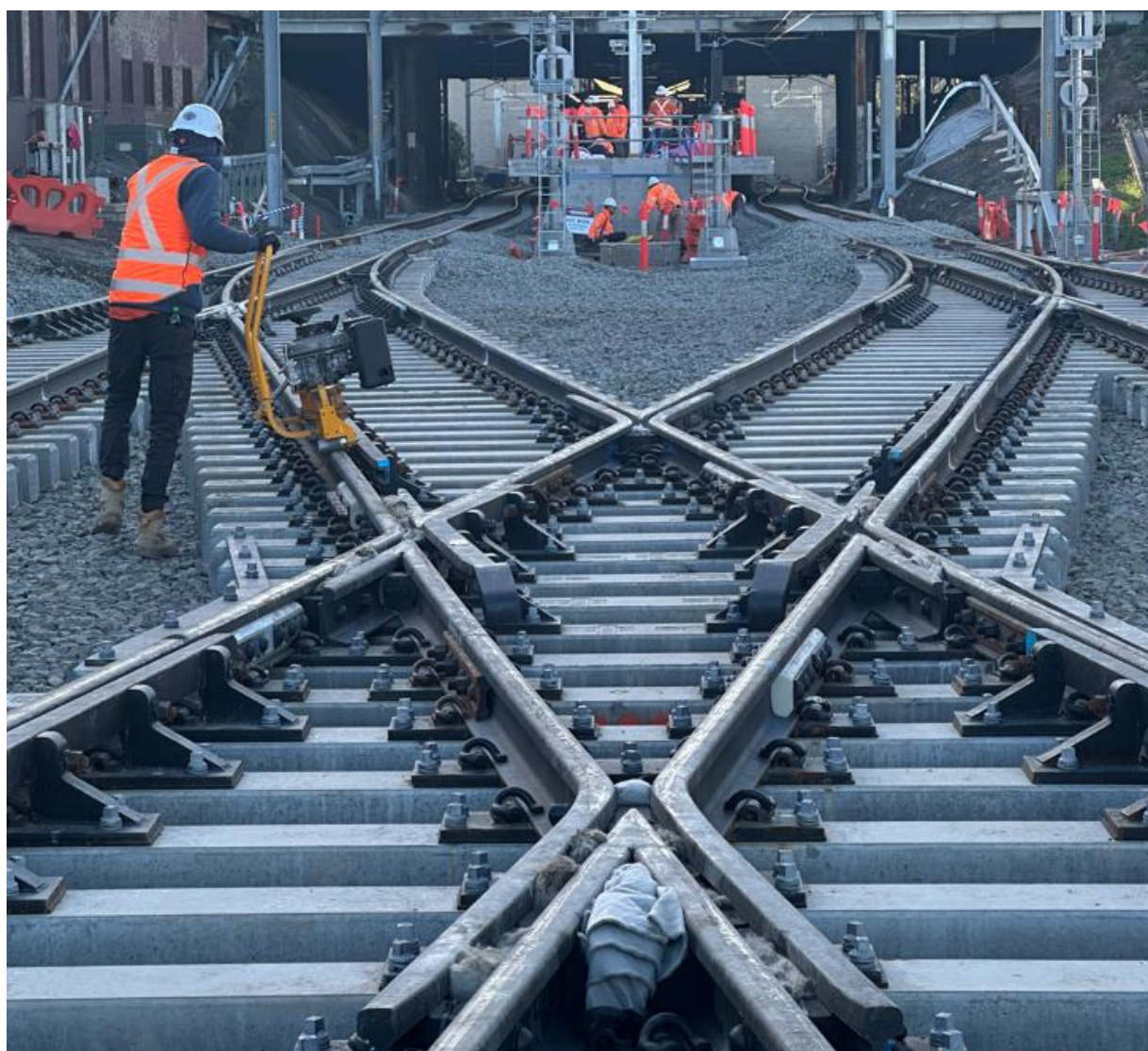


Construction Compliance Report #18

(1 October 2025 to 31 March 2026)



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1 Executive Summary

This City & Southwest Construction Compliance Report #18 documents Sydney Metro compliance with the project's planning approvals issued by the NSW Minister for Planning. This report covers the period from 1 October 2025 to 31 March 2026.

Construction continued across the SSI_7400 and SSI_8256 planning approvals, and operation of SSI_7400 was ongoing having commenced in August 2024. There was a decrease from 1248 to 995 ongoing requirements being tracked by Sydney Metro and its contractors by the end of this reporting period. Two (2) non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. No environmental audits were undertaken by Sydney Metro's contractors.

A total of 75 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 71 complaints were determined to be attributed to project works following investigation. The majority of complaints were attributed to the SWM3 Stage (55%), followed by EHVM (25%), TSOM (14%), Sydney Metro (4%) and Waterloo ISD (1%). Four complaints were determined to be unrelated to Sydney Metro works.

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 40 complaints, or 53% of all complaints attributed to the projects. This was followed by 11 complaints (or 15%) relating to Traffic, Transport and Access, 6 complaints (or 8%) relating to Cumulative Impacts, 4 complaints (or 5%) related to Worker Behaviour and 3 complaints (or 4%) relating to Property Damage. The remaining 9% of complaints were related to Property Access (2), Visual Amenity (2), and Rail Possessions, Consultation and Notifications (each 1). There were 4 complaints that were unrelated to the Project (5%).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0	0
CN ISD	0 (0)	0		0
VC ISD	35 (0)	0	0	0
BS	0 (0)	0	0	0
MP Demo		MP Demo		
MP ISD	0 (0)	0	0	0
PS ISD	0 (0)	0	0	0
CSM	0 (0)	0	0	0
W ISD	81 (0)	0	0	2 (2)
SSJ	0 (0)	0	0	0
SWMC	0 (0)	0	0	0
SMEW	0 (0)	0	0	0
LW (SMTF)	0 (0)	0	0	0
LW (C2S)	14 (0)	0	0	0
LW (S2B)	80 (0)	0	0	0
TSOM	163 (0)	0	0	10 (9)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	11 (0)	0	0	0
SW P6 HBW	11 (0)	0	0	0
SMW3	223 (2)	0	0	38 (26)
EHVMT	188 (0)	0	0	18 (14)
Sydney Metro (including non-staged works)	188 (0)	0	0	3 (3)
Total	995(2)	0	0 (0)	71 (54) <75>
Total from Previous Report	1248 (11)	0	0 (0)	78 (78) <85>

Definitions and Abbreviations

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

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

2 Introduction

2.1 Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2025 to 31 March 2026. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1 CCR Planning Approval Conditions Cross-References

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

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

2.2 Project Overview

Sydney Metro currently comprises of four rail projects:

- **Northwest** (formerly North West Rail Link) – a 36-kilometre project that commenced operations in May 2019 with a metro train every four minutes in the peak.
- **City & Southwest** – From the northwest, metro rail has been extended under Sydney Harbour, through new underground city stations and beyond to the southwest. New stations have been delivered at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street (Gadigal) and Waterloo, along with new underground platforms at Central Station. The City section of the project from Chatswood to Sydenham commenced operations in August 2024. The T3 Bankstown Line between Sydenham and Bankstown is currently being converted to metro standards. The Northwest and City & Southwest projects will form the M1 Metro North West & Bankstown Line on completion of the Southwest Project.
- **West** –This new underground railway will connect Greater Parramatta and the Sydney CBD. Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pyrmont, and Hunter Street in the Sydney CBD.
- **Western Sydney Airport** - New metro rail will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region. The city-shaping project, with 23-kilometre new railway, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney.

