



Sydney Metro City & Southwest

Construction Compliance Report #9 (1 April 2021 to 30 September 2021)



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1. Executive Summary

This City & Southwest Construction Compliance Report #9 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 April 2021 to 31 September 2021.

Construction continued across all three planning approvals, with an increase from 4090 to 4718 ongoing requirements being tracked by Sydney Metro and its contractors, and 43 non-compliances raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised and a total of eleven environmental audits were undertaken.

A total of 376 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 319 complaints were determined to be attributable to project works following investigation. The Southwest Metro Station Upgrades Stage was attributable for the majority of complaints, followed by Linewide (41% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 182, or 57%, of all complaints attributable to project works. This was followed by 49 relating to Traffic, Transport and Access and 31 relating to Worker behaviour (representing 15% and 10% respectively of all complaints attributable to the project).

Works at the Hurlstone Park Station, Central Station, Victoria Cross and Waterloo Station sites generated the greatest number of complaints during the reporting period (49, 33, 32 and 29 respectively, representing 45% of all complaints attributable to the project).

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	155* (1)	0	3 (1)	7
CN ISD	212 (1)	0	0	21
VC ISD	225 (4)	0	0	32
BS	218 (1).	0	0	0
MP Demo	Combined with the MP ISD Stage.			
MP ISD	229 (0)	0	1 (0)	0
PS ISD	207 (2)	0	1 (0)	15
CSM	241 (1)	0	1 (5)	33
W ISD	214 (4)	0	2 (6)	29
SSJ	224 (0)	0	1 (6)	7
SMEW (formerly SSC)	217 (0)	0		0
LW (SMTF)	151 (0)	0		0
LW (C2S)	212 (3)	0		43
LW (S2B)	196 (1)	0		2
TSOM	591 (1)	0	0	0
Southwest Package 4 MCL	250 (17)	0	2 (2)	43
Southwest Packages 5 DCP	250 (7)	0	1 (1)	87
Southwest Packages 6 HBW	250			
Southwest Metro Corridor	248 (0)	0	0	0
Sydney Metro (including non- staged works)	428 (1)	0	0	0
Total	4,718 (44)	0	12 (21)	319 (376)
Total from Previous Report	4,090 (18)	0	8 (51)	225 (284)

* Excluding non-CSSI planning approval requirements.

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Definitions and Abbreviations

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

2. Introduction

2.1. Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 April 2021 to 30 September 2021. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1: CCR Planning Approval Conditions Cross-References

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

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

2.2. City & Southwest Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – From the north west, metro rail is being extended under Sydney Harbour, through new underground city stations and beyond to the south west. New stations will be delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street and Waterloo, along with new underground platforms at Central Station. The T3 Bankstown Line between Sydenham and Bankstown will be upgraded to metro standards. In 2024, customers will benefit from a new fully-air-conditioned Sydney Metro train every four minutes in the peak in each direction with lifts, level platforms and platform screen doors for safety, accessibility, and increased security.
- **West** –This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

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

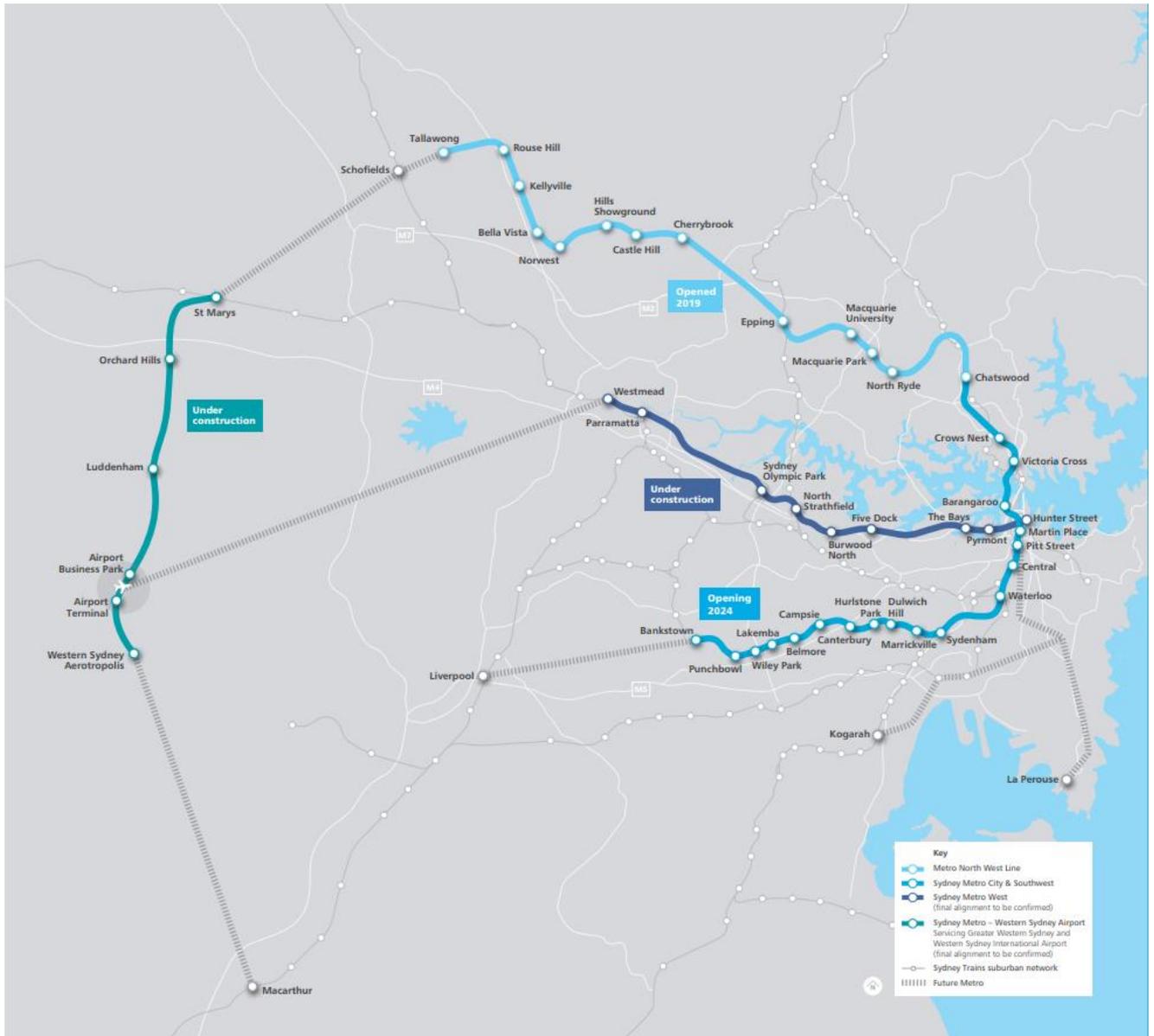


Figure 1: Sydney Metro Project Alignments

2.3. Project Planning Approvals

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

2.3.1. CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

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

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

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

2.3.1.1. Chatswood to Sydenham

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

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

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

Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018 (refer to Section 2.3.1.2). MOD6 was approved on 21 February 2019.

- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.

2.3.1.2. Sydenham to Bankstown

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

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

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

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

2.3.1.3. Sydney Metro Trains Facility

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

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

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

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

2.3.2. Planning Approval Register

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

Table 2: Planning Approval Register

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

2.3.3. Consistency Assessments

A total of 102 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of September 2021. Nineteen of these were endorsed by Sydney Metro during the reporting period.

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

Table 3: Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Artarmon TSS overhead power relocation	C2S EIS	1/04/2021
Northern Connection - Hopetoun Ave Concrete Delivery staging Area	C2S EIS	19/04/2021
Crows Nest Station Temporary Covered Walkways	C2S EIS	27/05/2021
Crows Nest Temporary covered walkway	C2S EIS	27/05/2021
Linewide - Bulk Supply Feeder Routes - Artarmon and Waterloo	C2S EIS	11/06/2021
Hume Street temporary closure	C2S EIS	6/07/2021
Denison Street stormwater upgrade	C2S EIS	16/07/2021
Blues Point haulage vehicles and crane operating hours	C2S EIS	6/08/2021
TEC design clashes Rev 1	S2B EIS	28/04/2021
Downer Wiley Park Station	S2B EIS	13/05/2021
Marrickville Station St road closure	S2B EIS	27/05/2021
Additional Land Belmore Triangle	S2B EIS	4/06/2021
Belmore Triangle - Campsie laydown and storage area	S2B EIS	4/06/2021
TEC design clashes	S2B EIS	22/06/2021
Hurlstone Park - Utility Relocations	S2B EIS	22/06/2021
Temporary Transport Plan July 2021	S2B EIS	24/06/2021
Crane set up - Railway Pde Lakemba	S2B EIS	24/06/2021
Lakemba Lane Closure	S2B EIS	25/06/2021
Dulwich Hill to Punchbowl Temporary full road closures	S2B EIS	7/09/2021

3. Project Stages

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

3.1. Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of September 2021.

Table 4: Status of Project Stages

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

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

3.2. Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	The CEMP was not amended as a result of any reviews. All physical works completed at end of reporting period.
CN ISD	24 February 2021	The CEMP was updated with minor amendments and was endorsed by the ER on the 17 th of November 2021.
VC ISD	11 August 2020	ER approved minor modification to EHS Plan (CEMP) on 29 April 2021. The modifications were to incorporate improvements as a result of an ER audit at Martin Place, include SSD approval works, and minor Lendlease system changes.
BS	8 September 2021	The CEMP was approved by DPIE in the reporting period. Construction under the CEMP commenced 17 September 2021. The CEMP was updated prior to WTP and full site handover and approved by the ER 28 September 2021.
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	3 July 2020	The CEMP was updated with amendments and was endorsed by the ER 10 March 2021.
PS ISD	24 December 2020	Revision 01 has been updated to include minor updates including contact details and CNVMP and has been initially reviewed by the ER and AA. CPB submitted for final review at the end of September 2021.
CSM	4 August 2018	Review 10. The CEMP was updated with amendments and was endorsed by the ER 18 August 2021.
W ISD	31 July 2020	The CEMP was updated with amendments and was endorsed by the ER 20/05/2021.
SSJ	28 August 2018	The CEMP was updated as part of a periodic review on 20 September 2021 with minor editorial (revision 15). The Revision was internal only and the following revision was endorsed after the reporting period.
LW (SMTF)	16 August 2019	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 28 April 2021.
LW (C2S)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
LW (S2B)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	The CEMP was updated as part of a periodic review on 17 September 2021 with amendments relating to the ongoing establishment of the Canterbury site compound. The CEMP was endorsed by the ER 21 September 2021.
SWM Package 4 MCL	15 January 2021	The CEMP was to be updated in response to ER comments (27/10/21 and 28/08/21). As of 30/9/2021 comments were being addressed.
SWM Package 5 DCP	4 March 2021 16 September 2021	The following updates occurred during the period; 18/05/21 - Revised in response to ER and internal comments 11/08/21 - Revised in response to Sydney Metro comments
SWM Package 6 HBW	4 March 2021 16 September 2021	The following updates occurred during the period; 18/05/21 - Revised in response to ER and internal comments 11/08/21 - Revised in response to Sydney Metro comments
Southwest Metro Corridor	26 February 2021	The following updates occurred during the period; <ul style="list-style-type: none"> Revision 6 – 5/05/2021, to address SM and ER comments Revision 7 – 24/05/2021 to address SM and ER comments Revision 8 – 5/06/2021 to address SM and ER comments Revision 9 – 22/07/2021 for Bankstown Early Works Revision 10 – 4/09/2021 to address SM and ER comments Revision 11 – 14/09/2021 to address SM and ER comments The CEMP was endorsed by the ER 23 September 2021.

