provided to him on tree removal including a list of all trees that were to be removed.
15-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - A stakeholder is escalating a complaint about noise that was made by the centre. Investigation - The complaint has come to TSE via DPE. A response will be provided once noise data from the date in question has been received. How was it closed out - Response has been provided with details.
15-Feb-18	JHCPBG (TSE)	Waterloo Station	Noise & Vibration	Complaint - A caller complained about out-of-hours works on Botany Road. How was it closed out - Caller refused to leave their contact details so the Place Manager was unable to call them back.
15-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Caller rung to complain that they were unable to access their driveway because of construction-type vehicles blocking their access. Investigation - The stakeholder manager rang the stakeholder and asked for more details such as the time of this event and whether they were able to actually drive down road. The site superintendent and project manager have been informed and have spoken to workers on site about use of local roads but are awaiting further details so that a fuller investigation can be done. How was it closed out - Resident provided information on the time of the event and photos to allow further investigation. The details of the vehicles could not be matched with site vehicles and it was determined that the complaint was not attributable to the Sydney Metro project. As the lane is frequently congested with vehicles, including those associated with other construction projects, traffic controllers have been tasked to begin earlier in the day to further assist residents.
16-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Resident called to ask why rock hammering was occurring on a busy road and asked how long it would continue. Investigation - Place Manager explained these were for site preparations, described licence conditions and respites and that these activities would continue until approximately 9 March. Noise monitoring was arranged to be undertaken. How was it closed out - Noise monitoring undertaken during both day and night works showed noise levels were compliant. Noise validation monitoring will continue in the area.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
16-Feb-18	JHCPBG (TSE)	Crows Nest Station	Property & Business	Complaint - Business owner emailed stating that there had been instances of debris falling from ceiling of car park near the site. How was it closed out - Stakeholder Manager advised the business owner that the email had been registered as a complaint, and that a condition survey had been offered to the building owners and outlined process and further information required if the owners were seeking to lodge a damage claim.
16-Feb-18	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - The stakeholder contacted the project to complain about the temporary closure of Hume Street which he sees as being catastrophic for the residents. Investigation - Closure of the street was approved under the EIS for Chatswood to Sydenham. How was it closed out - The stakeholder manager provided the caller with factual information on the closure and the caller said he would escalate his complaints through other channels such as Council. Additional information has been requested from DP&E regarding caller's complaint regarding the road closure of Hume street. There was no road closure in place at the time of the complaint. As the caller is located outside of the 500m distribution area and they were not receiving project updates, they have been added to the distribution list for Sydney Metro notifications of works.
16-Feb-18	JHCPBG (TSE)	Victoria Cross Station (North)	Air Quality	Complaint - Caller rang to complain about dust mitigation measures on the Victoria Cross site. Investigation - Contacted site and environment teams to advise of complaints and ensure appropriate measures continued to be undertaken. Mitigation measures in place at time of the complaint. How was it closed out -The on call community representative explained measures in place and reasons for mitigations measures.
17-Feb-18	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	Complaint - Business owner called concerned that customers were unable to access the premise. Investigation - The Stakeholder Manager contacted site who had traffic control in place for the safety of short term activity to maintain environmental controls. How was it closed out - The stakeholder was on hold while Stakeholder Manager spoke to site and when she returned to the caller, the stakeholder confirmed the works were completed and the driveway was clear.
17-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complainant called requesting information on why 3 trucks are offloading machinery in the early hours of the morning. How was it closed out - The Place Manager contacted the complainant to advise that no TSE works were taking place.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
19-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Resident emailed Stakeholder Manager to say they were being disturbed by noise from a chainsaw and digger while working from home and sought information on the duration and mitigation measures. Investigation - It is noted that there were no chainsaws in operation on the day of the complaint validation monitoring of piling works found then noise levels compliant. How was it closed out - Stakeholder complained about noise levels again. Place Manager spoke to site and determined that a piling rig is close to her residence. Noise monitoring has been arranged.