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

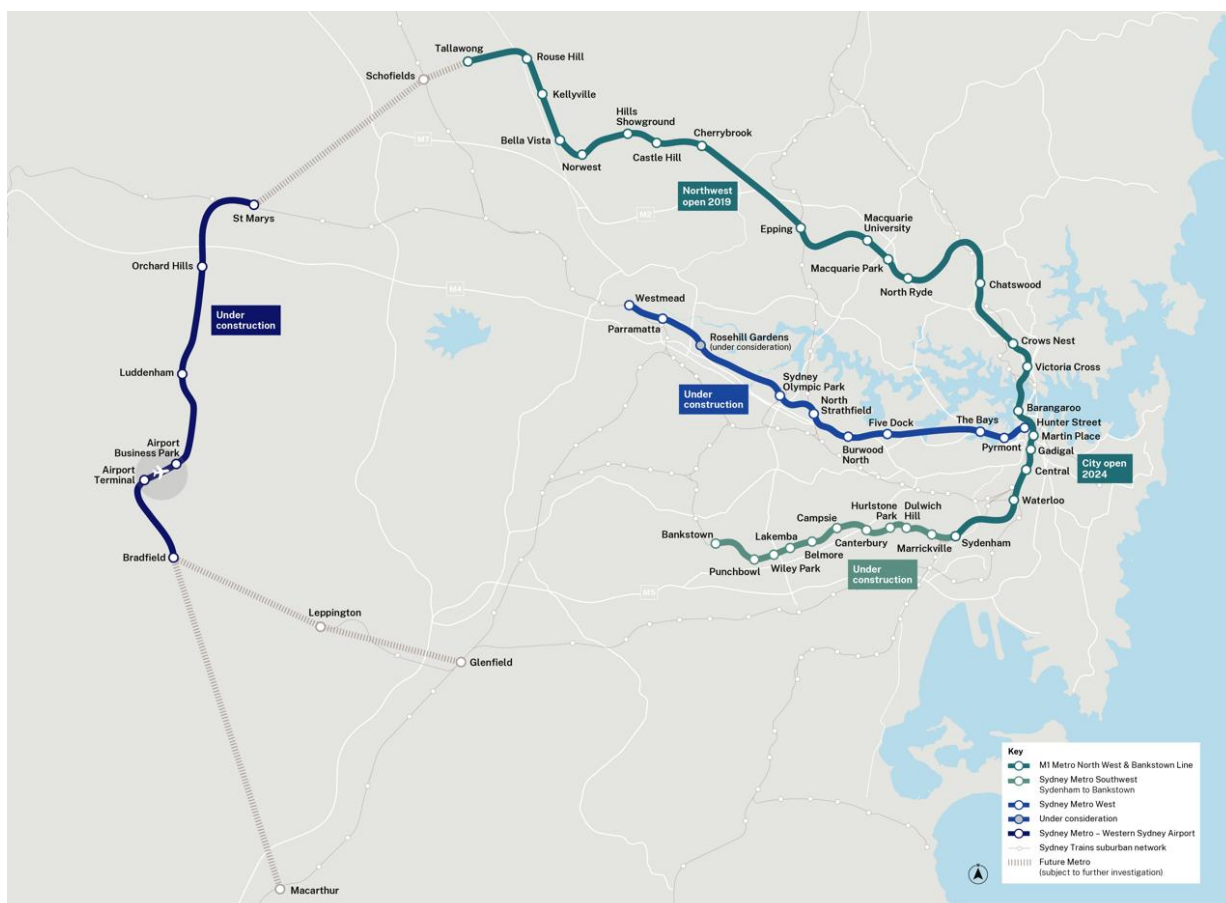


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

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

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

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

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

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

Chatswood to Sydenham

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

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

- The **Victoria Cross Station & Artarmon Substation** Modification (MOD1) covers the relocation of the Victoria Cross Services Building (including a new station entrance) and for construction and operation of Artarmon Substation. MOD1 was approved on 18 October 2017.
- The **Central Walk** Modification (MOD2) covers a new east concourse connecting the future metro platforms at Central Station with a new eastern entry on Chalmers Street, Surry Hills, as well as connections to the aboveground suburban platforms and associated platform works. MOD2 was approved on 21 December 2017.
- The **Martin Place Metro Station** Modification (MOD3) covers the reconfiguration of the Martin Place station, including additional land at 9-19 Elizabeth Street, alterations to the station entries, an unpaid concourse and retention of the existing MLC pedestrian link. MOD3 was approved on 22 March 2018.
- The **Sydenham Station & Metro Facility South** Modification (MOD4) covers the delivery of the Sydenham Metro Upgrade and precinct works, the Sydney Metro Trains Facility South, track and rail systems facilities, adjustments to the Sydenham Pit and Drainage Pumping Station, and ancillary infrastructure and works. MOD4 was approved on 13 December 2017.
- The **Blues Point Acoustic Shed** Modification (MOD5) covers the construction of a temporary acoustic shed at the Blues Point Site and retrieval of all components of Tunnel Boring Machines arriving at the Blues Point Site. MOD5 was approved on 2 November 2018.
- The **Administrative Changes** Modification (MOD6) provides greater alignment between the wording of the C2S Conditions of Approval (CoA) with the wording of the Sydenham to Bankstown (S2B) CoAs, which was approved on 12 December 2018. MOD6 was approved on 21 February 2019.
- The **Administrative Changes** Modification (MOD7) provides clearer explanations of two CoAs regarding OOHW and Design Review Panel. MOD7 was approved 29 June 2020.
- The **Blues Point Access Site** Modification (MOD8) covers the extension of use of the Blues Point acoustic shed to provide access to complete tunnel fit out. MOD8 was approved 25 November 2020.
- The **Construction Hours** Modification (MOD9) covers change to construction hours to permit construction until 6 pm on Saturdays.

Sydenham to Bankstown

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

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

Three modifications (MOD) have 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.
- The **Amended Timeframes** Modification (MOD2) allows for Sydney Metro to request different timeframes for delivery of project documentation and to provide a more realistic timeframe for delivery of required pedestrian and cyclist facilities. MOD2 was approved on 2 June 2025.
- The **Trial Running** Modification (MOD 3) allows to change the definition of Construction to exclude Operational Trial Running as a Low Impact Activity. The change in definition decouples trial running activities from the Interim Construction Noise Guideline (ICNG) and links them to the EPA Rail Infrastructure Noise Guidelines (RING) which is considered a more appropriate framework to manage noise impacts from this activity. MOD 3 was approved on 1 April 2026.

Sydney Metro Trains Facility

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

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

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

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

2.3.2 Planning Approval Register

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

Table 2 Planning Approval Register

Planning Approval	Approval Date
SMTF (SSI_5931)	15 Jan 2014
MOD1 – Administrative Changes	20 Sep 2019
C2S (SSI_7400)	9 Jan 2017
MOD1 – Victoria Cross Station & Artarmon Substation	18 Oct 2017
MOD4 – Sydenham Station & Metro Facility South	13 Dec 2017
MOD2 – Central Walk	21 Dec 2017
MOD3 – Martin Place Metro Station	22 Mar 2018
MOD5 – Blues Point Acoustic Shed	2 Nov 2018
MOD6 – Administrative Changes	21 Feb 2019
MOD7 – Administrative Changes	29 June 2020
MOD8 – Blues Point Access	25 Nov 2020
MOD9 – Construction Hours	30 June 2022
S2B (SSI_8256)	12 Dec 2018
MOD1 – Bankstown Station	22 Oct 2020
MOD2 – Amended Timeframes	2 June 2025
MOD3 – Trial Running	1 April 2026

2.3.3 Consistency Assessments

A total of 172 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. One Consistency Assessment was endorsed by Sydney Metro during the reporting period.

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

Table 3 Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Underbridge temporary full road closures	SSI_8256	17/10/2025 (updated 27/1/2026)

3 Project Stages

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

3.1 Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of March 2026.

Table 4 Status of Project Stages

Stage	Construction* Commencement Date	Status
SYAB	17 Jun 2017	Physical works completed June 2018
NCW	7 May 2018	Physical works completed May 2020
Demolition A	24 Jun 2017	Physical works completed September 2018
Demolition B	14 Jul 2017	Physical works completed July 2018
TSE	22 Dec 2017	Physical Works completed September 2021
CN ISD	26 February 2021	Physical Works completed Q3 2025
VC ISD	11 January 2021	Construction phase
BS	17 September 2021	Physical works completed December 2024
MP ISD Demo	19 Dec 2018	Physical works completed April 2019
MP ISD	10 May 2019	Physical works completed December 2024
PS ISD	6 January 2021	Physical works completed Q3 2025
CSM	4 August 2018	Main physical works completed around Q4 2023
W ISD	1 October 2020	Construction phase
SSJ	28 August 2018	Physical works completed April 2022
LW (SMTF-N)	16 August 2019	Physical works completed March 2023
LW (C2S)	4 March 2020	Defect rectification works completed Q3 2025
LW (S2B)	4 March 2020	Physical works completed Q3 2025
TSOM	N/A	Not Principal Contractor
SMEW (formerly SSC)	1 August 2019	Physical works completed April/May 2022
SWM Stations Package 4 MCL	15 March 2021	Main physical works completed around Q4 2023/Q1 2024
SWM Stations Packages 5&6 DCP HBW	19 April 2021	Main physical works completed September 2024
SMC	19 March 2021	Main physical works completed September 2024.
SWM3	30 September 2024	Construction phase
EHVMT	19 October 2024	Construction phase

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

3.2 Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	All physical works completed.
VC ISD	11 August 2020	The Environment, Health & Safety (EHS) Plan was updated with minor amendments in February 2025 to Rev 16, endorsed by the ER on 3 March 2025. There were no further updates for this reporting period.
BS	17 September 2021	There were minor amendments made to the CEMP during the reporting period. Rev 9 of CEMP endorsed by ER on 12/05/2025
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	18 April 2019	All physical works completed.
PS ISD	24 December 2020	All physical works completed.
CSM	4 August 2018	All physical works completed.
W ISD	31 July 2020	The latest update to the CEMP (Rev 10) was endorsed by the ER on 22 January 2026.
SSJ	28 August 2018	All physical works completed.
LW (SMTF)	16 August 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
LW (C2S)	4 March 2020	All physical works completed.
LW (S2B)	4 March 2020	Minor amendments were made to the CEMP during the reporting period. The updated Plans were endorsed by the ER on 21 August 2025.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.