3.3. Relationships between Planning Approvals and Stages

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

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

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (inc. MP ISD Demo)	BS	C&SM	SSJ	LW	TSOM	SMEW	SWM Package 4 MCL	SWM Package 5&6 DCP	SWM Corridor
SMTF (SSI_5931)										✓	✓				
SMTF MOD1 – Administrative Changes										✓	✓				
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓				

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

3.4. Environment Protection Licences

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

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

Table 7: Status of C&SW Environment Protection Licences

Stage	Licence	Activity Type	EPL #	Status
SYAB	EPL not required (all works completed prior to the reporting period).			
NCW	EPL not required (all works completed prior to the reporting period).			
Demolition A	EPL not required (all works completed prior to the reporting period).			
Demolition B	EPL not required (all works completed prior to the reporting period).			
TSE	John Holland Pty Ltd	Concrete works, railway systems activities	20971	Issued 28 September 2017 active in reporting period.
CN ISD	EPL not required.			
VC ISD	EPL not required.			
BS	Pre-construction phase (i.e. no EPL required during the reporting period).			
MP ISD Demo	EPL not required (all works completed prior to the reporting period).			
MP ISD	EPL not required.			
PS ISD	EPL not required.			
CSM	Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and currently active.
W ISD	EPL not required.			
SSJ	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
LW (SMTF)	EPL not required.			
LW	Sydney Trains	Railway activities – rolling stock operations Railway activities – railway infrastructure operations	12208	Sydney Trains Collaboration Agreement*
LW	CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 Latest variation 23 April 21
TSOM	N/A for Construction – Never going to be Principal Contractor (will require EPL for Operation)			
SMEW (prior to 24 Sep 2019)	Sydney Trains	Railway systems activities	12208	Sydney Trains Collaboration Agreement*
SMEW (post 24 Sep 2019)	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	EPL #21147
SWM Package 4 MCL	EPL not required.			
SWM Packages 5&6 DCP HBW	EPL not required.			
Southwest Metro Corridor	Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.

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

4. Environment and Compliance Management

4.1. Compliance Management

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

4.1.1. Tracking

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

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

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

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

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

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

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

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

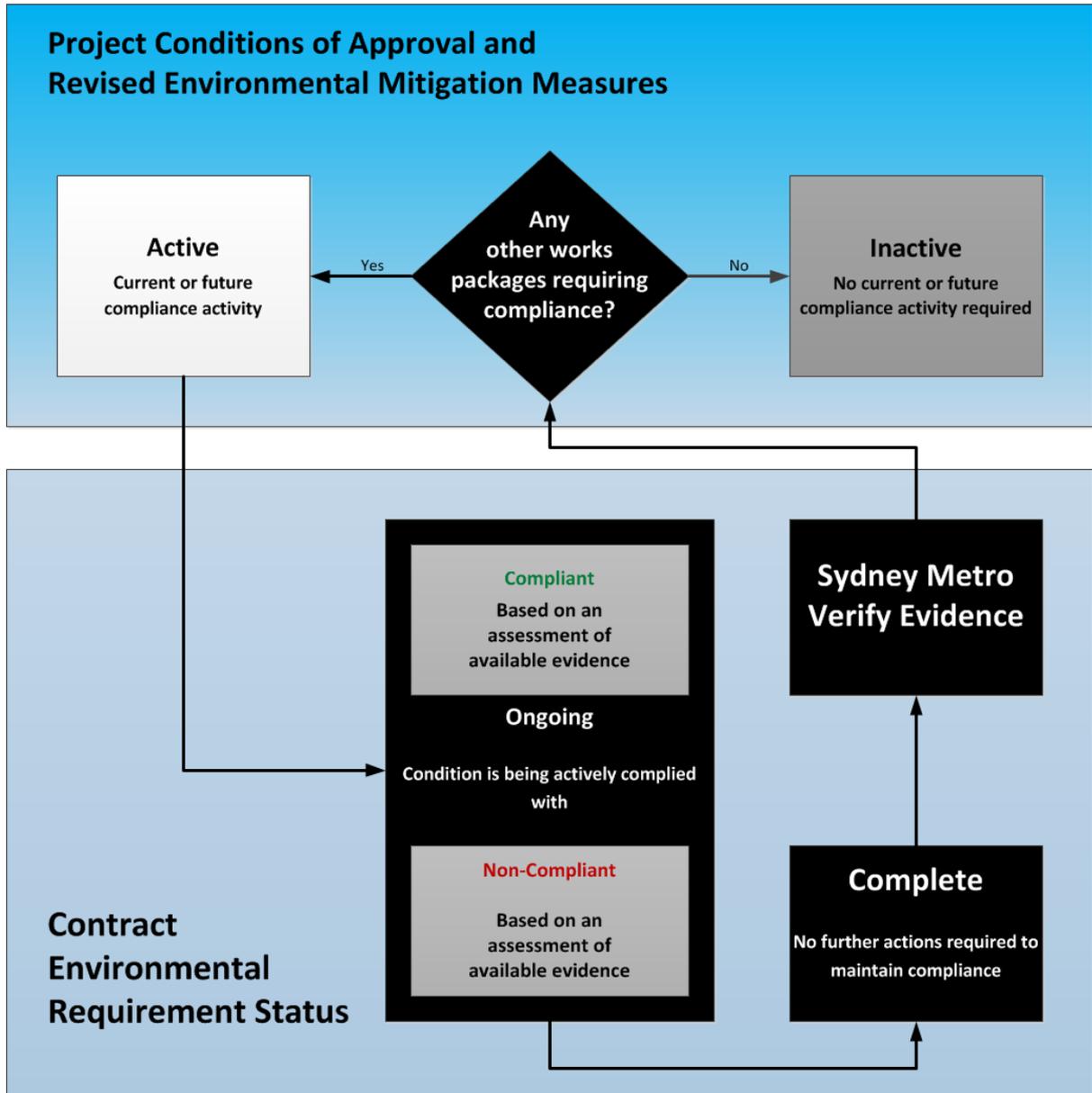


Figure 2: Tracking of Environmental Requirements

5. Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 4,718. There was a total of 11 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1. Overview

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

Table 8: Compliance Summary for the Reporting Period

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	155* (1)	0	3 (1)	7
CN ISD	212 (1)	0	0	21
VC ISD	225 (4)	0	0	32
BS	218 (1).	0	0	0
MP Demo	Combined with the MP ISD Stage.			
MP ISD	229 (0)	0	1 (0)	0
PS ISD	207 (2)	0	1 (0)	15
CSM	241 (1)	0	1 (5)	33
W ISD	214 (4)	0	2 (6)	29
SSJ	224 (0)	0	1 (6)	7
SMEW (formerly SSC)	217 (0)	0		0
LW (SMTF)	151 (0)	0		0
LW (C2S)	212 (3)	0	0	43
LW (S2B)	196 (1)	0	0	2
TSOM	591 (1)	0	0	0
Southwest Package 4 MCL	250 (17)	0	2 (2)	43
Southwest Packages 5 DCP	250 (7)	0	1 (1)	87
Southwest Packages 6 HBW	250			
Southwest Metro Corridor	248 (0)	0	0	0

Stage	Ongoing Requirements (at end of Reporting Period) (non-compliances raised)	Incidents (as defined by the applicable CSSI planning approval)	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (total complaints received)
Sydney Metro (including non-staged works)	428 (1)	0	0	0
Total	4,718 (44)	0	12 (21)	319 (376)
Total from Previous Report	4,090 (18)	0	8 (51)	225 (284)

* Excluding non-CSSI planning approval requirements.

5.2. Non-Compliances

There were 18 non-compliances raised during the reporting period, with only one still open.

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

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

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

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances
SYAB	0	0
NCW	0	0
TSE	1	0
CN ISD	1	0
VC ISD	4	0
BS	1	
MP Demolition	Combined with the MP ISD Stage.	0
MP ISD	0	0
PS ISD	2	0
CSM	1	1
W ISD	4	0
SSJ	0	0

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances
LW (SMTF)	0	0
LW (C2S)	0	0
LW (S2B)	3	0
TSOM	1	0
SMEW	1	0
SWMSU MCL	17	0
SWMSU DCP HBW	7	0
Southwest Metro Corridor	0	0
Sydney Metro (including non-staged works)	1	1
Totals	44	1

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

Table 10: Non-Compliances raised during the Reporting Period

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
06/04/2021	Central Station Main Works	Management Systems	SSI15_7400 - REMM - SCW4	<p>A pH discrepancy was identified by laboratory during routine weekly testing. The pH tested on site measured 7.33. The test and retest indicated the pH was 6.2 which was below the discharge criteria, however the discrepancy does not indicate a breach of discharge criteria.</p> <p>The lab discrepancy is most likely attributed to either incorrect sampling practice or spot contamination.</p> <p>There was no environmental harm.</p>	<p>Closed:</p> <p>Additional three batch samples were tested on site and sent to laboratory. No discrepancy observed.</p> <p>The sampling procedure reviewed and updated</p> <p>To date EP have been undertaking calibrations as part of the weekly maintenance schedule. Going forward this will be a separate line item that includes the results of the calibration daily/weekly.</p>

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
07/04/2021	SWM Package 4 MCL	Flora and Fauna	SSI8256 - MCoA - E5	Removal of trees at the Marrickville ARTC Triangle location prior to obtaining verification of tree report approval. The approved Tree report was issued to the Planning Secretary on 09/04/2021	Closed: Preparation of updated procedure for tree clearing that identifies environmental personnel approval and verification of Tree Report documentation. Specific hold points for approval and environmental signoff to be clearly identified. Communication of HSE JV clearing requirements and approvals to site Ecologist Tracking Register prepared Education program on tree removal process across all sites (toolbox)
08/04/2021	Waterloo ISD	Traffic, Transport and Access	SSI15_74 00 - MCoA - E81	Truck observed in Wellington Street, in a section identified in the CTMP (Section 5.1.6) as limited to 3T Maximum Weight. The weight of the truck exceeds this limit.	Closed: Discuss with CoS traffic representative installing of street signage to identify 3T limited streets. Temporary installation of 'work zone' on Cope Street
08/04/2021	Waterloo ISD	Soil and Water	SSI15_74 00 - MCoA - E107	Water in station box was dewatered, sent to the site's retention basin throughout the morning, causing the retention basin to breach capacity and overflow. Although overflow was being managed in accordance with the PESCP, the project's Soil & Water Management Procedure does not identify an overflow strategy or refer to the local 5-day ARI.	Closed: Install onsite rain gauge. Update Soil & Water Management Procedure to include an overflow strategy for the retention basin. Update the PESCP to include local 5-day ARI Develop a Controlled Overflow Management Strategy.
19/04/2021	Victoria Cross ISD	Noise and Vibration	SSI15_74 00 - MCoA - E44; E47	Crane works on the north site were completed as per the approved out of hours application, however, a support vehicle movement occurred that was not included on the approved OOH application. The vehicle was subject to restricted hours on the road network due to its size, left the site early the following morning, prior to approved standard hours.	Closed: Aconnex team briefed on the OOH Protocol