19-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident and shop owner emailed to complain of noise and vibration from trenching works for high voltage line. How was it closed out - On Call stakeholder manager promptly responded and explained the constraints that required works at night and also advised that due to weather, the nights works would be finishing early. Noise monitoring has been arranged for the night of 20/2/18.
19-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Business opposite the demolition works called to complain of the level of noise and asked how long it would continue. How was it closed out - As the stakeholder was not available to speak by phone, Business Relationships Manager (BRM) emailed and explained the current cycle of demolition which means that approximately every 8 days the noise is louder as the works are to demolish the perimeter areas where pulverisers cannot always be used. BRM will keep the stakeholder updated on progress.
19-Feb-18	JHCPBG (TSE)	Victoria Cross Station (North)	Flora & Fauna	Complaint - Resident living opposite the site complained about trees being removed and was concerned about loss of lorikeet habitat and soil cover. How was it closed out - Stakeholder Manager reiterated information in email update which explained that prior to removal of trees a qualified ecologist inspects them to ensure they are not being used as animal habitat. A possum found was safely removed and relocated. SM also updated the stakeholder on dust suppression measures being used on site including regular inspections.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Feb-18	JHCPBG (TSE)	Crows Nest Station	Flora & Fauna	<p>Complaint - Resident complaint relating to the removal of street trees near the Crows Nest site.</p> <p>Investigation -The trees that were located in the footpaths surrounding the site were assessed and it was found that both limbs and roots would be negatively impacted during the piling and excavation works which would cause damage to the trees making them unsafe to retain. The Tree Report contains details of the assessment of each individual tree. The removal of any tree is reviewed and approved by an independent Environmental Representative. Replacement trees will be planted as part of subsequent works that are not part of the JHCPBG scope.</p> <p>How was it closed out - JHCPBG advised the site is highly constrained, with the excavation area occupying the entirety of the site. Tree removal process was explained to the complainant.</p>
20-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Resident approached the environment officer undertaking noise monitoring shortly after the noisy works began for high voltage trenching and utility works in Marrickville. The resident complained of the noise and disruption and potential negative impact their family. Complainant also followed up with an email regarding noise from night works. They stated that the level of noise was not fair.</p> <p>Investigation - On-duty place manager responded with location of works (more than 100m away) and that it was due to finish prior to midnight and that noise minimising measures were in place. Monitoring showed noise levels were compliant. Hammering was undertaken for only one hour. These works are short term and are progressing at the rate of approximately 20 metres per night and will move away from the location.</p> <p>How was it closed out - Place manager responding with reasons night works are required in this area and explained the area had been notified and repeatedly doorknocked. Records note that this resident has discussed the works in person and by email with the Marrickville Stakeholder Manager.</p>
21-Feb-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	<p>Complaint - Building Manager called to complain that site signage and shade cloth installed on a fence was blocking vision for motorists turning out of their driveway.</p> <p>Investigation - Place Manager followed up with safety advisor who said the sign location was agreed following a traffic audit.</p> <p>How was it closed out - The Place Manager arranged for the sign and shade cloth to be relocated. The Place Manager advised the Building Manager who thanked him for the prompt response.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
21-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident complained of hammering works at night for high voltage trenching and asked for how much longer they would continue. Investigation - On-call Stakeholder Manager confirmed that works would be undertaken for 3 nights per week, with high noise impact works completed before midnight and would progressively move from his location. Noise validation monitoring was arranged. How was it closed out - Noise validation monitoring was undertaken and the noise levels were compliant. Feedback was communicated with the resident.
21-Feb-18	JHCPBG (TSE)	Marrickville Dive	General House-Keeping	Complaint - Resident called with a concern there may have been a diesel leak from an item of parked plant involved in utility works. Investigation - Site supervisor inspected the site and found there was water on the ground under the plant that may have been mistaken for diesel fuel. He confirmed there was no leak. How was it closed out - On call Stakeholder Manager attempted to update the resident but calls were not answered.