SMC	20 September 2023	The CEMP was made redundant as this package is complete.
SWM Package 4 MCL	15 January 2021	All physical works completed
SWM Package 5 DCP HBW	4 March 2021	Not Principal Contractor.
SWM Package 6 HBW	4 March 2021	Not Principal Contractor.
SWM3	24 June 2025	The CEMP was updated to Rev 06 and endorsed by the project ER on 24 June 2025. There were no further updates for this reporting period. Currently under review.
EHVMT	4 October 2024	Minor amendments were made to the CEMP and endorsed by the project's ER on 14 July 2025. There were no further updates for this reporting period.

3.3 Relationships between Planning Approvals and Stages

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

Table 6 Allocation of Planning Approvals to C&SW Stages

Planning Approval	SYAB	NCW	Demolition A	Demolition B	TSE	ISDs (inc. MP ISD Demo)	BS	CSM	SSJ	LW	TSOM	SMEW	SWM Package 4 MCL	SWM Package 5&6 DCP	SWM Corridor	SWM3	EHVMT
SMTF (SSI_5931)										✓	✓						
SMTF MOD1 – Administrative Changes										✓	✓						
C2S (SSI_7400)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Scope Changes)					✓	✓				✓	✓						
C2S MOD1 – Victoria Cross Station and Artarmon Substation (Administrative Modification)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓						
C2S MOD2 – Central Walk								✓		✓	✓						
C2S MOD3 – Martin Place Metro Station (Scope Changes)					✓	✓				✓	✓						
C2S MOD3 – Martin Place Metro Station (Administrative Modification)					✓	✓			✓	✓	✓						
C2S MOD4 – Sydenham Station and Metro Facility South					✓				✓	✓	✓						
C2S MOD5 – Blues Point Acoustic Shed					✓					✓	✓						
C2S MOD6 – Administrative Changes		✓			✓	✓	✓	✓	✓	✓	✓						
C2S MOD7 – Administrative Changes										✓	✓						
C2S MOD8 – Blues Point Access										✓							
C2S MOD9- Extended Hours						✓	✓	✓	✓	✓	✓						
S2B (SSI_8256)										✓	✓	✓	✓	✓	✓	✓	✓
S2B MOD1 – Bankstown Station										✓	✓	✓	✓	✓	✓	✓	✓
S2B MOD2 - Amended Timeframes										✓	✓	✓	✓	✓	✓	✓	✓
S2B MOD 3 - Trial Running											✓						

3.4 Environmental Protection Licences

In accordance with the *NSW Protection of the Environment Operations Act 1997*, Environment Protection Licences (EPL) are required in order to undertake work activities during certain stages of the project.

Table 7 lists the status of EPLs for each C&SW stage.

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

Table 7 Status of C&SW Environment Protection Licences

Stage				Licence	Activity Type	EPL #	Status
SYAB				EPL not required (all works completed prior to the reporting period).			
NCW				EPL not required (all works completed prior to the reporting period).			
Demolition A				EPL not required (all works completed prior to the reporting period).			
Demolition B				EPL not required (all works completed prior to the reporting period).			
TSE				EPL not required (all works completed prior to the reporting period).			
CN ISD				EPL not required.			
VC ISD				EPL not required.			
BS				EPL not required (all works completed during the reporting period)			
MP ISD Demo				EPL not required (all works completed prior to the reporting period).			
MP ISD				EPL not required (all works completed during the reporting period)			
PS ISD				EPL not required.			
CSM				Laing O'Rourke Australia Construction Pty Ltd	Railway activities – railway infrastructure construction	21148	Issued 28 November 2018 and was surrendered on 22 Nov 2023.
W ISD				EPL not required.			
SSJ				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and is now utilised for SWM3 only.
LW (SMTF)				EPL not required. Physical works completed March 2023.			
LW (C2S)				CPB Contactors PTY LIMITED	Railway activities – railway infrastructure construction	21423	Issued 31 July 2020 and active for the rail alignment premises until 30 May 2024, with Marrickville Water treatment plant premises kept on licence, with final surrender of EPL on 24 July 2024.
LW (S2B)				EPL not required.			
TSOM	N/A for Construction – Never	Railway activities – rolling	21247	Northwest Operational EPL 21247 varied to include Chatswood-Sydenham alignment on 29 May 2024; varied to include Marrickville operational water treatment plant on 24 July 2024; varied to include dynamic testing on 7 November 2024., varied to include the addition of the Lady Game Drive Water Treatment Plant on 12 December 2024, varied to amend			

Stage				Licence	Activity Type	EPL #	Status
	going to be Principal Contractor Operational EPL 21247 varied for Chatswood - Sydenham on 29 May 2024	stock operations Railway activities – railway infrastructure operations		the reporting requirements for pollution complaints, reducing the frequency from monthly to annual reporting on 16 May 2025.			
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	Is now utilised for SWM3 only.
SWM Package 4 MCL				EPL not required.			
SWM Packages 5&6 DCP HBW				EPL not required.			
Southwest Metro Corridor and SMW3				Laing O'Rourke Australia Construction Pty Ltd	Railway systems activities	21147	Issued 17 January 2019 and currently active.
EHVMT				EPL not required.			