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
29/04/2021	Pitt Street ISD	Community, Stakeholder and Business	SSI15_7400 - MCoA - E33	Jack hammering occurred at 7.25am, during a respite period which had been agreed to by the neighbouring sensitive receivers, to be free of high impact noise activities.	Closed: Attended noise monitoring conducted Agreement with Castlereagh Boutique that the works will not take place from 7am to 8am Monday to Saturday and on request in selected respite periods Community notification updated.
03/05/2021	Waterloo ISD	Noise and Vibration	SSI15_7400 - MCoA - E44	Concrete pour extended past approved out of hours permit notified time of 10pm and notified to the community.: due to a couple of delays during the day via traffic and the night crew Boral truck change over which resulted in approx. an additional two hours of pouring.	Closed: During weekly portion 1 planning review concrete pours planned for walls at level B3 and incorporate into the out of hours permit and community notification
17/05/2021	Linewide	Management Systems	SSI15_7400 - MCoA - E81	Complaint received by a resident adjacent to the Blues Point Temporary Site regarding heavy vehicle (HV) arrival to site at approximately 0520h. After 0700h the HV entered the Blues Point temporary site and unloaded. Non-compliant with CTMP Blues Point Site Operations Mitigation measures which include a requirement for trucks not to wait on Blues Point Road.	Closed: Tool box talk to day and night shifts regarding OOHW and delivery obligations Information sheets detailing the restrictions at the site put up around site. Information sheet distributed to suppliers and subcontractors.
24/05/2021	Crows Nest ISD	Noise and Vibration	SSI15_7400 - MCoA - E36	A lift using Tower Crane took longer than expected, with works completed out of hours by 8PM, with no approved out of hours application for this work.	Closed: Toolbox talk on current out of hour approvals and refresh team on the SM OOHW Protocol. Send reminder to team about the weekly OOHW Coordination meeting Review delivery process and clarify latest delivery time.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
24/05/2021	Linewide	Management Systems	SSI15_74 00 - MCoA - E81	Complaint received by a Blues Point resident regarding heavy vehicle (HV) arrival to site at approximately 0625h despite a schedule to arrive during standard construction hours. Non-compliant with CTMP Blues Point Site Operations Mitigation measures which include a requirement for trucks not to wait on Blues Point Road.	Closed: Toolbox talk Information sheets detailing the restrictions Area Manager and Site Supervisor counselled. Meeting with Melrose Cranes management and formal notice issued Staging area identified to allow HV's to "park up" in an acceptable location along the access route. Review and update of Blues Point Temporary Site CTMP The Stakeholder Manager followed up with the complainant.
25/05/2021	Victoria Cross ISD	Noise and Vibration	SSI15_74 00 - MCoA - E47	A complaint was received of concrete pour works extending beyond 6pm until 9.30pm. No OOHW Approval existed for works beyond standard hours that evening.	Closed: Consideration of pours to occur earlier Where pours are identified to go past 6pm, then adequate notice will be given to the community and an OOHW Application will be submitted.
29/05/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - MCoA - E20	Noise monitoring process did not follow OOHW Protocol Evening works during WE48 possession. A noise complaint was received by a resident, resulted the finding that the noise measurements were potentially above the predicted levels.	Closed: All personnel to receive training on noise monitoring and requirements where an exceedance is potentially identified. Training to be delivered by an acoustic consultant.
29/05/2021	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A1; A17	Grass verge on Urunga Parade outside of the railway corridor was used a temporary laydown area for equipment. The laydown area is on Council land and is not included in the Environmental Control Maps for the site. The area is outside of the rail corridor/project boundary but within the Downer scope of works.	Closed: The equipment was removed by the end of the shift. Crew tool boxed on the appropriate laydown areas. Discrepancy has been included in a Consistency Assessment that is being prepared by Sydney Metro.
31/05/2021	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A1; A16	A minor ancillary facility consisting of a site office, generator and amenities unit had been established within the Belmore MSB area. This is located is outside of the indicative ancillary facility area marked in the Submissions and Preferred Infrastructure Report (SPIR).	Closed: A minor ancillary area to be approved via an A19 Sydney Metro Sydenham to Bankstown Ancillary Facility Checklist.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
05/06/2021	SWM Package 4 MCL	Traffic, Transport and Access	SSI8256 - MCoA - E47	During the WE49 possession at Canterbury Station, HSEJV received complaints from residents in Charles Street that HSEJV project traffic controllers were parking in private driveways near to the HSEJV site compound. Complaints were already received of this nature during WE48.	Closed: A toolbox has been held with the site teams to address the issue and instruct all members of the HSEJV site team and its subcontractors to find parking in alternate locations, away from the residences adjacent to or close to the HSEJV site compound.
23/06/2021	SWM Package 4 MCL	Flora and Fauna	SSI8256 - SWM Package 4 - MCoA - E5	Materials stored underneath trees at Wooley Lane Marrickville.	Closed: An arborist report is required to determine the size of the TPZ. The material is to be removed from the area and only stored as per the arborist report.
24/06/2021	Victoria Cross ISD	Management Systems	SSI15_74 00 - MCoA - A8	Provision of monitoring results to the Acoustic Advisor (AA) following completion of concrete pour works was a condition of approval for Out of Hours Work. However, the details provided in the monitoring report were inadequate and were not in accordance with the Construction Noise and Vibration Management Plan or the Relevant Standards and Procedures for monitoring.	Closed: Provide a suitable noise monitoring form for use by project staff that captures AS requirements as per example from AA. Provide a briefing/toolbox talk for relevant project staff in use of the form.
28/06/2021	SWM Package 5 DCP	Management Systems	SSI8256 - MCoA - A1	Road closure of Lillian Lane Campsie, contrary to Section 5.9.2, Par B, of the Submissions and Preferred Infrastructure Report (SPIR).	Closed: Endorsement of a Planning Approval Consistency Assessment in accordance with the Sydney Metro Integrated Management System
28/06/2021	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A19	A small temporary office facility/portaloo was set up on station street at Marrickville without prior approval.	Closed: The facility to be approved in situ for the duration of the works, removed entirely, or approved for relocation within the confines of the construction boundary
29/06/2021	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A1	Use of warehouse unapproved compound (6 Charles St, Canterbury) for temporary storing of excavated material during night shift. All activities within 6 Charles St were stopped. Discussed during supervisor handover at the 06:00 pre-start.	Closed: Space designated within the approved Charles St compound to accommodate night shift materials as contingency. Workers briefed on the use of the approved areas only. All bulka bags within the approved compound and 6 Charles St area removed during subsequent day shift.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
29/06/2021	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - E20	Noise complaints received regarding noise at around 8:50pm. The pilling works took place during evening period (6pm-10pm) however, these were not in the approved scope of the OOHW Application for Marrickville.	Closed: Brief workers and sub-contractors on the approved activities withing the OOHW Application
30/06/2021	SWM Package 4 MCL	Traffic, Transport and Access	SSI8256 - MCoA - A1; E47; E51	Unauthorised closure of Wooley Lane observed during a site walk. Traffic controllers had fully closed a section of Wooley Lane to minimise traffic congestion on Warburton St.	Closed: Road closure signage was removed immediately Traffic controllers briefed on the approved ROLs and that no roads can be fully closed to traffic outside of the project boundary.
30/06/2021	SWM Package 6 HBW	Noise and Vibration	SSI8256 - MCoA - A1	As part of the 2-week shutdown material and plant deliveries were coordinated for delivery through the rail corridor access gate between 5 Railway Street and 5a Foord Avenue. Vehicles were directed to park on Burnett Street and await call up if the access gate is in use. Vehicles/Trucks were identified to have left their engines running during this period of awaiting call to enter the Project, in breach of environment management plans	Closed: Toolbox Talk stressing importance of switching off vehicles and plant both on-site and in the surrounding community. Environment and community component added to all following briefings during the 2-week shutdown Environment team night-time inspections on surrounding streets to identify if any trucks were idling
30/06/2021	Sydney Metro	Management Systems	SSI15_74 00 - MCoA - A30; SSI8256 - MCoA - A29	Sydney Metro did not implement the compliance review process for the period Q3 / Q4 2020 until 6-months after the completion of this period. This is not consistent with the timeframes outlined in the Compliance Tracking Program.	Open: Finalise review of Q3 / Q4 2020 period for Sydney Metro retained requirements - Closed Complete review of Q1 / Q2 2021 period for Sydney Metro retained requirements Update Compliance Monitoring/Tracking and Reporting Program Report to reflect 6-monthly review for Sydney Metro retained requirements

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
30/06/2021	Linewide	Traffic, Transport and Access	SSI15_74 00 - MCoA - E81	Complaint received from Blues Point resident regarding heavy vehicle (HV) waiting on Blues Point Road at approximately 0845h. Investigation into the complaint has concrete delivery truck arrived ahead of schedule and because there were already HVs at the site the HV driver chose to park and wait on Blues point Road, in breach of the CTMP Mitigation measures which include a requirement for trucks not to wait on Blues Point Road.	Closed: Toolbox talk regarding OOHW and delivery obligations. Information sheets detailing the restrictions at the site put up at prominent locations around site. Letter, Information sheets/Toolbox distributed to suppliers and subcontractors. With access instructions and requirements for toolbox Meeting to discuss complaint and required corrective actions. Review and update of the approved Blues Point Temporary Site CTMP
30/06/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - MCoA - E18; E22; E23; E25	Excavator mounted jackhammer operating without approval. Unapproved - plant operating outside approved hours. (Noise exceedance potential)	Closed: Works stopped immediately, crew addressed and reasons for work stopping explained.
30/06/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - REMM - NVC5	Plant (excavator) was observed to have an incorrect 'non-tonal' type alarm	Closed: Alarm either replaced with appropriate 'squawker' type and plant stood down until this has occurred or the plant is replaced by a machine that meets the standard.
01/07/2021	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A1	A lighting tower has been set up outside the project boundary.	Closed: Complete consistency assessment for the placement of the lighting tower. The lighting tower removed.
01/07/2021	SWM Package 4 MCL	Spills and Leaks	SSI8256 - MCoA - A1	Fuel Jerry cans not being stored in a bunded area – Station Street Marrickville.	Closed: Fuel storage moved to within bunded areas immediately. Future fuel storage to be checked thoroughly during ES inspections to ensure continuity of conformance.
02/07/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - MCoA - C8	Unapproved plant OOHW – Riverdale Avenue Marrickville	Closed: Toolbox noise management methodology to all site personnel.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
03/07/2021	SWM Package 4 MCL	Flora and Fauna	SSI8256 - MCoA - E5	Trees near station building of Platform 2 were pruned without an approval in original Arboricultural Impact Assessment and Tree Protection Plan Rail Rev 5, May 2021). Minor trimming was required due to canopy clashing with permanent trenching works, which could have delayed the handback of the station to Sydney Trains.	Closed: Toolbox talk on tree removal. Engage Arborist to complete assessment of trees that were pruned without the approval. Education program on tree removal process across all sites (toolbox) Preparation of an ITP / updated procedure for tree clearing that identifies environmental personnel approval and verification of Tree Report documentation. Specific hold points for approval and environmental signoff to be clearly identified.
04/07/2021	Waterloo ISD	Noise and Vibration	SSI15_74 00 - MCoA - E44	A planned concrete pour did not finish within the out of hours permit approved duration. The pour concluded at 4:30am	Closed: - Planning of pours to consider temperature at start time for rate of rise Contingency to be added for pours requiring two mixes to ensure completion within the approved permit hours Separate concrete pumps to be utilised when multiple pours are planned, to prevent delays Rebrief/toolbox the team on the Out of Hours Approval requirements Rebrief the Structures Team and Subcontractor on the approved concrete winter mix that can be utilised
06/07/2021	Victoria Cross ISD	Noise and Vibration	SSI15_74 00 - MCoA - E36	During a scheduled concrete pour in the cavern on the mezzanine level a time-overrun past 6pm to 8pm occurred without an approved out of hours application in place.	Closed: Construction Manager/ Comms Manager continue to provide an early notice to the community distribution list informing them of the unexpected over run. Add Environment Manager to distribution list.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
08/07/2021	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A1	Inappropriate storage of fuel containers on all site	Closed: Audit sites to ensure appropriate hazardous materials containers are available. Toolbox construction crew on the appropriate storage of hazardous materials. Review Induction to ensure that it properly addresses the correct storage of hazardous substances including fuel containers.
09/07/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - MCoA - C8; E20	Compaction works using whacker packers occurred at Platform 2, Canterbury, an activity not approved under the Out of How Works application - Canterbury.	Closed: Investigation found that noise consultant did not include 2-tonne roller in the noise assessment for OOHWA. New noise consultant engaged to provide a better acoustic modelling software, Gatewave.
15/07/2021	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A1; A16	A minor ancillary facility consisting of a site office, lunchroom and generator on Stanlea Parade established, with a portion sitting outside of the indicative ancillary facility area marked in the Submissions and Preferred Infrastructure Report (SPIR). The area is within the project boundary as amended within a Consistency Assessment, but it did not state that ancillary facilities could be placed there.	Closed: Use of the ancillary area approved via an A19 Sydney Metro Sydenham to Bankstown Ancillary Facility Checklist endorsed by the DPIE Environmental Representative.
12/08/2021	SWM Package 4 MCL	Noise and Vibration	SSI8256 - E19; E25	Delivery of plant to site during OOH with no approval. A complaint from a resident was received regarding plant delivery and truck idling on Schwebel Street between 22:00pm and 01:00am.	Closed: Relevant conditions that have been breached provided to plant provider. Plant provider to provide written confirmation of a commitment is made to avoid future breaches. Mitigation measures within CNVMP to be included Possession pre-starts. Pre-start sign-off to be provided as evidence.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
25/08/2021	Tunnel Station Excavation	Soil and Water	SSI15_74 00 - MCoA - C15	Administrative changes and updates were not made to the approved monitoring program (Monitoring and Protection Plan) during construction works. Groundwater monitoring wells destroyed as a result of the works were not removed from the monitoring program and other bores that were being monitored were not detailed in the monitoring program.	Closed: Groundwater monitoring requirements for the Project have been completed therefore this action will focus on communicating lessons learnt for future Projects.
01/09/2021	TSOM	Management Systems	SSI5931 - MCoA - B1	MTR began works at SMTF-N without obtaining Minor Works Approval. MTR were unable to stop works at the time the Non-compliance was identified, however efforts were made to finalise and approve a MW Application as the nature of works and potential environmental impact were nil.	Closed: Develop and Approve a Minor Works Application – developed by SM and finalised by MTR. The MW Application was approved by all parties on 14th September 2021.
02/09/2021	SWM Package 6 HBW	Management Systems	SSI8256 MCoA - A1; MCoA - A16	A minor ancillary facility consisting of a site office and generator on Stanlea Parade have been placed onsite in an area outside of the indicative ancillary facility area marked in the Submissions and Preferred Infrastructure Report (SPIR).	Closed: Toolbox talk on environmental approvals and project boundaries. Have the use of the ancillary area approved via an A19 SM SSI8256 Ancillary Facility Checklist endorsed by the DPIE ER.
10/09/2021	Linewide	Noise and Vibration	SSI8256 - MCoA - E20	During a scheduled concrete pour at Campsie TSS a time-overrun to 11pm occurred which did not constitute 'Emergency Works' under E20 or E21 SSI_8256.	Closed: OOHW application submitted and approved to allow the remaining concrete pours at Campsie TSS to continue until 8pm. OOHW applications to be submitted for concreting pours at the remaining four TSS sites to allow concrete finishing work to continue until 10pm.
14/09/2021	SWM Package 4 MCL	Flora and Fauna	SSI8256 - MCoA - E5	Tree that was identified in the arborist report and ECM to be retained with tree protection (AIATPP - Canterbury Station (Site Compound) v3 - Tree ID 2 - unknown weed species), was significantly pruned for safety reasons.	Closed: Update daily Pre-Start to include tree protection measures. Install tree protection as per the Arborist Report prior to recommencing works within the compound area. Toolbox talk on specific approvals