22-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Complaint that jack hammering was taking place and request for EPA licence. Investigation - Place manager provided link to licence and found that jack hammering had finished, but drilling in the heritage wall was taking place. Noise monitoring when the activity was previously being conducted showed levels to be compliant. How was it closed out - Place Manager reiterated high importance of respite periods and offered to show site to resident the next day to highlight different sources of noise.
22-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Resident complained of noise from vacuum truck being used during day works and expressed surprise this was noisier than the under bore works that were also nearby. Investigation - Stakeholder Manager (SM) explained the vacuum truck is used to safely excavate to connect with the railway line under bore so the cable can be installed. How was it closed out - SM updated the resident that the works were expected to be completed this week and that the remaining works in their area involved trenching to a large pit near her property to join the cables during standard construction hours.
22-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Complaint from resident relating to noise from night works. Investigation - Place Manager confirmed that works were not associated with TSE. Further investigations found deliveries were believed to be related to Sydney Light Rail project. How was it closed out - Place manager advised and gave details of upcoming night works and areas.
23-Feb-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Stakeholder complained of a beeping noise. Investigation - It was found to be a proximity alert on a high lift machine. How was it closed out - The stakeholder was updated that this is an essential safety alert.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
23-Feb-18	JHCPBG (TSE)	Marrickville Dive	Air Quality	<p>Complaint - Complaint that dust had entered the office from the work site. They complained that it is a health risk.</p> <p>Investigation - Place manager responded that dust suppression measures have been in place including a water cart.</p> <p>How was it closed out - The Place Manager gave the resident details to follow-up for any concerns in future.</p>
23-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	<p>Complaint - Business near the dive site was experiencing vibration and approached the site workers and asked they stop using a large roller.</p> <p>Investigation - Workers acknowledged this. A smaller roller will be used for any necessary works near the business.</p> <p>How was it closed out - The Place Manager claimed that monitoring will be arranged this occurs again.</p>
23-Feb-18	JHCPBG (TSE)	Marrickville Dive	Traffic, Transport & Access	<p>Complaint - Resident complained about loss of parking around their area. Stated that local footpath has also been closed, with alternative not wheelchair/pram friendly. Also complained about high levels of noise from works (day & night) and seemingly unsafe alternative traffic arrangements.</p> <p>Investigation - The investigation found during the works in Council Street, it was necessary to divert pedestrians a long distance to May Street to cross the road to the park from Goodsell Street. The utilities subcontractor acknowledged this was inconvenient but unavoidable and apologised for any inconvenience. In relation to other issues, they confirmed their staff had not parked in Caroline Street and had not directed residents to unsafe routes. Workers will be tool boxed on 26/2/18 on the issues raised in the complaint.</p> <p>How was it closed out - The utilities subcontractor acknowledged this was inconvenient but unavoidable and apologised for any inconvenience. Workers will be tool boxed on the issues raised in the complaint. Place manager responded, explaining the need to use a parking lane to enable the boring of long lengths of cable under the railway line and need for works to be done at night. They informed the resident that works, where possible, are done during the day to minimise impacts at night.</p>
23-Feb-18	TfNSW	Crows Nest Station	Property & Business	<p>Complaint - Complaint from a property owner with concerns about potential impacts from operations.</p> <p>Investigation - Stakeholder Manager explained that tunnelling had not yet commenced and provided a fact sheet.</p> <p>How was it closed out - Complaint referred to TfNSW for response.</p>
24-Feb-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	<p>Complaint - Hotel operator complained of noise from OOH saw cutting.</p> <p>Investigation - This was investigated and it was confirmed there were no works associated with Sydney Metro being undertaken.</p> <p>How was it closed out - The Place Manager communicated feedback back to complaint.</p>

Date	TfNSW / Construction Package	Site	Type	Complaint Information
26-Feb-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Noise from demolition work. Investigation - Business Relationships Manager visited the complaint and explained the works and the demolition cycle and that at times the noise would be more intrusive. The Business Relationships Manager also described mitigation measures being used. How was it closed out - Noise monitoring has been undertaken in response to previous complaints and the results were compliant with the noise levels predicted in the endorsed CNVIS. The information has been communicated back to the complainant.