4 Environmental and Compliance Management

4.1 Compliance Management

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

4.1.1 Tracking

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

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

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

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

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

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

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

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

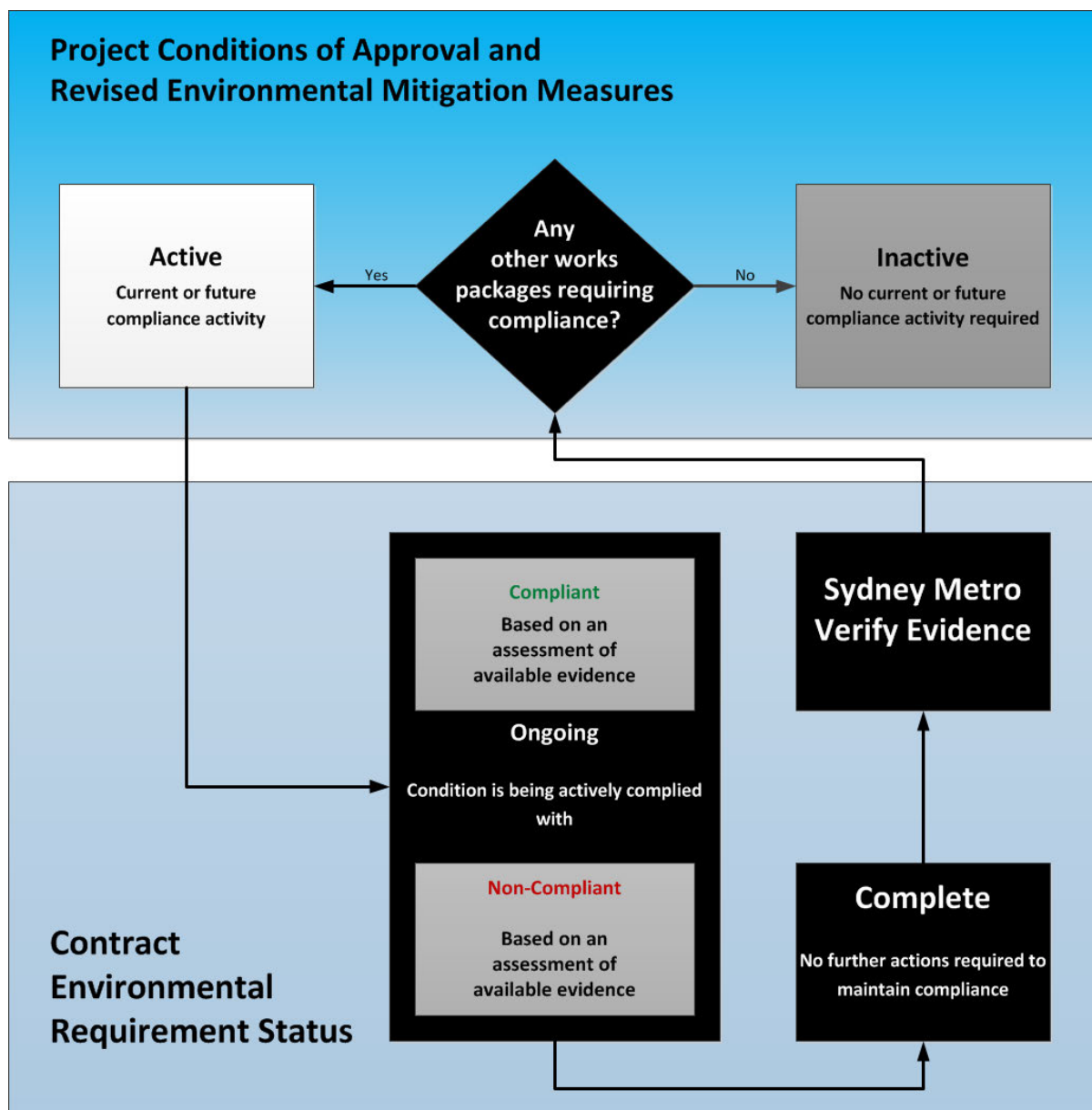


Figure 2 Tracking of Environmental Requirements

4.1.2 Chatswood to Sydenham Open Requirements

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

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

A summary of the remaining open requirements is provided in Table 8. Table 8 captures the current status and allocation of requirements to Sydney Metro and its contractors, whereas Table 5 in section 3.2 of the POCR captures requirements that are applicable to each Stage as per the C2S Staging Report.

Table 8 CSSI 7400 Requirements Status as of April 2026

Stage	Open Requirements	Closed Requirements	Total Allocated Requirements	Brief Description of Open Requirements
SYAB	0	206	206	Nil
NCW	0	162	162	Nil
Demolition A & B	0	170	170	Nil
TSE	0	267	267	Nil
CN ISD	0	212	212	Nil
VC ISD	35	207	242	General Planning Approval requirements remain open as some construction remains ongoing.
BS	0	218	218	Nil
MP Demo			Combined with the MP ISD Stage	
MP ISD	0	251	251	Nil
PS ISD	0	235	235	Nil
CSM	0	261	261	Nil
W ISD	81	169	250	General Planning Approval requirements remain open as some construction remains ongoing.
SSJ	0	246	246	Nil
LW (C2S)	14	232	246	General Planning Approval requirements remain open as defect rectification is ongoing. Compliance Tracking Reports to close out remaining requirements are currently in progress.
TSOM	0	0	0	Nil.
Sydney Metro (C2S)	114	88	202	General Planning Approval requirements remain open as construction remains ongoing.
Total	244	3214	3458	

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 1248. There was a total of 11 non-compliances against these requirements that were raised during the reporting period. These are detailed in

Table . There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1 Overview

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

Table 9 Compliance Summary for the Reporting Period

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0	0
CN ISD	0 (0)	0		0
VC ISD	35 (0)	0	0	0
BS	0 (0)	0	0	0
MP Demo			MP Demo	
MP ISD	0 (0)	0	0	0
PS ISD	0 (0)	0	0	0
CSM	0 (0)	0	0	0
W ISD	81 (0)	0	0	2 (2)
SSJ	0 (0)	0	0	0
SWMC	0 (0)	0	0	0
SMEW	0 (0)	0	0	0
LW (SMTF)	0 (0)	0	0	0
LW (C2S)	14 (0)	0	0	0
LW (S2B)	80 (0)	0	0	0
TSOM	163 (0)	0	0	10 (9)
SW P4 MCL	1 (0)	0	0	0
SW P5 DCP	11 (0)	0	0	0
SW P6 HBW	11 (0)	0	0	0
SMW3	223 (2)	0	0	38 (26)
EHVMT	188 (0)	0	0	18 (14)
Sydney Metro (including non-staged works)	188 (0)	0	0	3 (3)
Total	995(2)	0	0 (0)	71 (54) <75>
Total from Previous Report	1248 (11)	0	0 (0)	78 (78) <85>

5.2 Non-Compliances

There were 2 non-compliances raised during the reporting period. Both non-compliances were closed at the date of this report.

Table 10 provides a breakdown of the following non-compliance information for each stage:

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

Table 10 Non-Compliances and Compliance Loads during the Reporting Period

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)*	Compliance Load at end of Reporting Period
SYAB	0	0	0
NCW	0	0	0
TSE	0	0	0
CN ISD	0	0	0
VC ISD	0	0	35
BS	0	0	0
MP ISD	0	0	0
PS ISD	0	0	0
CSM	0	0	0
W ISD	0	0	81
SSJ	0	0	0
SWMC	0	0	0
SMEW	0	0	0
LW (SMTF-N)	0	0	0
LW (C2S)	0	0	14
LW (S2B)	0	0	80
TSOM	0	1	163
SW P4 MCL	0	0	01
SW P5 DCP	0	0	11
SW P6 HBW	0	0	11
SWM3	2	0	223
EHVMT	0	0	188

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances (date of report)*	Compliance Load at end of Reporting Period
Sydney Metro (including non-staged works)	0	0	188
Total	2	1	995

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

Table 1 provides details on the non-compliances that were raised during the reporting period.

Table 11 Non-Compliances raised during the Reporting Period

Date Raised	Type	Planning Approval-Stage-Requirement/s	Description	Status and Actions taken or to be taken
24/10/2025	Noise and Vibration	SSI8256 – Sydney Metro – MCoA – E19	On 24 October 2025 an unapproved OOHW delivery of an excavator occurred at the ARTC site gate (DU06) at Dulwich Hill in preparation for Weekend 17 Possession. The delivery was booked through the Project's delivery scheduling program which does not allow for bookings outside of standard construction hours. Although JHLOR found the delivery was booked in for after 7am, the delivery was made before 7am by the delivery driver sub-contractor. The unapproved delivery resulted in a community complaint.	A detailed investigation was undertaken by JHLOR. Respite was offered retrospectively to potentially impacted residents, details of the non-compliance was provided to the EPA, Sydney Metro and the ER and the sub-contractor was interviewed. The investigation resulted in the sub-contractor implementing further mitigation measures to prevent future non-compliances including issuing the delivery driver with a warning and reminding delivery drivers the importance of booking through the delivery scheduling system and keeping to the agreed times. Closed.
13/11/2025	Management Systems	SSI8256 – Sydney Metro – MCoA – E20	As part of the Week 19 possession JHLOR were undertaking tiling works on the platforms at Campsie Station between the evening of 10/11/25 and morning of 14/11/25. Two complaints were received in relation to noise from the works. The first complaint was lodged with a different Sydney Metro contractor (not managed by the JV) on Thursday night 13 November 2025 at 23:10. This complaint could not be resolved as a wrong reference location was provided to JHLORJV by the other contractor. A second complaint was lodged on Friday 14 November 2025 at 14:20. The complaints identified the use of noisy equipment that had not been considered in the Out of Hours Approval. Both complaints were closed out to the satisfaction of the complainants. It was also later identified that the two complaints were received from the same household. JHLOR has a Works Coordination Register (WCR) maintained by all work groups that maps and tracks changes to the works program. A review by JHLORJV has indicated that the exceedance was caused by differing interpretations of the scope of works. Consequently, the noise model did not trigger	As an outcome of the JHLOR investigation, a recommendation to include a confirmation step by the engineers once the approved OOHW permit is issued. Further remedial action included; - A Collective Insight occurred to support the investigation process and ground truth the proposed initiatives as per the initial investigation. Laing O'Rourke's Collective Insight is a structured safety and risk management process designed to engage teams in identifying, analysing, and mitigating hazards on construction sites. - WCR was updated to include further detail on specific environmental requirements for the purpose of noise modelling.

additional mitigation measures as it did not include the correct plant and equipment that would trigger additional mitigation.

- Confirmation step included once the OOHW permit is issued. A review of this process occurred to analyse additional measures in preventing a recurrence of the exceedance. Closed.

5.3 Incidents

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

Table 12 Environmental Incidents reported during the Reporting Period

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

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

No environmental audits were undertaken during the reporting period:

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

Table 13 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings	Closed Findings	Open Findings
Nil	-	-	-	-	-	-
Totals				0	0	0

5.5 Environmental Monitoring

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

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

Table indicates the applicability of the construction monitoring programs associated with each of the above to each Chatswood to Sydenham Stage of the project in accordance with the Sydney Metro *C&SW Chatswood to Sydenham Staging Report* (document available on the Sydney Metro website - <https://www.sydneymetro.info/documents>). Grey cells indicate monitoring programs

that have either been completed, are not applicable during the reporting period or are yet to commence 'construction' as defined under the applicable planning approval (and therefore not subject to construction monitoring activities).