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
16/09/2021	Barangaroo SD	Management Systems	SSI15_7400 - A8	Temporary site sheds were brought onto the site without this activity being correctly addressed in the approved Construction Environmental Management Plan (CEMP) or Minor Works approvals. The sheds were placed in a location different to what was shown on the site establishment plans in the CEMP.	Closed: The CEMP and Construction Noise and Vibration Management Plan will be revised to correctly address this activity. The site establishment plans in the CEMP will be revised and a risk assessment undertaken before the CEMP is re-submitted to the Environmental Representative for re-endorsement
25/09/2021	Pitt Street ISD	Noise and Vibration	SSI15_7400 A8; E47	At Pitt Street South Station box noise complaints received on Friday 24/09/2021 and 25/09/2021 were not acted upon sufficiently to prevent the same high impact activity generating two LAeq15 exceedances of 80dB occurring after 1pm on Saturday 25 September 2021.	Closed: Alert levels in real-time monitor to be updated based on current works Noise and Vibration Procedure to be regularly communicated to site staff and subcontractors. Review work activities when exceedances of 80dB threshold from real time monitors occurs

5.3. Incidents

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

5.4. Environmental Audit Findings

5.4.1. Open from Previous Reporting Period

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

5.4.2. This Reporting Period

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

- Eleven were undertaken internally by Sydney Metro contractors or their associates, and
- One was undertaken by the Independent Environmental Auditor.

The eleven audits resulted in a total of 83 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

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

Table 11: Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings *	Closed Findings	Open Findings
TSE	Visual Amenity Management Plan	Internal	13 April 2021	0	0	0
TSE	Construction Soil, Water and Groundwater Management Plan	Internal	25 August 2021	1	1	0
TSE	Air Quality Management Plan	Internal	24 August 2021	0	0	0
MP ISD	Water treatment plant and compliance reporting	Internal	May 2021	0	0	0
PS ISD	NSW BU Audit	Internal	22 April 2021	0	0	0
CSM	Bespoke Environmental Audit-Central Main Works	Internal	15 April 2021	5	33	0
W ISD	Soil and Water Procedure	Internal	7 Apr 2021	5	5	0
W ISD	Noise and vibration audit	Internal	31 Jul 2021	1	1	0
SSJ/SMEW/SMC	SSJ/SMEW/SMC Environmental Management Plan Audit	Internal	15 Sep 2021	6	6	0
Package 5 and 6	Downer internal quarterly EMS Audit	Internal	1 Sep 2021	1	1	0
Package 4	Internal Environmental Compliance Audit – CEMP and Sub-Plans being NVMP, SWMP and HMP (25 May 2021)	Internal	N/A	0	0	0

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings *	Closed Findings	Open Findings
Package 4	Independent Environmental Audit Report – CEMP & Planning Approval Compliance Management	External Audit (QEM)	15 Sep 2021	2	2	0
Totals				21	21	0

* Total Findings do not include observations or areas for improvement.

5.5. Environmental Monitoring

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

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

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

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Sections 5.5.1 to 5.5.4.

Table 12: Environmental Monitoring Program Applicability to each Project Stage

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period commencing.			
NCW	All works completed prior to the reporting period commencing.			
TSE	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
CN ISD	Applicable	N/A	N/A	Applicable
VC ISD	Applicable	N/A	N/A	Applicable
BS – To be reported from next period	Applicable	N/A	N/A	N/A
MP ISD Demo	All works completed prior to the reporting period commencing.			
MP ISD	Applicable	N/A	N/A	Applicable

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
PS ISD	Applicable	N/A	N/A	Applicable
CSM	Applicable	Applicable – However no blasting undertaken during the reporting period.	Applicable	Applicable
W ISD	Applicable	N/A	N/A	N/A
SSJ	Applicable	N/A	Applicable	N/A
LW	Applicable	N/A	Applicable	N/A
TSOM – never going to be Principal Contractor	Applicable	N/A	N/A	N/A

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, there is no requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a).

5.5.1. Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable on the TSE, CN, VC ISD, MP ISD, PS ISD, CSM, W ISD, SSJ, SMEW and Linewide Stages. Southwest Metro packages 4, 5, 6 and Corridor will be included in the next report. A noise and vibration summary and analysis at each C&SW site for construction activities undertaken during the reporting period is provided in Table 13 and* Note LW and SSJ reporting is one month in front, so this report includes March 2021 – August 2021 results, September results will be provided in the next report.

** Note SMEW reporting is two months in front, so this report includes August 2020 – January 2021 results, February and March results will be provided in the next report.

Table 14

Table 13: Noise Monitoring Results Summary and Analysis

Site	Management Level Exceedances	Comments
Barangaroo Station (TSE)	0	There were no exceedances of predicted levels or CSSI criteria recorded as a result of site set up works from late September. No non-conformances raised.
CN ISD	0	There were no exceedances of predicted levels or CSSI criteria recorded as a result of CISD works. No non-conformances raised.

Site	Management Level Exceedances	Comments
VC ISD	0	Continuous monitoring undertaken. Event based attended monitoring undertaken periodically throughout the period relating to OOHW and stormwater excavation. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
MP ISD	0	<ul style="list-style-type: none"> • Continuous monitoring undertaken. • Attended monitoring undertaken periodically throughout the period. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
PS ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 13/04/2021, 29/04/2021, 29/04/2021, 30/04/2021, 04/05/2021, 19/05/2021, 15/07/2021, 20/09/2021</p> <p>There were no exceedances of predicted levels or CSSI E38 criteria recorded as a result of PSISD works.</p> <p>Unattended noise monitoring was undertaken with real time monitors located at the North site and the South site. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.</p>
CSM	0	No exceedances of predicted levels or CSSI criteria recorded. No complaints received as a result of a non-conformance. Toolbox provided to ensure best achievable noise performance objectives are met as identified in the CNVIS and that all required additional mitigation measures continue to be in place. One of the three real time noise monitors were decommissioned in June.
W ISD	30	New activity and monthly noise validation monitoring undertaken during the reporting period. Traffic along external roads was the dominant noise source and reason for results above Predicted Noise Level readings. Works compliant.
SSJ*	0	To date there have been no exceedances of predicted construction related noise levels assessed as relating to ongoing construction activities on the project. All elevated noise levels above predicted levels recorded by attended monitoring have been attributed to extraneous noise rather than construction activity, specifically due to traffic and rail noise or other non-project construction during lower impact works with lower predicted exceedance easily impacted by external sources. This occurred on 04/05/21, 30/05/21, and 28/08/21.
LW – Northern Connection *	0	
LW – Chatswood Dive*	3	1 recorded exceedance of predicted noise level 14/05/2021, 2 recorded exceedance of predicted noise level 1/06/2021. LW Works compliant, traffic dominant noise source
LW – BPS Artarmon*	0	
LW – Victoria Cross Station*	0	
LW - Blues Point*	7	3 recorded exceedance of predicted noise level 5/08/21, 4 recorded 11/08/2021, 3 recorded 17/08/2021. LW Works compliant, traffic dominant noise source
LW – BPS Surry Hills *		

Site	Management Level Exceedances	Comments
LW – Southern Dive *	3	3 recorded exceedance of predicted noise level 23/06/2021. LW Works compliant, traffic dominant noise source

* Note LW and SSJ reporting is one month in front, so this report includes March 2021 – August 2021 results, September results will be provided in the next report.

** Note SMEW reporting is two months in front, so this report includes August 2020 – January 2021 results, February and March results will be provided in the next report.

Table 14: Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Comments
Barangaroo Station (TSE)	0	No attended vibration measurements have been reported as being undertaken for this site during the reporting period.
CN ISD	0	There were no exceedances of predicted levels or CSSI criteria recorded as a result of CISD works. No non-conformances raised.
VC ISD	0	Continuous monitoring undertaken. One event based attended monitoring was undertaken during stormwater excavation in September 2021. No non-conformances raised.
MP ISD	0	Continuous monitoring undertaken. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
PSISD	0	Unattended (real-time) vibration monitoring was undertaken during the reporting period. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works. No non-conformances raised.
CSM	0	No exceedances of building criteria observed attributable construction work. Occasional peaks of human comfort vibration criteria occurred adjacent to construction works within the Eastern Entrance footprint, however appropriate respite observed as required. Both real time vibration monitors were decommissioned in June.
W ISD	0	No vibration levels were recorded above the vibration criteria.
SSJ*	0	To date, there have been no exceedances of vibration from construction activities, and recorded vibration (PPV in mm/s) has been below cosmetic vibration limits for affected structures. As above, attended noise and vibration monitoring has identified that external non-construction noise and vibration sources are frequent in the area, which is also expected to reflect in the results of any real-time continuous monitoring.