27-Feb-18	JHCPBG (TSE)	Chatswood Dive	Air Quality	Complaint - Resident complained that they had noticed more dust since construction began. Investigation - Mitigation measures were in place. How was it closed out - Place Manager explained the mitigation measures being used including sprays, watercarts, street sweepers and hoses for specific activities. They also described the measures being installed to manage dust in the longer term including covered conveyors, sealed roads, acoustic sheds and covering stockpiles.
27-Feb-18	JHCPBG (TSE)	Pitt Street Station (North)	Noise & Vibration	Complaint - Adjoining resident asked traffic team when work on-site would stop. Investigation - Works were almost completed for the day due to an enforced respite period. Complainant stated they were unable to do specific work due to vibration, and accepted offer of vibration monitoring. How was it closed out - Options for alternative work methods were discussed and information was emailed to all known tenants advising of works program and likely impacts.
27-Feb-18	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Resident complained of noise from an OOH delivery of a piling rig. Investigation - Stakeholder Manager explained that oversized vehicles are not permitted on the roads other than between 10pm and 5am. How was it closed out - Additional information is being sought from the subcontractor in relation to the vehicle log and the complainant will be updated on the actual time on site and the time required to travel to and from the site and their depot.
27-Feb-18	JHLOR (SSJ)	Sydenham Station & Junction	Traffic, Transport & Access	Complaint - Complainant emailed the Place Manager to report poor vehicle movements on the weekend and the lack of access to their car park. Investigation - Place manager contacted the complainant and the complainant requested a meeting be arranged to discuss a schedule and timetable of works moving forward. How was it closed out - Place Manager arranged for a meeting with the complainant.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
28-Feb-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Business manager called and reported that noise was higher than normal. They described a thumping noise and vibrations. Investigation - Place Manager discussed the different equipment being used, the stakeholder did not believe the works were associated with piling. Place Manager investigated other works taking place. How was it closed out - The Place Manager returned call with information that rock drilling was taking place in the vicinity at the time. Communicated that this work was nearly finished, and will undertake noise monitoring to guide whether piling was the source of noise.
28-Feb-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Place Manager received text from resident stating "unacceptable noise from your crew". Investigation - Investigations revealed that restoration after utility relocation works were taking place. How was it closed out - Place manager responded with text message saying that works would be completed shortly. Place Manager is attempting to contact complainant to gain more information.
28-Feb-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Reversing beepers and trucks idling, understood low tonal reversing beepers would be used. Investigation - Validation noise monitoring has been undertaken for these works and is ongoing. The noise levels from monitoring have been compliant to date. All mitigation measures including noise blankets are being utilised and all high noise impact works have been completed prior to midnight. No further night shifts are planned to be undertaken this week, in accordance with the project licence. How was it closed out - Residents advised that no further work is planned and advised that all mitigation measures are being implemented.
28-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Complainant stated that dust levels were very bad and asked for something to be done. Investigation -Place Manager investigated and found that the demister was not operating as the generator had broken down and water hoses were being used to minimise dust. The team was working to repair the generator as quickly as possible. How was it closed out - Place Manager provided information to complainant who thanked for prompt attention.
28-Feb-18	JHCPBG (TSE)	Victoria Cross Station (South)	Traffic, Transport & Access	Complaint - Local stakeholder commented that truck leaving site was driving through a red light. The email was a follow-up to a previous email about noise from works in the area. Investigation - Place Manager responded to complainant detailing works that were taking place, including the approved removal of a tree. How was it closed out - The Place Manager arranged a meeting with the complainant.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
1-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Weekly email update was inaccurate in relation to the specific nights at St Peters. Investigation - Confirmed notification contents addressed this work. How was it closed out - Stakeholder manager relayed this information to resident. The weekly update email process will be improved to advise of contingency plans for scheduling work.