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

Table 14 Environmental Monitoring Program Applicability to each Project Stage

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period.			
NCW	All works completed prior to the reporting period.			
TSE	All works completed prior to the reporting period.			
CN ISD	All works completed prior to the reporting period.			
VC ISD	N/A (Completed)	N/A	N/A	N/A(Completed)
BS	All works completed prior to the reporting period.			
MP ISD Demo	All works completed prior to the reporting period.			
MP ISD	All works completed prior to the reporting period.			
PS ISD	All works completed prior to the reporting period.			
CSM	All works completed prior to the reporting period.			
W ISD	Applicable	N/A	N/A	N/A
SSJ	All works completed prior to the reporting period.			
LW	All works completed prior to the reporting period.			
TSOM – never going to be Principal Contractor	All works completed prior to the reporting period.			

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, it is not a requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a).

Note also that TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions.

5.5.1 Noise and Vibration

During the reporting period, noise and vibration monitoring programs were applicable on the SSI-7400 for W ISD Stage. A noise and vibration summary and analysis for W ISD undertaken during the reporting period is provided in Table 15 and Table 16.

Table 15 Noise Monitoring Results Summary and Analysis

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

Table 16 Vibration Monitoring Results Summary and Analysis

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

5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

5.5.3 Surface Water Quality

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

5.5.4 Groundwater Quality

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

5.6 Business Impact Monitoring

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

During the reporting period, business impact monitoring was undertaken as part EHVMT package only in accordance with the applicable C&SW Staging Reports. There was no business impact monitoring during the reporting period for VCISD, WLISD TSOM or SWM3. The following sections provides a summary of business impact monitoring results during the reporting period.

EHVMT

	Monitoring	Reporting outputs	Status
Performance parameters	Monitoring	Reporting outputs	Status
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	5 monthly notifications letterbox dropped 4 specific notifications to businesses at Canterbury (Hotel and Charles Corner Café) 50 email updates, includes a monthly email update for 10 sites between Sydenham and

	Monitoring	Reporting outputs	Status
			Bankstown and rail possession and any night works reminders
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100% of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks.	4 2 x pop-up sessions at Canterbury 2 x meetings with Canterbury Hotel
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	2 from Canterbury Hotel
		Lessons learnt.	Ensure that different Contractors align messaging when working at same location.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	1
	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	- Adjustment of traffic signage by traffic control to ensure perception of footpath continuation - Placement of VMS board outlining that business access remains open
		Business feedback on effectiveness of mitigation measures	Work is consistent with expectations.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	No repeat complaints received.

Monitoring		Reporting outputs	Status
		Lessons learnt.	Review traffic signage near footpaths and driveways to ensure visibility is not impacted. Equipping traffic control to make adjustments where requested by businesses when it is safe to do so.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	NIL, noting: 100% compliance with CNVIS & 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	VMS board within business premise identifying access remains open
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of Ministerial escalations	0
		Lessons learnt	Businesses are prepared for, and have become accustomed to, Metro work in the local area. Business operational hours taken into consideration when balancing the needs of residents in the area and traffic approvals.

5.7 Complaints

A total of 75 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 71 complaints were determined to be attributed to project works following investigation. Majority of complaints were attributed to the SWM3 (55%), followed by EVHMT (25%), TSOM (14%), Sydney Metro (4%) and Waterloo ISD (1%). During the reporting period, the majority of complaints were made in December 2025 (22), followed by November 2025 (14), March 2026 (12), January 2025 (8) and October 2025 and February 2026 (7 each).

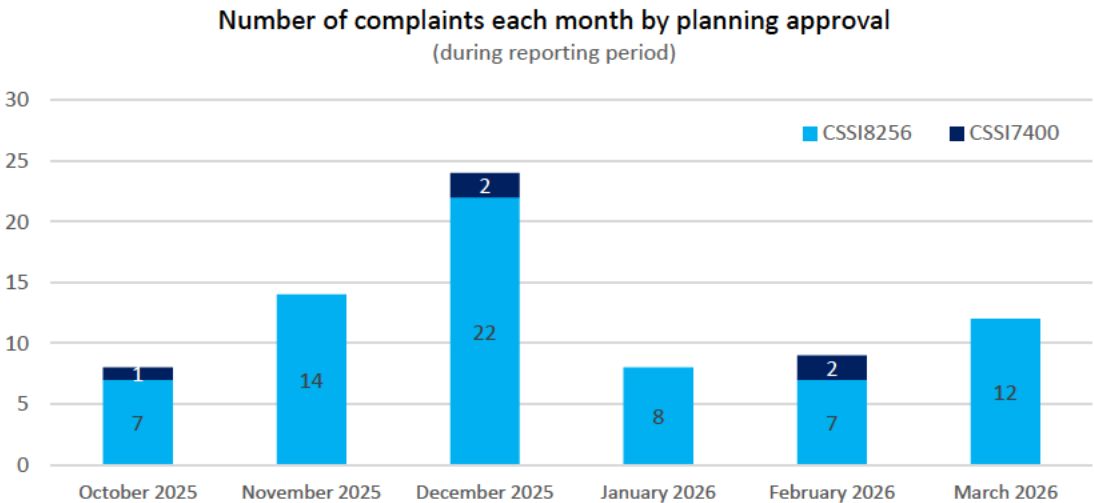


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

A total of 54 stakeholders accounted for 71 complaints, with 7 stakeholders making 2 complaints, 1 making 3 complaints, 1 making 4 complaints, 1 making 6 complaints and 1 making 7 complaints. A total of 4 complaints were not related to SM activities. The 71 complaints attributed to project works were as follows: 39 complaints related to the SWM3 stage, 18 to the EVHMT stage, 10 to TSOM, 3 to Sydney Metro and 1 to Waterloo Station.

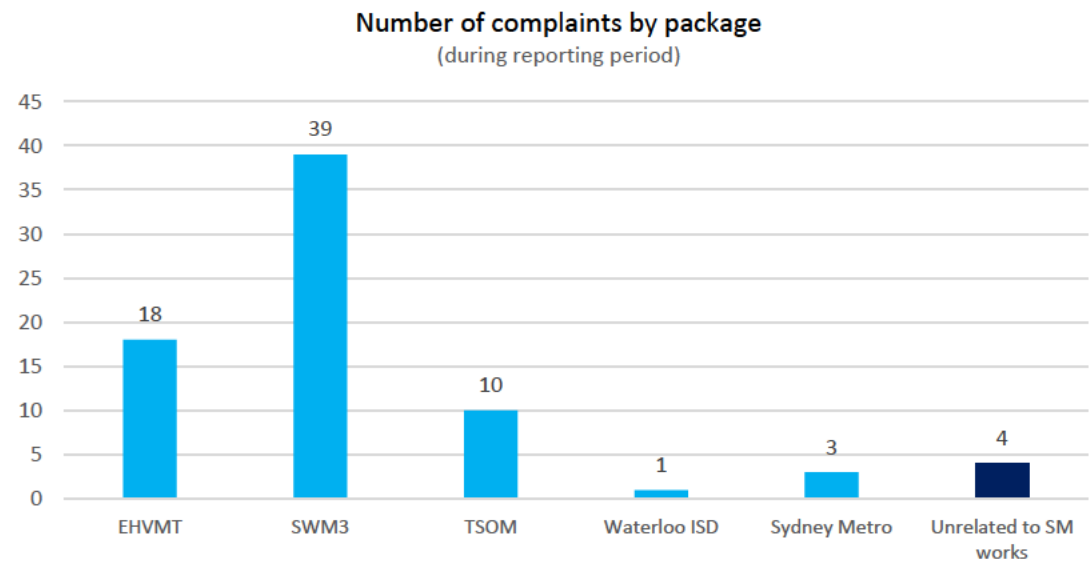


Figure 4 Complaints by Stage during the Reporting Period

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 40 complaints, or 53% of all complaints attributed to the project. This was followed by 11 complaints (or 15%) relating to Traffic, Transport and Access, 6 complaints (or 8%) relating to Cumulative Impacts, 4 complaints (or 5%) related to Worker Behaviour and 3 complaints (or 4%) relating to Property Damage. The remaining 9% of complaints were related to Property Access (2), Visual Amenity (2), and Metro Operations, Consultation and Notifications (each 1). There were 4 complaints that were unrelated to the Project (5%).