Site (North to south)	Management Level Exceedances	Comments
LW – BPS Surry Hills*	0	Attended vibration monitoring was undertaken during the reporting period. There were no exceedances of predicted levels or CSSI criteria recorded as a result of works. No non-conformances raised.

* Note LW and SSJ reporting is one month in front, so this report includes March 2021 – August 2021 results, September results will be provided in the next report.

5.5.2. Blasting

No blasting activities were undertaken during the reporting period.

5.5.3. Surface Water Quality

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

5.5.3.1. TSE

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

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

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)	Average Fe (mg/L)	Average Mn (mg/L)
Milsons Park	Sampling location removed from Monitoring Program.						
Blues Point							
Farm Cove							
Barangaroo	8.2	47.2	1.2	< 10	11	<0.05	0.01
Eastern Channel (01)	Sampling location removed from Monitoring Program.						
Eastern Channel (03)	7.5	38.8	36.2	< 10	34	0.84	<0.005
Marrickville WTP	Decommissioned by Surface Water Sampling Events						
Barangaroo WTP	7.4	17.3	N/A	< 10	4	0.39	0.82

Of the parameters presented in Table 15, the TSE Construction Soil, Water and Groundwater Management Plan adopts ‘visible oil and grease’ as the trigger value for the ‘Oil & Grease’ parameter, and the 80th percentile of baseline monitoring results as the trigger value for the acidity, electrical conductivity, turbidity and TSS parameters.

In the event that a monitoring result meets one of these trigger values, the plan states that an investigation will be undertaken to assess the possible cause/source of the exceedance. If the cause/source is attributable to the project and there is a risk of adverse or significant effect on the receiving environment, the result will be re-tested for verification. If verified, a

secondary investigation of the exceedance will be undertaken, and actions will be proposed as required.

5.5.3.2. Pitt Street Integrated Station Development

Groundwater inflow is minimal at the PS ISD, and as such all water discharged is predominantly water from rainfall, or from sources supplied to undertake works such as core drilling, saw cutting and excavation. All water at PS ISD is collected through the use of a series of pumps and pipes, all of which direct water to makeshift sumps (i.e., unused excavations), before eventually being pumped to a water treatment plant. There is a WTP located at both sites (North and South), and this is managed by subcontractor Trident. Prior to the installation of the Trident Systems, all rainwater was collected in sumps where it was treated manually (if required) and laboratory tested against the criteria determined by the Water Discharge Impact Assessment (DIA), before being discharged after the issue of a Discharge Permit by the CPB Environmental Team. Set up of the Trident WTP required a series of steps including 5 consecutive batches of water that was laboratory tested, and then a monthly NATA lab test. Once established and verified, water needing discharge must be tested by the CPB Environmental Team against the TSS, pH and Oil and grease criteria, before issuing a permit to discharge. There have been no non-compliances for water discharge on the project to date.

Table 16: Pitt St ISD Results Summary of Key Surface Water Monitoring Parameters during Reporting Period

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Zinc Range	Copper Range
Pitt St ISD	6.7 – 8.06	1.3 – 45.9	No visible oil or grease	0 - 0.36	0 – 0.017

5.5.3.3. Central Station Mainworks

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

- I. During the reporting period, there have been 46 discharges to discharge point 2 (land) via the temporary WTP, of which one discharge event failed to meet the EPL discharge criteria.
- II. There have been 168 discharges to stormwater via the permanent WTP, of which all discharge events have met EPL discharge criteria.

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

5.5.3.4. Sydenham Station Junction

In accordance with the SSJ Construction Soil and Water Management Plan, construction-phase surface water quality monitoring was undertaken every three months and after wet-weather events during the reporting period. A summary of the key parameter results is provided in Table 17.

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

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Eastern Channel 1 (Upstream)	8.05 (7.82-8.21)	0.074 (0.002-0.283)	164.8 (102-201)	No visible oil or grease	96.8 (88-105)
Eastern Channel 2 (Downstream)	7.92 (7.67-8.33)	0.098 (0-0.32)	163 (98-189)	No visible oil or grease	94.25 (84-104)

Monitoring during the reporting period took place once per quarter at each of the two monitoring locations (EC1 and EC2), dated 26/03/2021 and 08/06/2021. In addition, sampling was conducted at EC1 and EC2 during two wet weather events on 06/05/2021 and 25/08/2021. – see results in Table 17.

Change in pH between upstream and downstream monitoring points varied within the acceptable range. Temperature varied significantly, likely due to the low flow levels in the concrete culvert during monitoring. As noted, Turbidity (TSS) levels within the channel have been exceeded in some baseline readings, and it is considered likely that external factors (e.g., industry/residence in the area and other rail/residential building projects nearby) are connected to the higher turbidity readings, including from inflows present from between EC1 and EC2 where a discrepancy has been noted. Due to TSS readings being lower in downstream readings (EC2) than upstream (EC1) it is considered unlikely that the project, is significantly contributing to TSS readings in the watercourse. Variance in background readings are also considered as explanation for differences in salinity, as tidal water and surface water enter through different parts of the stormwater system feeding into the canal may cause changes to upstream and downstream readings.

Note, these results are for 01/03/2020 to 31/08/2021. SSJ 6-monthly monitoring reporting period is one month behind, and September results will be provided in the next report.

5.5.3.5. Linewide

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

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists completed during the reporting period are described in Table 18.

Table 18: LW Results Summary of Key Surface Water Monitoring Parameters during Reporting Period

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Chatswood Dive WTP	6.5 – 8.2	0.1 – 7.1	None visible

Note, these results are for 01/03/2021 to 31/08/2021. Linewise 6-monthly monitoring reporting period is one month behind, and September results will be provided in the next report.

5.5.4. Groundwater Quality

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

5.5.4.1. TSE

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

- Groundwater inflow into sites will be captured and collected with onsite surface water and monitored prior to discharge.
- No additional groundwater quality monitoring will be undertaken for environmental management purposes (monitoring for geotechnical modelling and settlement analysis is undertaken in accordance with the Monitoring and Protection Plan).

5.5.4.2. Crows Nest Integrated Station Development

The data loggers were retrieved on 25 May 2021 and a manual measurement of the water level taken to calibrate the logger data.

The measured depth to groundwater in the monitoring wells were:

- BH018 – 21.15m; and
- BH019 – 5.10m.

A review of groundwater levels during the period 1 January 2021 to 21 May 2021 indicates the following:

- Groundwater levels in BH018 are steadily rising;
- Groundwater levels in BH019 have a strong relationship with rainfall events, with groundwater levels rising soon after rainfall and falling in the absence of rainfall.

The next retrieval of data loggers is planned for November 2021.

5.5.4.3. Victoria Cross Integrated Station Development

During the reporting period, the groundwater quality monitoring program was not applicable as a WTP was not operational.

No non-conformances raised.

5.5.4.4. Martin Place Integrated Station Development

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

No non-conformances were raised in terms of discharge water quality.

5.5.4.5. Pitt Street Integrated Station Development

Groundwater inflow into sites is captured and collected with onsite surface water and monitored prior to discharge. Based on the discharge requirements outside of rain events no measurable groundwater is recorded.

5.5.4.6. Central Station Mainworks

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

- Metro Box excavation was completed in May. Groundwater inflow was reduced as waterproofing was largely completed in the reporting period.
- Groundwater is collected and treated on site via the WTP to meet EPL and ANZECC guidelines before discharge to stormwater.
- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website: <https://clicktime.symantec.com/37riRmptDzuxVrERwrXqqH7Vc?u=https%3A%2F%2Fcentralstationmetro.com%2Fdocuments%2F>
- A 6-monthly Construction Groundwater Monitoring Report was under development for the period of April 2021 until October 2021 and will provide results and recommendations.
- Groundwater continues to be sampled and tested monthly throughout the period of construction.

5.6. Business Impact Monitoring

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

CMTRP requires a summary of the business monitoring program results to be included in each Construction Compliance Report (i.e., this report).

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

5.6.1. Crows Nest Station Development

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	3,595 notifications were distributed to businesses within our catchment area during the reporting period.
Number of business briefings, building based information sessions and face to face meetings prior to works	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
The objective is to make contact via these measures with 100% of businesses within 50m prior to works which have the potential to impact the owners.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	A total of 15 outgoing contact events were undertaken during the reporting period relating to doorknocks and business stakeholder briefings.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100%

Performance Parameters	Monitoring	Reporting	Status
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	One unavoidable complaint received during the reporting period relating to lack of information about construction activities. Complaint ID: 210114PENA
		Lessons learnt.	Nil to report.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	441 businesses
The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	Provision of alternate parking provided to 11 businesses during tower crane arm erection in January. 392 businesses were offered dashboard access signs during Clarke Street closure in January. Provision of designated parking spaces during Clarke Lane closure provided to 14 businesses in January. 24 business stakeholders were offered alternate arrangements to address property access impacts.

Performance Parameters	Monitoring	Reporting	Status
		Business feedback on effectiveness of mitigation measures	All business stakeholders were accepting of the mitigation measures offered and feedback received for the most part was positive.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Four repeat complaints about parking from the same stakeholder, two of which were avoidable, the other two were not related to CNS works. Complaint ID's: 201209LMAO; 210408LMAO; 210409LMAO; 210412MAO; 210419LAMO One repeat complaint about vehicle access from the same stakeholder. Complaint was unavoidable. Complaint ID's: 210114HUR; 210118HUR
		Lessons learnt.	Further reinforcement of projects logistics lane operational hours to subcontractors and action to be undertaken by construction vehicle drivers should they arrive to site earlier than required.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	90 sensitive business receivers were consulted about proposed works which had the potential to impact noise and vibration sensitive business receivers. Respite periods were proposed and implemented.
The objective is for zero referrals to Sydney Metro over a six-month timeframe during standard construction.	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Zero during the reporting period.

Performance Parameters	Monitoring	Reporting	Status
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Zero during the reporting period.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	Nil to report.

5.6.2. Victoria Cross Integrated Station Development

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<ul style="list-style-type: none"> Number of notifications issued Percentage of notifications issued on time Number of briefings, information sessions and completed doorknocks Percentage of businesses within 50m contacted prior to works Number of complaints received from businesses relating to lack of information about construction activities and impacts Lessons learnt 	<p>Totals</p> <ul style="list-style-type: none"> 8 OOH notifications 6 monthly notifications 1 bi-annual newsletter. <ul style="list-style-type: none"> 100% of notifications issued on time Regular interface management meetings providing construction updates to Intera Group, Investa, Winten Group and Channel Nine. Planned door knocks for Denison Street stormwater upgrade works were cancelled due to COVID-19 lockdown. 100% of businesses within 50m have been contacted Nil complaints referred to Community Complaints Mediator Lessons learnt – regular interface meetings are valued by the business community.
-	Consultation with businesses on potential impacts and mitigation	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed 	<ul style="list-style-type: none"> Two businesses have discussed mitigation measures regarding Denison Street stormwater works.