1-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Resident complained of new cracks at the Marrickville dive site. Investigation - Place Manager investigated nearby works and concluded unrelated to TSE works. How was it closed out - Place manager confirmed nearby works do not cause vibration.
5-Mar-18	JHCPBG (TSE)	Chatswood Dive	Other	Complaint - Water leaking from utility pipes at Nelson Street. Investigation - Place Manager responded immediately it would be investigated. How was it closed out - Unsure if their works were the source of the leak, agreed to fix the pipe as an act of goodwill.
5-Mar-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Noise from loud drilling vibrating through the wall. Investigation - Place Manager investigated with the demolition team. Noise monitoring results from this building showed noise levels were compliant with the project approval. How was it closed out - Place Manager confirmed with residents works were short term.
6-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from high voltage utility installation works near residential property. Investigation - Place manager spoke with complainant. How was it closed out - Place Manager offered alternative accommodation but not taken up. Further monitoring to be undertaken at this location.
6-Mar-18	Laing O'Rourke (NCW)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from equipment within the rail corridor. Investigation - Place Manager returned phone call to complainant. How was it closed out - Place Manager confirmed work activities with project team.
6-Mar-18	Laing O'Rourke (NCW)	Northern Corridor Works (Portion 7)	Noise & Vibration	Complaint - Noise from equipment being at Hopetoun Avenue. Investigation - Place Manager confirmed all reasonable measures had been taken keep noise levels to a minimum. How was it closed out - Place Manager noted event. No call back required.
7-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise disruption from works for high voltage power cable installation. Investigation - Place Manager confirmed noise monitoring undertaken compliant with CNVIS. How was it closed out - Place Manager offered alternative accommodation and followed up with phone call. An Acoustic Advisor will be present in the future, as part of ongoing compliance monitoring.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
7-Mar-18	JHCPBG (TSE)	Victoria Cross Station (North)	Noise & Vibration	Complaint - Noise from project works causing disruption to residents. Investigation - Place Manager confirmed piling works being undertaken on site. How was it closed out - Place Manager called complainant to provide information on schedule of future works.
8-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from the OOH works to install traffic barriers, speed humps and line marking on Hickson Road. Investigation - Place Manager called complainant to explain works, methodology rationale and timeframe. How was it closed out - Noise monitoring was undertaken on night near complainant demonstrated compliance with predicted noise levels.
8-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from works at Hickson Road. Investigation - Place Manager called complainant to explain schedule of works. How was it closed out - Place Manager confirmed compliance with CNVIS predicted noise levels and advised resident. Noise monitoring to be undertaken along various locations in High Street. Place Manager would provide monitoring information to resident.
8-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise from OOH works disrupting baby sleep. Investigation - Place Manager called and explained work schedule rationale and timing. Confirmed compliance with CNVIS. How was it closed out - Place Manager offered alternative accommodation.
9-Mar-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Ongoing impacts of construction related activities on resident. Investigation - Place Manager will investigate measures to be implemented to reduce impacts in this location. How was it closed out - Place Manager scheduled a briefing with resident.
9-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Utility works damaged footpath. Investigation - Place Manager organised for Supervisor and environment officer to inspect site. How was it closed out - Place Manager called resident to confirm machines had not been on footpath and that the damage was pre-existing and provide updates on actions taken. Lessons Learnt - Additional sweeping regime to be implemented.
10-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise causing financial impacts to resident's short term letting business. Investigation - Place Manager spoke with site engineers regarding access and traffic management plan for the site. How was it closed out - Place Manager called resident to provide detailed information on the traffic management plan, future locations for deliveries that will not require reversing. Site engineers reviewed and modified the site entrance.