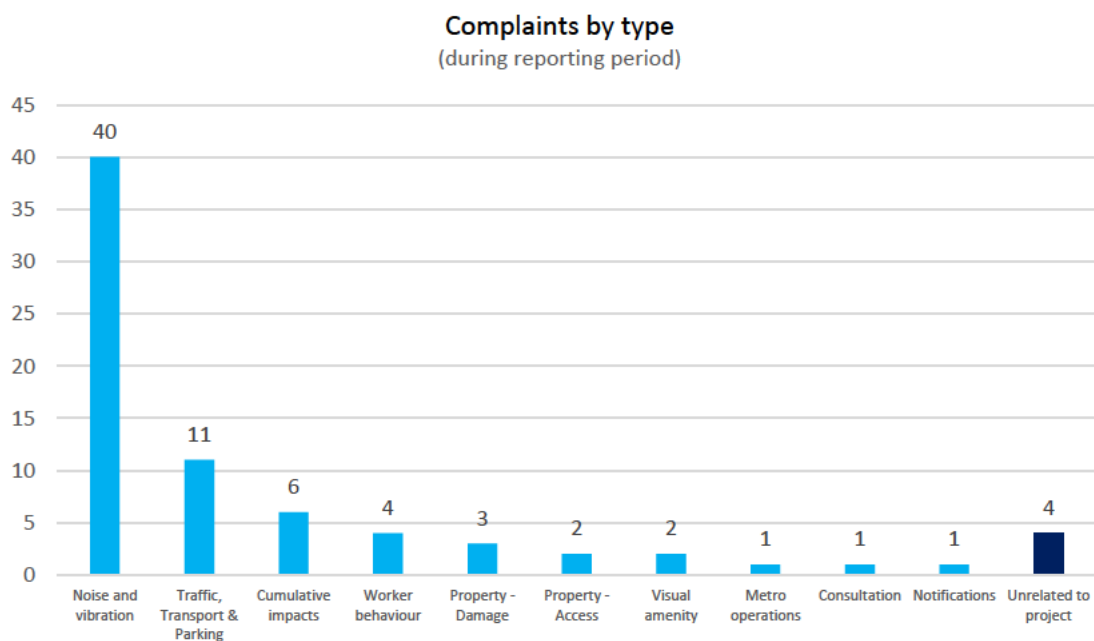


Figure 5 Complaints by Type during the Reporting Period

Hurlstone Park was the location where the most complaints were received from (32), followed by Canterbury (11), Dulwich Hill (10), Marrickville (8), Bankstown (4), Campsie (3), Belmore and Waterloo (2 each) and Lakemba and Punchbowl (1 each). One complaint was received in relation to operations (relating to the number of possessions).

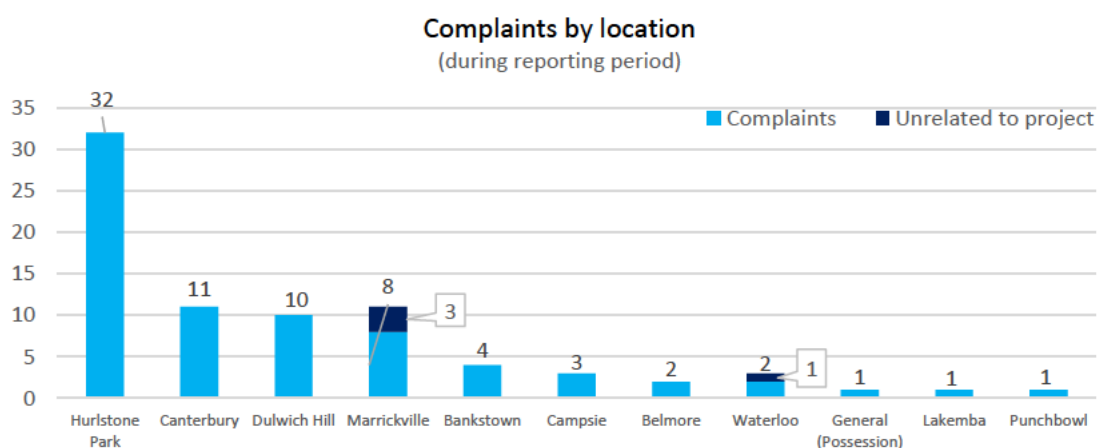


Figure 6 Complaints by location during the Reporting Period

6 Sustainability and Environmental Initiatives

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

The 2025–2026 Sydney Metro Annual Report is due to be published in November 2026.