Performance Parameters	Monitoring	Reporting	Status
	<p>measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>in advance to address access, parking, visibility, or amenity issues</p> <ul style="list-style-type: none"> Percentage of businesses where mitigation measures were implemented as agreed Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity Lessons learnt 	<ul style="list-style-type: none"> 50% of these measures were implemented. Respite periods during critical operating times for Channel 9 and Cali Press. Respite periods to support Channel 9's on air schedule were implemented. Cali Press closed for the COVID-19 Lockdown and did not need the requested respite periods. Zero complaints from businesses. Nil Lessons learnt – supplying the business with proactive mitigation options are highly valued by local businesses.
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration</p>	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts Summary of non-standard mitigation measures implemented Number of referrals to Sydney Metro Number of repeat complaints from noise sensitive receivers relating to noise 	<ul style="list-style-type: none"> Zero businesses with agreed mitigation measures Nil No referrals to Sydney Metro. Zero repeat complaints Nil

Performance Parameters	Monitoring	Reporting	Status
	complaints from businesses.	and vibration impacts <ul style="list-style-type: none"> Lessons learnt 	

5.6.3. Martin Place Integrated Station Development

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Number of notifications issued. Percentage of notifications issued on time.</p> <p>Number of briefings, information sessions and doorknocks completed: <ul style="list-style-type: none"> 1 briefing (business connect) held for adjoining and nearby businesses in May 2021 at The Naked Duck Café. (Businesses who attended included Dexus, Colliers International, iiNet) 3 Safety Sam engagement sessions held with local childcares and early learning centres in April and June 2021 </p> <p>Adjoining business properties: <ul style="list-style-type: none"> 6 monthly online briefings with Dexus (60 Castlereagh Street) Other? <p><i>Note: Face to face community interaction was limited during this reporting period due to Covid 19 restrictions</i></p> </p>	<p>All interactions with businesses are documented in Consultation Manager.</p> <p>15 notifications issued: 6 monthly OOH notifications 6 monthly work notifications 2 construction update notifications (relating to works impacted by Covid) 1 additional notification regarding delivery to site in May 2021 2 additional OOH notifications for North site</p> <p>100% of notifications issued on time.</p> <p>1 bi-annual community newsletters</p> <p>0 complaints</p> <p>0 complaints referred to Community Complaints Mediator.</p> <p>Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impact to business operations and preventing complaints.</p>

Performance Parameters	Monitoring	Reporting	Status
		<p>from June to September 2021.</p> <p>Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly community notifications and any additional notifications if subscribed to email distribution list. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0</p>	
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Martin Place ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity – 0</p>	<p>0 business requests received for coordination regarding property access, parking, visibility or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses. MPISD site hoarding does not obscure business access or visibility. Lessons learnt - Businesses to be consulted ahead of any disruption to driveway or pedestrian access as requested by business operators should it be required to facilitate work in the future.</p>
<p>Agreed measures to minimise noise and vibration impacts on</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p>	<p>Lendlease developed initiatives for minimising impacts on nearby businesses during construction.</p> <p>Community agreement in place with businesses for extended working</p>

Performance Parameters	Monitoring	Reporting	Status
<p>noise and vibration sensitive businesses.</p>	<p>documented in Consultation Manager. Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise and vibration monitors located at 50 Martin Place to alert Lendlease team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts – 0</p>	<p>hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <ul style="list-style-type: none"> - No. of referrals to Sydney Metro: 0 - No. of avoidable noise and vibration complaints from business stakeholders: 0 - No. of unavoidable noise and vibration complaints from business stakeholders: 0 <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

5.6.4. Pitt Street Integrated Station Development

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and</p>	<p>Number of notifications issued.</p> <p>Percentage of notifications issued on time.</p> <p>Number of briefings, information sessions and doorknocks completed:</p> <ul style="list-style-type: none"> - Face to face community interaction was limited during this reporting period due to Covid 19 restrictions from June to September 2021. 	<p>All interactions with businesses are documented in Consultation Manager.</p> <p>14 letterbox drop notifications issued:</p> <ul style="list-style-type: none"> 6 monthly OOH notifications 6 monthly work notifications 1 North site work zone notification issued July 2021 1 additional OOH work notification South site August. 26 weekly project email updates issued. 100% of notifications issued on time. 1 bi-annual community newsletter.

Performance Parameters	Monitoring	Reporting	Status
	<p>briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>North site adjoining business properties:</p> <ul style="list-style-type: none"> - 6 monthly online business briefings with Castlereagh Boutique Hotel. - 250 Pitt Street declined a business briefing offer due to lack of interest from individual businesses owners June 2021 <p>South site adjoining business properties:</p> <ul style="list-style-type: none"> - Fire Rescue NSW – ad hoc meetings as needed - Edinburgh Castle Hotel – ad hoc meetings as needed; however, property was closed June to September 2021 - Greenland – introduction meeting with building manager May 2021. <p>Percentage of businesses within 50m contacted during reporting period: 100%.</p> <p>All properties received monthly letterbox drop community notifications and weekly emails if subscribed to email distribution list.</p> <p>No of complaints received from businesses relating to lack of information about construction activities and impacts: 0</p>	<p>Specific notification: work and upcoming impacts to directly impact business stakeholders, many site adjoining businesses were closed due to Covid 19 restrictions from June – September 2021 and were not impacted by PSISD works, however some specific notifications were issued:</p> <ul style="list-style-type: none"> - 08/04/21 – traffic changes Pitt Street (North site) - 04/05/21 – update to work schedule (South site) - 12/05/21 – update to work schedule (South site) - 09/06/21 – update to work schedule (South site) - 08/09/21 – update to work schedule (South site) <p>1 avoidable complaint from businesses (noise).</p> <p>0 complaints referred to Community Complaints Mediator.</p> <p>Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impact to business operations and preventing complaints.</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Pitt Street ISD work.</p>	<p>0 business requests received for coordination regarding property access, parking, visibility or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p>

Performance Parameters	Monitoring	Reporting	Status
construction activity.	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	<p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity.</p>	<p>PSISD site hoarding does not obscure business access or visibility.</p> <p>The FRNSW Bathurst Street driveway is monitored by CPB traffic control to ensure that it is clear from construction vehicles at all times</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway access as requested by business operators (FRNSW) should it be required to facilitate work in the future.</p>
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise monitors at both North and South sites will alert CPB team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts.</p>	<p>CPB developed initiatives for minimising impact on nearby businesses during construction.</p> <p>A process is in place with one North site business stakeholder (Castlereagh Boutique Hotel) to allow coordination with work schedule and filming at business property where feasible.</p> <p>- No. of referrals to Sydney Metro: 0</p> <p>- No. of avoidable noise and vibration complaints from business stakeholders: 1</p> <p>- No. of unavoidable noise and vibration complaints from business stakeholders: 2</p> <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

5.6.5. Central Station Mainworks

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction	Records in Consultation Manager database on	<ul style="list-style-type: none"> Number of notifications issued 	<ul style="list-style-type: none"> All interactions with businesses are documented in Consultation Manager.

Performance Parameters	Monitoring	Reporting	Status
<p>activity and likely impacts. Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building-based information sessions and face-to-face meetings prior to works.</p> <p>The objective is to make contact via these measures with 100% of businesses within 50m prior to works that have the potential to impact the owners.</p>	<p>number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<ul style="list-style-type: none"> Percentage of notifications issued on time Number of briefings, information sessions and completed doorknocks Percentage of businesses within 50m contacted prior to works Number of complaints received from businesses relating to lack of information about construction activities and impacts Lessons learnt 	<ul style="list-style-type: none"> 10 notifications issued, 5 were monthly notifications and 5 were specific work notifications Two quarterly newsletters issued. 100% of notifications issued on time. 1WLA weekly email to adjacent business owner (café) of 20-28 Chalmers Street, building owner (Hanave) and the Sydney Dental Hospital during excavation period Re-establishing some face-to-face updates with local Surry Hills businesses by Place Manager following COVID restrictions. No complaints received from businesses relating to lack of information about construction activities and impacts. One business compliment from building manager for timely and regular communication, while handing over to his replacement. 100% of businesses within 50m have been contacted. Nil complaints referred to Community Complaints Commissioner. Lessons learnt – Combining communication to streamline the engagement process (where possible) (e.g., notification, regular meetings with key stakeholders).
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p> <p>Potential issues identified in advance and mitigation</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues Percentage of businesses where mitigation measures were 	<ul style="list-style-type: none"> Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged early with businesses prior to any changes to traffic, accessor parking – particularly related to Randle Lane and the Railway Institute Driveway. Traffic controllers and staff/workers are briefed regularly appropriately to manage changes and ensure businesses had access as needed.

Performance Parameters	Monitoring	Reporting	Status
<p>measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</p>	<p>complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>implemented as agreed</p> <ul style="list-style-type: none"> • Details of mitigation measures implemented • Business feedback on effectiveness of mitigation measures • Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity • Lessons learnt 	<ul style="list-style-type: none"> • One avoidable business complaint was received regarding a vehicle temporarily blocking a business's car park. • No repeat business complaints. • Lessons learnt – Continue to educate each subcontractor (and workers) on the community's specificities via presentation and include subcontractor into decision process of mitigation strategies – e.g., particularly for the 20-28 Chalmers Street site. This was also undertaken with the subcontractor and staff working in the Railway Institute Driveway. • Regular contact with business managers/owners to understand (where possible) how their business was managing COVID-19 impacts (e.g., status of the business opening hours and for educational facilities, whether students are engaging virtually or in-class attendance)
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p> <p>Agreed mitigations implemented, including agreed respite, work methods, proactive engagement, and ongoing communication.</p> <p>Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on</p>	<ul style="list-style-type: none"> • Number of businesses with agreed mitigation measures to address noise and vibration impacts • Summary of non-standard mitigation measures implemented • Number of referrals to Sydney Metro • Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts • Lessons learnt 	<ul style="list-style-type: none"> • Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged early with businesses to resuming excavation and prior the work in the Railway Institute Driveway. It also involved working out appropriate mitigation measures in the form of respite periods during busy business times e.g., peak coffee trade. • One unavoidable complaint Café owner at owner at 30-34 Chalmers Street regarding noise at 20-28 Chalmers St as well as one unavoidable complaint from a staff member at the Sydney Dental Hospital. • One compliment received from Sydney Dental Hospital General Manager for the management of high impact noise activities, and for

Performance Parameters	Monitoring	Reporting	Status
<p>negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.</p> <p>The objective is for zero referrals to Sydney Metro over a six-month timeframe during standard construction.</p>	<p>noise and vibration complaints from businesses.</p>		<p>the mitigations undertaken to minimise disruptions during the excavation works since October 2020.</p> <ul style="list-style-type: none"> • No referrals to Sydney Metro. • Lessons learnt – Engagement with counterpart of adjacent other projects (e.g., Linewide, another Sydney Metro contractor) • Introducing new project counterpart to key stakeholders to facilitate the project set up in the area • Understanding and mitigating (where possible) potential cumulative effects on businesses and nearby stakeholders

5.6.6. Waterloo Integrated Station Development

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to</p>	<p>Number of briefings, information sessions and doorknocks completed: During this reporting period, work was taking place within the confines of Waterloo Station site (no external activities), minimising impact on nearby businesses.</p> <p>Waterloo Congregational Church:</p> <ul style="list-style-type: none"> • 3 meetings held with Church representatives and WISD Project Director. <p>Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly letterbox drop</p>	<p>All interactions with businesses are documented in Consultation Manager.</p> <p>7 letterbox drop notifications issued; monthly work notifications which include OOH.</p> <p>20 project email updates issued.</p> <p>100% of notifications issued on time.</p> <p>1 community event on site.</p> <p>Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued: 1 doorknock to businesses close to external utility work. many site adjoining businesses were closed due to Covid 19 restrictions from June – September 2021 and were not impacted by WISD works.</p> <p>1 unavoidable complaint from businesses (crane interfering with Foxtel signal).</p>