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10-Mar-18	JHCPBG (TSE)	Martin Place Station (North)	Noise & Vibration	Complaint - Work occurring on a Saturday afternoon. Investigation - Business Relationships Manager confirmed the work was included in the OOH. How was it closed out - Business Relationships Manager advised the complainant of the OOH notification and the date the community were notified.
12-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Enquiry whether works were carried out on Sunday night. Investigation - Business Relationships Manager investigated and confirmed no works were undertaken. How was it closed out - Business Relationships Manager informed complainant no worked were undertaken.
13-Mar-18	JHCPBG (TSE)	Pitt Street Station (North)	Air Quality	Complaint - Dust from demolition works at Pitt Street North. Investigation - Place Manager confirmed with Senior Environment Officer dust mitigation measures were adequate for works being undertaken. How was it closed out - Place Manager contacted complainant and provided detailed background to activities being undertaken and confirmed adequate mitigation measures were being undertaken.
14-Mar-18	JHCPBG (TSE)	Crows Nest Station	Property & Business	Complaint - Works being undertaken causing damage to car tyres. Investigation - Place Manager updated complainant on the reinstatement works and invited for details of the damage incurred to be documented. How was it closed out - Place Manager confirmed with complainant if a claim is received it will be assessed under the property damage process.
15-Mar-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Noise from a truck undertaking utilities works. Investigation - Place Manager confirmed works have been notified to install conduits before cables were installed. Reviewed photos of the truck and confirmed noise blankets being used. How was it closed out - Place Manager called complainant to provide timeframes of the works being undertaken and mitigation measures implemented.
15-Mar-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from workers leaving the construction site. Investigation - Place Manager confirmed end of work hours in the OOH notification. How was it closed out - Place Manager called complainant to discuss concerns. Lessons Learnt - Place Manager to reiterate with site workers the importance of being quiet when leaving the site.
15-Mar-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise from OOH works impacting sleeping. Investigation - Place Manager investigated scheduling and timing of construction works, hammering was only undertaken for 20 minutes and was completed before midnight. How was it closed out - Place Manager called complainant to provide update on nature of works and predicted noise levels. The complainant has been relocated many times for OOH works.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
16-Mar-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Noise from the duration of high impact works. Investigation - Place Manager compiled noise monitoring information that showed the CNVIS endorsed noise management levels including during respite periods. How was it closed out - Place Manager called complainant and organised a follow up meeting to discuss feedback on the installation of acoustic enclosure and other remaining works.
17-Mar-18	JHCPBG (TSE)	Chatswood Dive	General House-Keeping	Complaint - Two holes in the footpath near hoarding, where previous utility works had been completed. Investigation - On-call Place Manager asked site superintendent to inspect the location at night and in daylight. How was it closed out - Place Manager noted information for future reference. Complainant did not require a call back.
17-Mar-18	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Hume Street 6 month street closure will impact thoroughfare to Pacific Highway. Investigation - Place Manager called complainant and provided project information and traffic complexity information in the area. How was it closed out - Place Manager will maintain future contact with complainant regarding closures.
20-Mar-18	JHCPBG (TSE)	Chatswood Dive	Noise & Vibration	Complaint - Future impacts of night works after receiving notification of upcoming works. Investigation - Place Manager called the complainant and discussed the utilities works and offered noise monitoring when the works are next due to be carried out. How was it closed out - Place Manager confirmed the complainant is eligible for respite and the property has been identified as eligible for at-property treatment which is due to be installed in the near future by TfNSW.
20-Mar-18	JHCPBG (TSE)	Crows Nest Station	Noise & Vibration	Complaint - Noise and dust compensation required for excessive construction related activities. Investigation - Place Manager called complainant and explained TfNSW does not provide compensation. How was it closed out - Place Manager confirmed with complainant, a formal claim must be received by TfNSW.