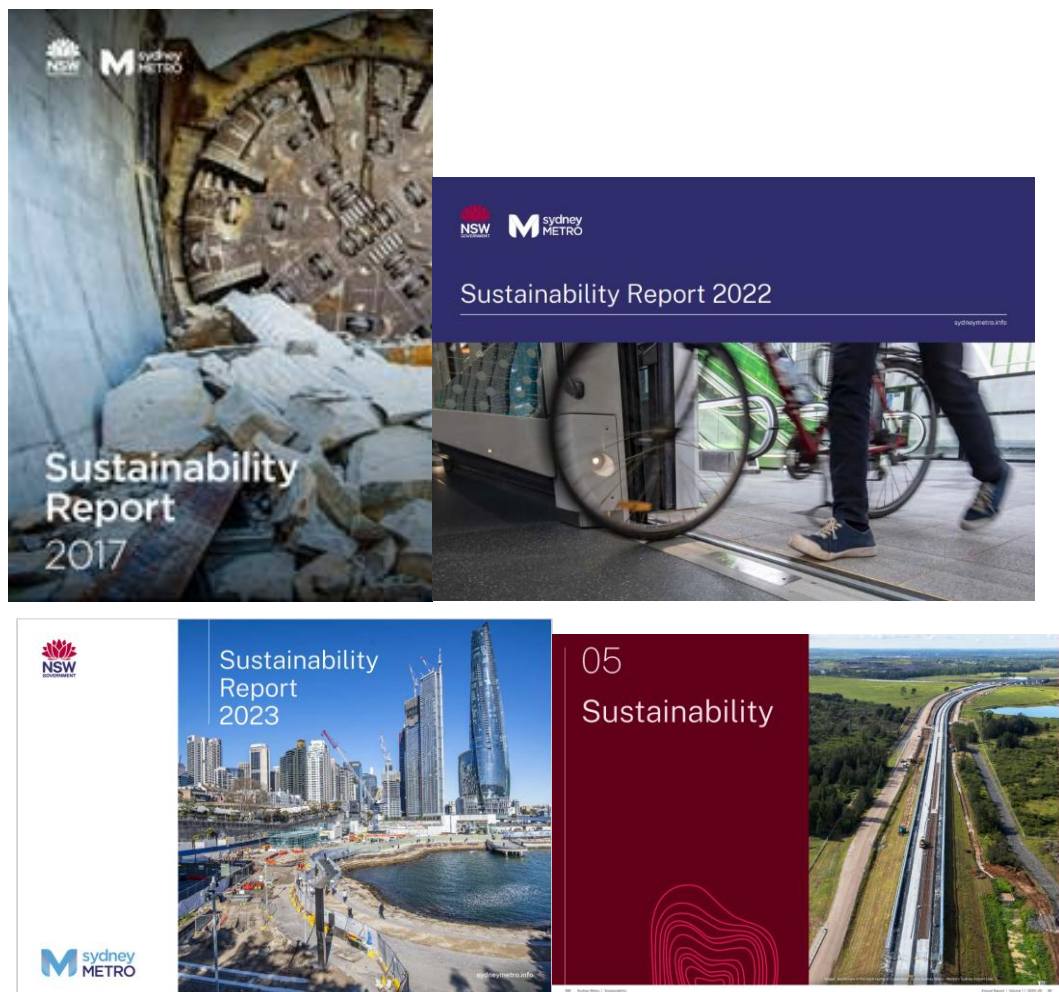


Figure 7 Sydney Metro Sustainability Reports

Appendix 1 – Complaints during the Reporting Period

Complaint Id	Projects	Stakeholder ID/Name	Address	Date/Time Received	Date/Time Closed	How was the complaint received?	Planning approval	Contractor & EPL	LGA where complaint originated	Topics raised	Nature of complaint	Type of complainant	Number of people affected	Investigation	Resolution	Complaint Status	Classification
6396	CSW - Waterloo Station (ISD)	[REDACTED]	[REDACTED]	1/10/2025 16:16	3/10/2025 11:35	SMS	CSW - C2S - SSI 15_7400	CSW - WL ISD (JHG) - N/A	C&SW - City of Sydney	Property - Damage/prevention	Vehicle Damage - traffic sign scratched vehicle when blown over in high winds. UPDATE 6/11/2025: Quote / Claim never submitted. Complaint has been closed off and will be re-opened in the event the claimant decides to pursue.	Resident or public	1	JH Supervisor investigated. Noted existing damage to vehicle in addition to what was provided in photos from resident. JH spoke with Vari Traffic Controllers (TC) who confirmed last check of the TC set up was at lunch time. All signs were in position and upright. Sign had been moved away from vehicle on arrival. JH also obtained CCTV footage of location. These cameras did not capture any incident. the footage only shows a sign behind the upright and later removed.	JH waiting quote for alleged damage. Advised resident they are welcome to make a damage claim. Provided contact for Vari Traffic Controllers. Resident has refused to contact Vari, they confirmed they will liaise with JH and expect full payment of repairs and any additional costs for hire car during repairs.	Closed	
6409	CSW - SWM4 CIRA	[REDACTED]	[REDACTED]	15/10/2025 21:15	16/10/2025 15:03	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Consultation - OOHW;Noise & Vibration - OOHW;Respite & AA - Respite	Resident raised concerns about noisy works from the Illawarra Road overbridge near his property. He advised that his family includes a sick relative, noted he hadn't received prior notification or a respite offer, and requested clarification on how the issue will be addressed, indicating he may escalate the matter if required.	Resident or public	1	The Martinus Community Relations Manager investigated the resident's complaint by reviewing the site team's shift report, confirming that finishing works were undertaken on the Illawarra Road overbridge in accordance with approved conditions. The Sydney Metro monthly notification for Marrickville was reviewed, along with stakeholder correspondence confirming an email notification issued on 2 October and a letterbox drop on 13 October. The Out of Hours Work approval for Marrickville was also reviewed and verified to include these works, noting that the assessment did not trigger any respite offers.	The Martinus Community Relations Manager responded directly to the resident to address the concerns raised and provide clarification regarding the works. The response included a link to the Sydney Metro monthly notification for Marrickville and an attachment for ease of reference. The resident was asked to confirm whether he had received the letterbox drop distributed on 13 October and the email notification issued on 2 October, to assist in verifying local delivery effectiveness. The correspondence also outlined that the works undertaken were finishing activities on the Illawarra Road overbridge and confirmed that all were conducted under approved Out of Hours Work conditions. The resident was informed that minor finishing works are planned for mid-November and was assured that the Community Relations Manager will make personal contact in advance to ensure he is well-informed prior to any further activities.	Closed	Unavoidable
6420	CSW - Southwest corridor (SWM)	[REDACTED]	[REDACTED]	23/10/2025 11:14	23/10/2025 11:35	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSI 21147	C&SW - Canterbury Bankstown Council	Notification of work;Property - Access;Traffic, Transport & Parking	Hurlstone Park resident complaining of Foord Ave road closure and missed rubbish collection.	Resident or public	1	JHLORJV CRM reviewed site conditions and spoke to S2B traffic manager and site team. Was advised site access was not blocked and assistance was offered but declined by truck driver. Reviewed monthly notices and work was included for past 4 months. Confirmed VMS boards were placed 7 days prior as per CCS alerting of closure.	JHLORJV CRM phoned resident explained the closure and that works were notified, assistance was offered to truck driver to collect garbage but declined. Offered to organise missed collection for resident but resident declined. Advised resident of timeframe for works and that they were unrelated to local council proposal to change traffic conditions in this area. Resident appreciative of response.	Closed	Unavoidable
6424	CSW - SWM4 CIRA	[REDACTED]	[REDACTED]	28/10/2025 12:43	31/10/2025 14:05	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Traffic, Transport & Parking	Complaint from nearby resident concerning pedestrian changes at Wardell Road overbridge. Complainant is concerned that there is currently no safe crossing arrangement for pedestrians due to footpath works. Complainant stated that traffic control were seated on side road and were not assisting pedestrians.	Resident or public	1	Martinus Community Relations Manager contacted stakeholder to provide more information regarding specific location. Stakeholder provided SMS with image of location and an additional image of traffic controllers stationary on Bedford Crescent, standing in a group. Martinus Community Relations Manager met with site management and Traffic Supervisor to review TGS. The photo provided by the stakeholder indicated that the TGS was not adhered to as traffic controllers are to be stationed either side of Wardell Road near Bedford Crescent, which was not the case in the image provided. Site management issued corrective action to traffic subcontractor and requested a tool box talk be undertaken by the end of the week for on-site staff to ensure the TGS is implemented as per the approved plan. Toolbox was provided to Martinus on 30 October.	Response provided to stakeholder assuring that while footpath disruption is occurring, traffic controllers will assist pedestrians cross near Bedford Crescent. Additionally, traffic control crew contacted and advised that it isn't acceptable considering they are specifically tasked with assisting in crossing in this location. Traffic controllers tool boxed and instructed to adhere to TGS protocols on Friday 31 October. Toolbox has been attached. An additional measure was implemented also, requiring traffic control to cease works earlier than permitted by the standard hours provisions to reduce afternoon peak disruption to pedestrians.	Closed	Unavoidable
6425	CSW - Southwest corridor (SWM)	[REDACTED]	[REDACTED]	28/10/2025 13:05	28/10/2025 13:43	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI 21147	C&SW - Inner West Council	Noise & Vibration - OOHW	Dulwich Hill resident complaining of OOH delivery	Resident or public	1	JHLORJV CRM checked with team who plant was booked for and what time booking was made. Plant was booked for a 7am delivery. CoR coordinator checked with plant company and delivery was scheduled for 7am however driver has delivered prior to 7am.	JHLORJV CRM has emailed resident apologising and explaining the outcome of the investigation. Resident was offered retrospective respite for the delivery.	Closed	Avoidable
6427	CSW - Southwest corridor (SWM)	[REDACTED]	[REDACTED]	30/10/2025 4:59	30/10/2025 8:26	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW	Hurlstone Park resident complaining of OOHW	Resident or public	1	JHLORJV CRM and Enviro advisor reviewed noise modelling and monitoring to confirm correct mitigation was offered to resident. JHLORJV CRM reviewed offer triggers and responses and can see that resident was notified in line with requirements and resident had accepted respite.	JHLORJV CRM emailed resident to explain outcomes of investigation.	Closed	Unavoidable
6428	CSW - Southwest corridor (SWM)	[REDACTED]	[REDACTED]	30/10/2025 8:14	30/10/2025 9:43	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI 21147	C&SW - Inner West Council	Noise & Vibration - OOHW	Dulwich Hill resident complaining of noise due to OOHW.	Resident or public	1	JHLORJV CRM reviewed offer letters and acceptances to confirm resident was notified, eligible for and accepted respite offer for works. JHLORJV CRM and Enviro advisor reviewed noise modelling and continuous monitoring to confirm experienced impact was in line with prediction and correct addition mitigation was offered to resident for work.	JHLORJV CRM emailed resident explaining outcome of investigation and apologising for disturbance	Closed	Unavoidable
6430	CSW - SWM4 CIRA	[REDACTED]	[REDACTED]	27/10/2025 7:44	28/10/2025 8:20	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Traffic, Transport & Parking	Complaint from local resident regarding conduct of traffic controllers at Wardell Road overbridge. Complainant was dissatisfied with traffic control efforts to assist pedestrians crossing Wardell Road near Bedford Crescent while the footpath was closed on the overbridge.	Resident or public	1	Martinus Community Relations Manager reviewed scope of work being undertaken with site team and confirmed that footpath works resulted in a temporary closure on city side of Wardell Road overbridge. Martinus Community Relations Manager and site team reviewed TGS for works in the area. It was identified that traffic controllers were on-shift specifically to assist pedestrians to cross Wardell Road. However, the complaint noted that three traffic controllers were seated on Bedford Crescent and not assisting pedestrians at the time.	Martinus Senior Project Engineer contacted Traffic Management Contractor to raise a corrective action and to remind contractor of their role in assisting pedestrians to cross near Bedford Crescent, particularly during peak hours. Traffic Management Contractor held on-site toolbox and reviewed procedure with traffic crew(s). Response provided to complainant by Martinus Community Relations Manager. Furthermore, finish time in afternoon(s) was bought forward in an attempt to minimise disruption on afternoon peak pedestrian movement(s) especially for pedestrians using Light Rail service.	Closed	Avoidable
6434	CSW - SWM4 CIRA	[REDACTED]	[REDACTED]	2/11/2025 9:33	3/11/2025 14:07	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Traffic, Transport & Parking	Stakeholder was commuting as a pedestrian on Wardell Road to access Dulwich Hill Light Rail station and was concerned that due to footpath works occurring on Wardell Road, a formal and safe pedestrian crossing was not in place. Stakeholder stated that at 10:00am on 1 November, they did not observe traffic controllers assisting pedestrians. On return at 12:00pm 1 November, Stakeholder did observe traffic controllers assisting pedestrians with top/slow arrangement near Bedford Crescent. Stakeholder believed that a top/slow arrangement was still not sufficient as it was not a formal crossing.	Resident or public	1	Martinus Community Relations Manager contacted site supervisor and engineer to confirm if works occurred on Saturday 1 November and to confirm scope. Advice provided was that footpath works were underway and traffic control was on-site operating a stop/slow mechanism for pedestrians from 0800 until 1600. Martinus Community Relations Manager contacted stakeholder to seek further information on specific location where the stakeholder was attempting to cross Wardell Road. Stakeholder confirmed it was near Bedford Crescent. Stakeholder provided further information which was passed on to Martinus Project Manager and Traffic Manager. Martinus Traffic Manager provided update to confirm that a previous application had been placed to implement a temporary marked pedestrian crossing, however this was rejected by IVC. Traffic Manager confirmed that the approved TGS has three traffic controllers to be stationed at Bedford Crescent to assist pedestrians crossing during work hours. Thereafter each day, the footpath is reinstated for use. Martinus Community Relations Manager has asked site management to confirm with Traffic Control, what their arrangement was at 10:00 when the stakeholder stated they did not observe traffic control at the location. Investigation ongoing.	An email response was provided to the stakeholder acknowledging their concerns and seeking further information which was provided. A further email response was provided by Martinus Community Relations Manager outlining that a marked pedestrian crossing had previously been sought and not approved, hence the need for traffic controllers to manage pedestrians. Internal review of shift details identified that TC was onsite from 0700 until works had ceased.	Closed	Avoidable
6442	CSW - Southwest corridor (SWM)	[REDACTED]	[REDACTED]	5/11/2025 23:00	6/11/2025 8:00	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI 21147	C&SW - Inner West Council	Noise & Vibration - OOHW;Notification of work	Marrickville resident complaining of OOHW without notice	Resident or public	1	JHLORJV CRM reviewed work program and noted only HMX interface contractor was conducting Testing and Commissioning works at Marrickville Station last night which is considered non audible and does not involve the use of a concrete saw as noted by the resident. CRM also reviewed continuous noise monitor at the station to confirm this. CRM noted that council was conducting road works on Illawarra Rd last night outside of station which involved the use of a concrete/ road saw.	JHLORJV CRM emailed resident to advise outcome of investigation above and to reassure them that any OOHW which directly impacts residents will be notified inline with the project approvals and EPL.	Closed	Not related to Sydney Metro activities