	<p>lack of information about construction activities and impacts if applicable.</p>	<p>community notifications and update emails if subscribed to email distribution list. The Cauliflower Hotel was visited to ensure they were aware of nearby external utility work. The Ethnic Communities Council (also near utility work) was close during this period due to Covid 19 restrictions. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0 One community open day / information session held.</p>	<p>0 complaints referred to Community Complaints Mediator.</p> <p>Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impact to business operations and preventing complaints.</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity - 0.</p>	<p>0 business requests received for coordination regarding property access, parking, visibility or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>WISD site hoarding does not obscure business access or visibility.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway access, should it be required to facilitate work in the future.</p>
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses</p>	<p>Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo</p>	<ul style="list-style-type: none"> - No. of referrals to Sydney Metro: 0 - No. of avoidable noise and vibration complaints from business stakeholders: 0 - No. of unavoidable noise and vibration complaints

	<p>impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Congregational Church and will alert John Holland to vibration exceedances. Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.</p>	<p>from business stakeholders: 0 Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>
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5.6.7. Linewide

Performance Parameters	Monitoring	Reporting	Status
<p>Awareness of construction activity and likely impacts</p>	<p>Records in Consultation Manager database on number and timing of notifications Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings. Feedback from meetings, presentations, and briefings (documented in Consultation Manager). Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Number of notifications issued</p>	<p>Based on a Consultation Manager records for the period covering 1 April – 30 September 2021 50 monthly notifications were issued, including:</p> <ul style="list-style-type: none"> • 4 x Surry Hills and 4 x Campsie; Bulk Power Supply (BPS) • 15 x Southwest Corridor • 3 x Sydney Metro Trains Facility (SMTF) South • 6 x Artarmon Power Supply Upgrade • 6 x Northern Connection/ Chatswood Dive; • 6 x Sydney Metro Trains Facility SMTF North • 6 x Blues Point. <p>11 specific notifications were issued, including:</p> <ul style="list-style-type: none"> • 3 x Campsie Substation (1 Covid related, and 2 substations lift related) • 2 x Artarmon Power Supply Upgrade • 3 x Northern Connection works. • 1 x SMTF North • 2 x Blues Point <p>6 consultation letters issued included:</p> <ul style="list-style-type: none"> • 5 consultation letters and associated factsheets for substation facade design



Performance Parameters	Monitoring	Reporting	Status
			<p>(Dulwich Hill, Canterbury, Campsie, Punchbowl and Lakemba)</p> <ul style="list-style-type: none"> 1 consultation letter and associated factsheet for the Draft Marrickville Station Design and Plan <p>82 email updates issued included:</p> <ul style="list-style-type: none"> 30 email updates for Blues Point 9 x email updates Artarmon 8 x email updates SMTF North 23 x email updates Northern Connection/Chatswood Dive 12 x email updates SMTF South <p>3 Biannual Newsletters:</p> <ul style="list-style-type: none"> SMTF North in April Artarmon Power Upgrade in July Chatswood Dive in July <p>The above excludes combined monthly notifications issued by other contractors, with content contributions from Systems Connect.</p>
		Percentage of notifications issued on time	100%
		Number of briefings, information sessions and completed doorknocks	<p>Covid-19 had resulted in the reduction of face-to-face consultation during this reporting period. Face to face consultation is increasingly carried out.</p> <p>Between April and September, here have been a total of 7 door knocks, comprising:</p> <ul style="list-style-type: none"> 4 door knocks for BPS Surry Hills 2 door knocks for BPS Campsie and 1 doorknock for Artarmon <p>In addition, weekly briefings were delivered to Hotel 56 on Foveaux Street, Surry Hills, during weekend shutdowns.</p>
		Percentage of businesses within 50m contacted prior to works	100%

Performance Parameters	Monitoring	Reporting	Status
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil for the current period.
		Lessons learnt	Alignment businesses appreciated Systems Connect teams' efforts in using their services. For example, for the Surry Hills power supply package of work, the use of Little Albion to relocate residents when work was being carried out on Foveaux St and the use of Hotel 56 when work was underway on Albion St. Proactive communication with businesses continues to be the key to maintaining positive relationships and minimising complaints. An estimated 40 businesses in Artarmon were impacted during the modular substation lift works. Of those, 3 were significantly impacted, including a temporary power outage. No complaints were received. Businesses continue to highly value having a nominated contact that is available and accessible to them on a 24/7 basis. Email, telephone, and SMS updates outlining specific impacts a given business can expect along with a direct mobile number for any questions / issues so that they can be resolved quickly were welcomed.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	<p>Systems Connect agreed mitigation measures with:</p> <ul style="list-style-type: none"> 3 businesses in advance of the commencement of its Surry Hills Bulk Power Supply package of work. Measures include wayfinding signage and specific parking for Hotel 56. 3 businesses in advance of the starting the large module lifts for the Artarmon Power Supply Upgrade (Artarmon modular substation lift). Early communication with businesses resulted in agreed mitigation measures such as alternative parking / traffic management and modified hours of work. <p>Early communication with businesses resulted in agreed mitigation</p>

Performance Parameters	Monitoring	Reporting	Status
			measures such as alternative parking / traffic management and modified hours of work. Use of services where possible, as per above comment.
		Percentage of businesses where mitigation measures were implemented as agreed	100%
		Details of mitigation measures implemented	Systems Connect contacted individual businesses who were impacted by works. Efforts were made to adjust working days and hours to better suit impacted businesses, where possible. Alternative parking and travel arrangements were made. Traffic management teams were briefing impacted business accordingly. As above, use of local business services, where possible.
		Lessons learnt	<p>Continue to provide a contact available for 24-hour work and maintain relationships between site supervisors and business managers to allow for positive relationships with local businesses.</p> <p>This allows for quick communication and timely adjustment of approach where possible, avoiding escalation of issues.</p> <p>Customise mitigation to individual business need, where possible. For example, some Artarmon businesses welcomed construction team efforts in minimising parking impacts, as their customer base is reliant on being able to park in close proximity to the retail outlet.</p>
		Business feedback on effectiveness of mitigation measures	Positive feedback was received, in particular from local businesses in Surry Hills and Artarmon generally based on businesses welcoming regular work updates and the willingness of the site supervisors and traffic teams to immediately address any issues arising onsite.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil

Performance Parameters	Monitoring	Reporting	Status
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of nonstandard mitigation measures implemented	Systems Connect has implemented a customised approach, including agreed hours of respite, consultation, and email updates.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of referrals to Sydney Metro	Nil
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt	Ongoing consultation and advance notification of activities continues to be key, allowing businesses to adjust operations based on important information such as the nature, timing, and duration of work. Differentiating the project from nearby / adjoining works continues to be important, in particular in areas with a significant interface between multiple delivery partners and/or nearby adjoining construction works.

5.6.8. SSJ, SMEW, SWM Packages 4, 5 and 6

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

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

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

This document will be updated monthly to assess the effectiveness of the measures outlined in the BMP as well as progress against the above three key performance parameters

Performance Parameters	Monitoring	Reporting	Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	<ul style="list-style-type: none"> Number of notifications issued 	<ul style="list-style-type: none"> 88 email updates: includes a monthly email update for 9 sites between Sydenham and Bankstown 54 monthly notifications/newsletters letterbox dropped
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	<ul style="list-style-type: none"> Percentage of notifications issued on time 	<ul style="list-style-type: none"> 100%
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager).	<ul style="list-style-type: none"> Number of briefings, information sessions and completed doorknocks 	<ul style="list-style-type: none"> The majority of businesses that are close to project work are small businesses. Due to Covid-19 many of these businesses were closed during the reporting period. Doorknocks and community briefings and information sessions were also limited during the reporting period due to the pandemic.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	<ul style="list-style-type: none"> Percentage of businesses within 50m contacted prior to works 	<ul style="list-style-type: none"> 100% of businesses identified as being potentially affected by works
		<ul style="list-style-type: none"> Number of complaints received from businesses relating to lack of information about construction activities and impacts 	<ul style="list-style-type: none"> Nil
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Translation services are advantageous when providing information to business tenants in Campsie Several kiosk tenants within station concourses have good relationships with ST interface manager Businesses are generally used to possessions and are not highly interested in indirect project impacts.
Measures implemented to maintain business vehicle access, parking, visibility, and amenity during	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of</p>	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues 	<ul style="list-style-type: none"> During the period 1 April to 30 September 2021 ongoing communication and the provision of notifications to registered businesses via email, has been the main method of ensuring businesses had full visibility of

Performance Parameters	Monitoring	Reporting	Status
construction activity.	mitigation measures (documented in Consultation Manager)		any work which may impact on their operation. <ul style="list-style-type: none"> Initial consultation prior to the pandemic from contractor teams with adjacent businesses built good relationships between the two parties
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	<ul style="list-style-type: none"> Percentage of businesses where mitigation measures were implemented as agreed 	<ul style="list-style-type: none"> 100%
		<ul style="list-style-type: none"> Details of mitigation measures implemented 	<ul style="list-style-type: none"> Traffic controllers briefed Coordination with approved traffic plans Additional wayfinding signage where required Individual contact made with businesses which might be impacted where possible Appropriate signage provided proactively where parking would be impacted
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> Local businesses at Hurlstone Park and Dulwich Hill are particularly interested in short-term parking losses at potential customer car parks.
		<ul style="list-style-type: none"> Business feedback on effectiveness of mitigation measures 	<ul style="list-style-type: none"> Work is consistent with expectations
		<ul style="list-style-type: none"> Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity 	<ul style="list-style-type: none"> No repeat complaints received.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts 	<ul style="list-style-type: none"> 100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	<ul style="list-style-type: none"> Summary of non-standard mitigation measures implemented 	<ul style="list-style-type: none"> Respite measures At-source treatment Notification Consultation (where possible) Email updates
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	<ul style="list-style-type: none"> Number of Ministerial escalations 	<ul style="list-style-type: none"> 0
		<ul style="list-style-type: none"> Lessons learnt 	<ul style="list-style-type: none"> There are very few noise sensitive businesses adjacent to the Southwest rail corridor.



Performance Parameters	Monitoring	Reporting	Status
			<ul style="list-style-type: none">Businesses seem generally happy with level of consultation and work impacts.

5.7. Complaints

A total of 376 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 319 complaints were determined to be attributable to project works following investigation. Figure 3 to Figure 6 provide a breakdown of the complaints by month and planning approval, project stage, type, and site.

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

The Southwest Metro Station Upgrades Stage was attributable for the majority of complaints, followed by Linewide (41% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 182, or 57% of all complaints attributable to project works. This was followed by 49 relating to Traffic, Transport and Access and 31 relating to Worker behaviour (representing 15% and 10% respectively of all complaints attributable to the project).

Works at the Hurlstone Park Station, Central Station, Victoria Cross, Waterloo Station sites generated the greatest number of complaints during the reporting period (49, 33, 32 and 29 respectively, representing 45% of all complaints attributable to the project).