20-Mar-18	JHCPBG (TSE)	Crows Nest Station	Traffic, Transport & Access	Complaint - Hume Street closure and subsequent detours are impractical for residents. Investigation - Place Manager reviewed traffic management plan and community consultation that had occurred. How was it closed out - Place Manager sent email to complainant providing information on agency engagement (SCO, RMS and TfNSW) and community feedback received. Information has been provided to North Sydney Council as a courtesy.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
20-Mar-18	JHCPBG (TSE)	Marrickville Dive	Property & Business	Complaint - Gas disruption to resident services. Investigation - Place Manager confirmed retail gas provider was undertaking works. How was it closed out - Place Manager confirmed retail gas provider provided a doorknock for residents in the area to notify of work. Complainant did not leave details for further contact.
20-Mar-18	JHCPBG (TSE)	Pitt Street Station (South)	Air Quality	Complaint - Dust related to construction activities and long term mitigation measures. Investigation - Place Manager met with complainant and confirmed construction activities were unlikely to be a significant contributor to the dust experienced by the stakeholder. How was it closed out - Place Manager confirm the crew will be tool-boxed to ensure awnings are wetted down during removal. Complainant confirmed the filter of the A/C inlet had been changed on the day of the complaint. Place Manager to continue to consult on mitigation measures for future works.
20-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise and property damage from construction related activities. Investigation - Place Manager called complainant to confirm location details. Tunnelling contractor has no works in the vicinity of the complainant. How was it closed out - Place Manager notified complainant another project is tunnelling in the area and the complainant provided with this project contact information. In addition, complainant information referred to the relevant contractor.
20-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise related to construction related activities. Investigation - Place Manager contacted Site Engineer to confirm works relating to tunnelling activities. How was it closed out - Place Manager returned call and provided information on activities that were not related to Sydney Metro.
22-Mar-18	JHCPBG (TSE)	Pitt Street Station (North)	Property & Business	Complaint - Compensation claim for additional costs incurred in finding alternative venues for business operations. Investigation - Business Relationships Manager confirmed correct process for TfNSW claim process. How was it closed out - Business Relationships Manager provided information on the process to lodge a claim which, if received, will be directed to and managed through the appropriate claims process.
22-Mar-18	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Dust and compensation related to construction related activities. Investigation - Place Manager confirmed complainant is adjacent to an unrelated large excavation site which has previously been identified as a source of dust. How was it closed out - Place Manager called complainant to provide this information.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
22-Mar-18	Unrelated to the Project	Unrelated to the Project	Unrelated to the Project	Complaint - Noise from construction related activities. Investigation - Place Manager confirmed no OOH activities underway at the site location. How was it closed out - Place Manager called the complainant to provide this information.
23-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise related to construction related activities. Investigation - Place Manger confirmed construction related activities complied with modelled noise levels. How was it closed out - Place Manager called the complainant and described the works being undertaken and compliance with modelled noise levels.
23-Mar-18	JHCPBG (TSE)	Pitt Street Station (South)	Noise & Vibration	Complaint - Noise from out of hours construction removal works. Investigation - Environment coordinator confirmed noise issues with demolition contractor to identify possible improvements for noise mitigation. How was it closed out - Place Manager called complainant to discuss upcoming works and offered noise monitoring which was declined.
24-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise related to construction related activities. Investigation - Place Manger confirmed construction related activities complied with modelled noise levels. Confirmed all high noise impact works completed at midnight. How was it closed out - Place Manager called the complainant and described the works being undertaken and compliance with modelled noise levels.
26-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise from adjacent rock breaking activities. Investigation - Place Manager provided an update on current and future works, including the construction of an acoustic shed. Confirmed the construction works undertaken are within approved limits. How was it closed out - Place Manager provided an opportunity to meet with complainant.
26-Mar-18	JHCPBG (TSE)	Pitt Street Station (South)	Worker Behaviour	Complaint - Traffic safety and worker behaviour is not an acceptable standard. Investigation - Place Manager confirmed the traffic controller was acting to protect the safety of the public. The choice of words was not ideal, however the resident walked into live traffic. How was it closed out - Place Manager provided a background of the circumstances to the complainant.
27-Mar-18	JHCPBG (TSE)	Barangaroo Station	Noise & Vibration	Complaint - Noise and vibration related to construction activities. Investigation - Place Manager confirmed noise monitoring was undertaken and shown to be within required limits. Further noise monitoring will be undertaken. How was it closed out - Place manager called complainant to offer alternative accommodation. This was not taken up but will be considered for the future.

Date	TfNSW / Construction Package	Site	Type	Complaint Information
27-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Complaint referred from council regarding noise from high voltage cable installation. Investigation - Vibratory switch of compactor was turned on accidentally for period of a few seconds. How was it closed out - Place Manager explained future works, that all equipment was compliant and that monitoring earlier in the night demonstrated compliance.
28-Mar-18	JHCPBG (TSE)	Marrickville Dive	Noise & Vibration	Complaint - Noise and vibration from night work on May St. Investigation - Place Manager confirmed the operator had incorrectly turned on the vibratory switch, before turning it off within seconds. How was it closed out - Place manager confirmed noise monitoring conducted earlier that night was compliant with noise levels.
28-Mar-18	JHCPBG (TSE)	Victoria Cross Station (South)	Air Quality	Complaint - Odour related to construction activities. Investigation - Place Manager confirmed construction methodology with project team. How was it closed out - Place Manager called complainant to advise waterproofing had occurred after demolition. The odour would dissipate over the Easter break. Complainant satisfied with information.
29-Mar-18	JHCPBG (TSE)	Barangaroo Station	Traffic, Transport & Access	Complaint - Traffic control measures impacting access to driveway at Hickson Road. Investigation - The Construction Manager attended the location and found the measures were correctly guiding road users. How was it closed out - Place Manager confirmed complainant spoke with the construction manager and accepted action undertaken.
29-Mar-18	JHCPBG (TSE)	Crows Nest Station	Air Quality	Complaint - Sewage smell related to construction works. Investigation - Place Manager confirmed the site engineer investigated and found the smell could be related to pump out of site facilities. How was it closed out - Place Manager confirmed the future pump outs to be done before or after complainant operations and deodorising spray to be used.
29-Mar-18	JHCPBG (TSE)	Victoria Cross Station (South)	Noise & Vibration	Complaint - Concern respite will not be maintained during hammering works for acoustic enclosure installation. Investigation - Place Manager confirmed the agreed respite hours for demolition will be maintained. Consultation will be ongoing with the complainant throughout demolition and site establishment. Specific meetings regarding construction of the acoustic shed have been organised. How was it closed out - Place Manager will continue consultation with the complainant.

Stuart Hodgson
Director
Program Sustainability Environment & Planning
Sydney Metro
Transport for NSW
PO Box K659
HAYMARKET NSW 1240

7 June 2018

170108_CSWCCR2

Dear Stuart

RE: Endorsement of Sydney Metro City & South West Construction Compliance Report 02 (October 2017 to March 2018)

Thank you for providing the following documents for Environmental Representative (ER) review and endorsement as required by the Condition of Approval A24 (d) of the Sydney Metro City & Southwest project (SSI – 15_7400 January 9 2017).

- Sydney Metro City & Southwest Construction Compliance Report 02 (October 2017 to March 2018), Rev 1.3 (the CSWCCR2) as required by Condition A34 of the Infrastructure Approval.

As an approved ER for the Sydney Metro City & Southwest project, I have reviewed and provided comment on this document and now consider it appropriate for submission to the Secretary for information.

Yours sincerely



Jo Robertson
Environmental Representative – Sydney Metro – City and South West