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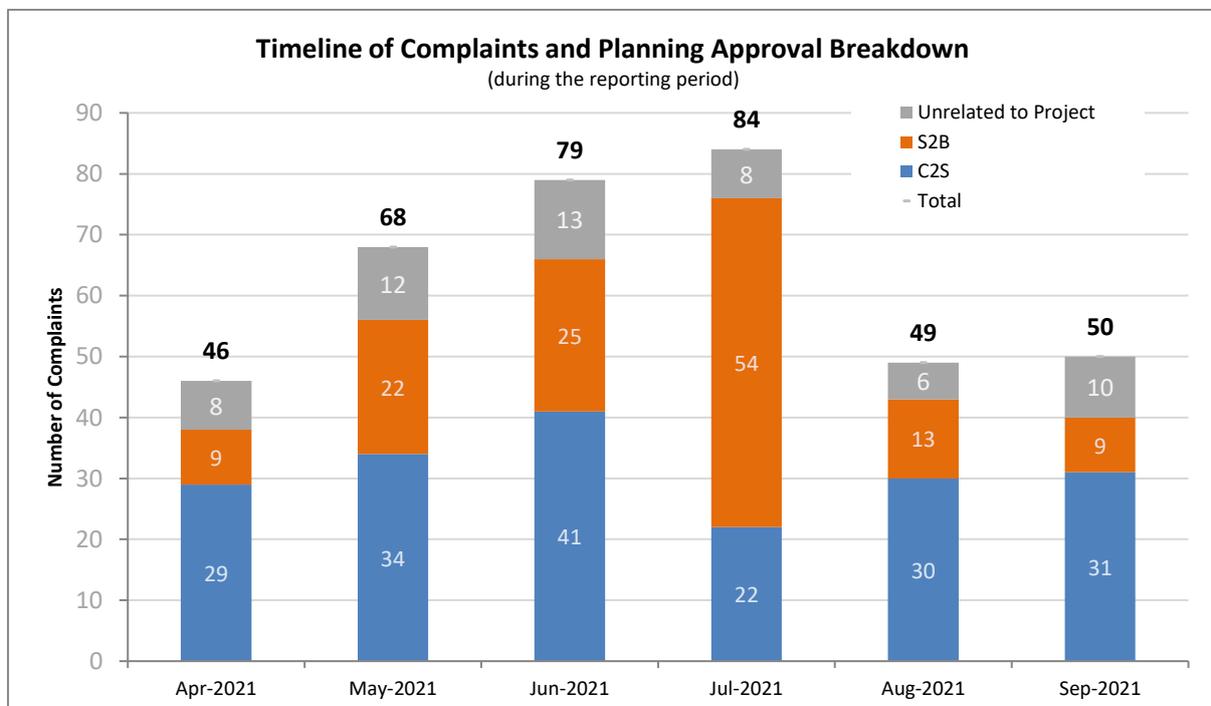


Figure 3: Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

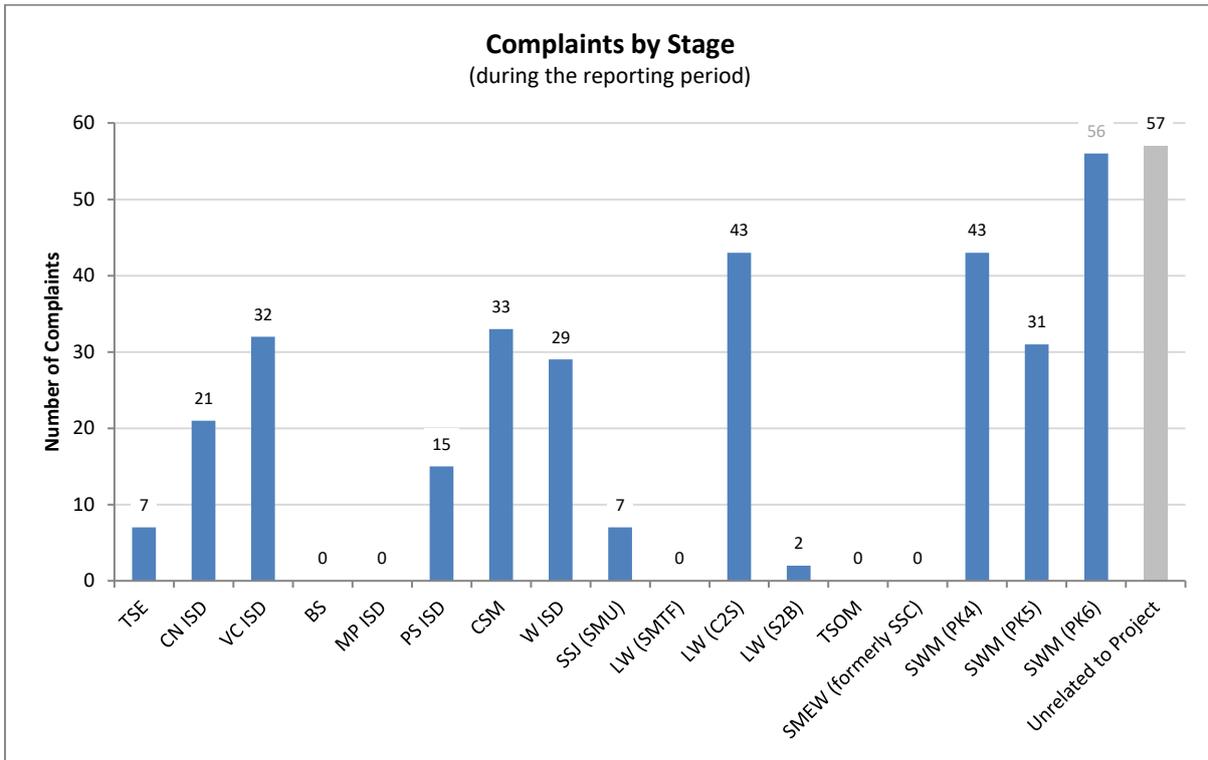


Figure 4: Complaints by Stage during the Reporting Period

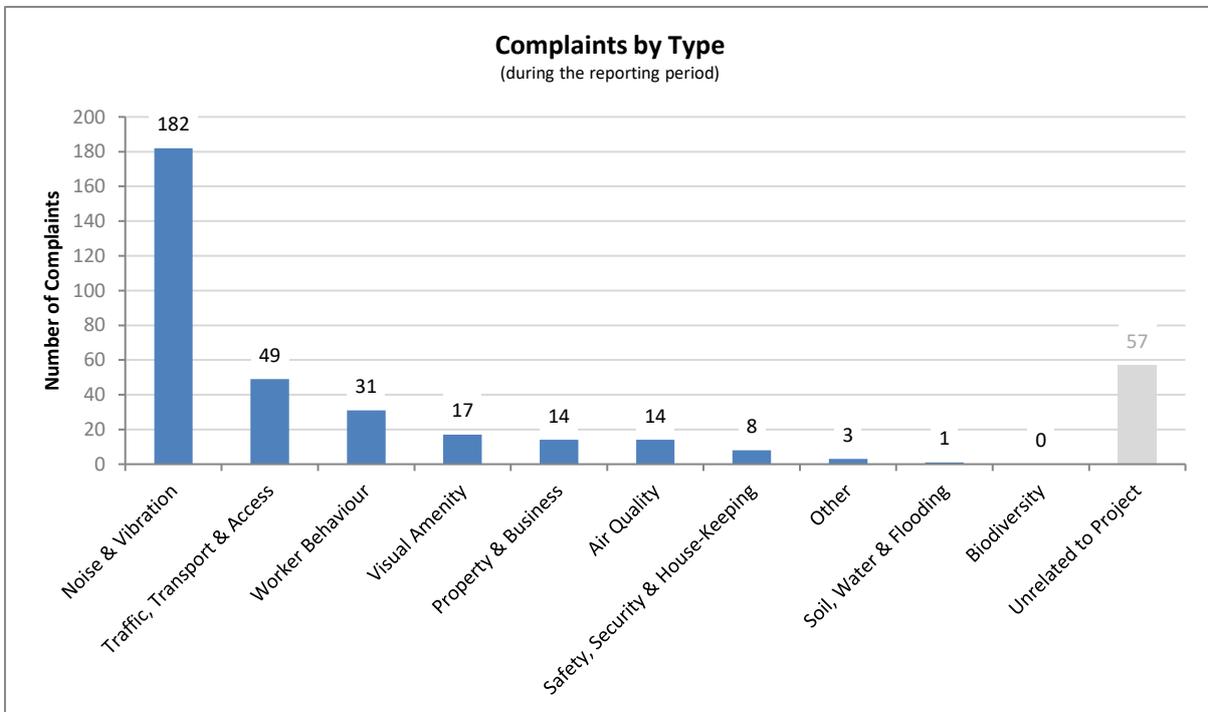


Figure 5: Complaints by Type during the Reporting Period

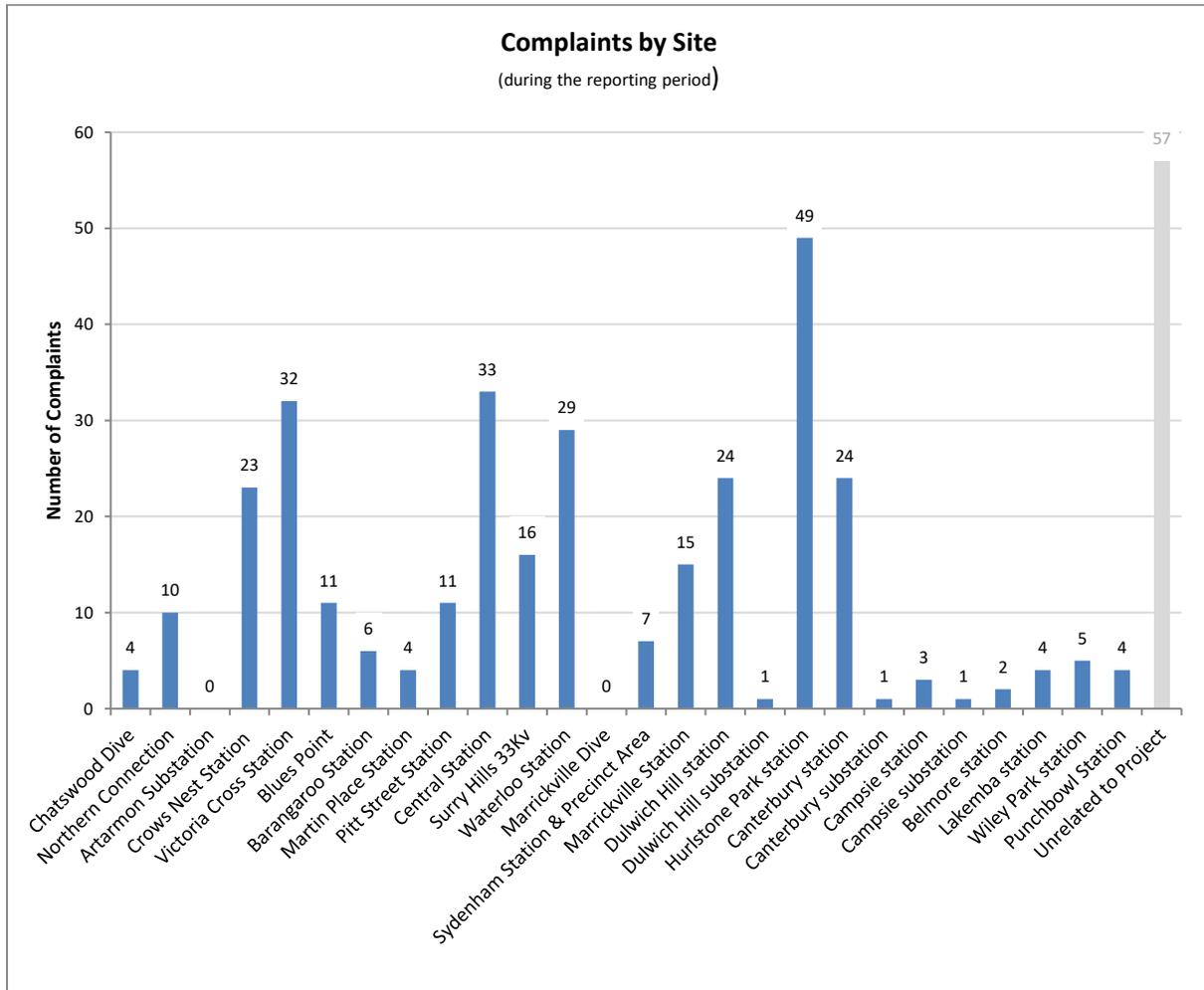


Figure 6: Complaints by Site during the Reporting Period

6. Sustainability and Environmental Initiatives

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

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



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