6446	CSW - Punchbowl Station			6/11/2025 14:48	7/11/2025 12:17	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (UGL) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Stakeholder reported noisy work from truck parked outside his home, between 7:30am and 4pm. Stakeholder stated that the noise was excessive and was affecting his ability to recuperate after surgery.	Resident or public	1	- Requested information about the nature of work, types of equipment and work dates from JHLOR - JHLOR advised they were not performing work in the area so requested information about the nature of work, types of equipment and work dates from UGL - Requested additional information from UGL about the 3h on, 1h off respite as stipulated in the EPL - UGL advised that the work was foundations for CIDS/ODS installation and that it included use of sucker truck. UGL also confirmed they were observing 3 hours on 1 hour off respite as required under EPL - Called customer to get an understanding and first-hand information about the complaint - Provided details of complaint to Sydney Metro Environment team.	#NAME?	Closed	
6449	CSW - SWM4 CIRA			13/11/2025 2:18	14/11/2025 7:09	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW;Respite & AA - Respite	Complaint from stakeholder regarding noise from OOHW on ██████████ at 2:18am. Stakeholder also made complaint that their request for alternative accommodation had not been processed. Stakeholder also mentioned that they had sent an email from their work account, regarding concerns.	Resident or public	1	Martinus Community Relations Manager reviewed work schedule for Out of Hours works at Stacey Street. Works planned included removal of the center median on Stacey Street overbridge. Martinus Community Relations Manager reviewed notifications provided to residents, which included Bankstown Monthly Update and a Specific Notification for the current OOHW which was distributed on 8 November, 2025. Martinus Community Relations Manager reviewed respite / alternative accommodation responses from stakeholder. review found that stakeholder was offered respite / alternative accommodation on two occasions recently on Wednesday 1 October and Monday 20 October. The stakeholder requested respite option for the offer made on 1 October but did not respond to 20 October offer. Respite voucher was issued for 1 October acceptance via GiftPay. Martinus Community Relations Manager reviewed work scope with Martinus Environment Manager and confirmed that works which occurred on morning of 13 November, did not trigger RO/AA, however did trigger specific notification which was provided. The CIRA inbox was checked by Martinus Community Relations Manager and it was confirmed that no correspondence had been received from the stakeholder's work email address, at any point. All and only contact was made from the stakeholders personal email address.	Stakeholder was contacted via email by Martinus Community Relations Manager confirming that the only acceptance of respite was on 1 October and no communication had been since received. Martinus Community Relations Manager confirmed to stakeholder that this voucher had been issued at the time. Martinus Community Relations Manager communicated to stakeholder that no email had been received from their work e-mail address and requested this correspondence is forwarded on from their personal email. Their work email is a NSW government email and often these have restrictions on sending external emails to non-government agencies. Martinus Community Relations Manager advised stakeholder that if they cannot find the respite voucher in their inbox from 1 October, it can be re-sent to the email or mobile. Stakeholder requested that respite voucher is re-sent and stakeholder will forward on work email chain to Martinus Community Relations Manager.	Closed	Unavoidable
6451	CSW - SWM4 CIRA			13/11/2025 20:42	14/11/2025 13:37	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Consultation - General;Noise & Vibration - OOHW	██████████ Stakeholder made complaint that disruptive night works were occurring and that the residents did not receive notification of works occurring.	Resident or public	1	Martinus Community Relations Manager reviewed Out of Hours Work Assessment with Environment Manager and confirmed that the only activity which triggered RO/AA for residence was hydrodemolition works on Saturday 8 November. The residents accepted and were provided alternative accommodation for this work on Saturday 8 November. Martinus Community Relations Manager reviewed notifications provided for Stacey Street out of hours works which included a letterbox drop and e-mail specific notification on 6 and 7 November respectively. Martinus Community Relations Manager confirmed via Consultation Manager that residents had received and opened the email notification.	Due to the specific circumstances of resident, who has recently had surgery and is therefore more sensitive to noise impacts, alternative accommodation will be provided for remainder of this scope of work on Stacey Street bridge. Offer and accommodation sent to residents.	Closed	Unavoidable
6452	CSW - Chatswood Dive Site			10/11/2025 14:26		Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - Chatswood Dive residual land (RMA) - N/A	C&SW - Willoughby City Council	Property - Damage/prevention	Local resident was driving along Mowbray Road around 5:30pm on Thursday 02.10.2025 in the left lane towards Willoughby, they claim that due to high winds scaffold metal and netting from the building site swung out and hit their car, scratching the left side of the vehicle.	Resident or public	1	- Called resident to get more information about the incident - Provided information about the incident to RMA group for their investigation - Requested photos and police report - Requested additional information about the incident on behalf of RMA - Provided the additional information received to RMA on 17.11.25	RMA conducted a thorough investigation and found no evidence that the alleged incident took place. They checked site records, weather and interviewed staff. They also removed the shade cloth from the fencing that day due to the wind to ensure it would remain secure. Additionally, there was no rectification works required the next day to repair or fix fencing. No damage to the fencing was found the next day. SM comms manager emailed the customer on 12.01.26 to inform that the contractor is unable to take responsibility. Status of the complaint has been changed to not related to SM works.	Closed	Not related to Sydney Metro activities
6455	CSW - Southwest corridor (SWM)			14/11/2025 13:33	17/11/2025 12:34	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW	Campsie resident complaining of OOHW without notification	Resident or public	1	JHLORJV CRM and Enviro advisor reviewed work permit and continuous site monitor at the station and confirmed works were related to JHLORJV but not notified due to process not being followed	JHLORJV CRM has emailed resident apologising and explaining what has occurred. Retrospective respite offered to resident	Closed	
6460	CSW - Southwest corridor (SWM)			13/11/2025 23:10	18/11/2025 14:16	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW	Campsie resident complaining of OOH work occurring without notice	Resident or public	1	Initially when contact was received by other contractor it was thought not to be related to Sydney Metro works as contractor believed it was occurring closer to their worksite and not station. On 14 November approx. 1330 a second resident email Sydney Metro with a complaint. An investigation by JHLORJV CRM and Environment team was launched into the second complaint on Friday. This was finalised on Monday 17 November and confirmed was related to JHLORJV works. In good practice JHLORJV CRM re reviewed this communication to see if it was also related which confirmed it was.	Once complaint was confirmed to be related JHLORJV CRM tried multiple times to contact the resident and left messages. When contact couldn't be made JHLORJV CRM emailed resident as details were available apologising and explaining what occurred. Resident was also offered and accepted retrospective respite for the inconvenience.	Closed	
6465	CSW - Hurlstone Park station			23/11/2025 15:56		Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW;Noise & Vibration - Standard hours	There is a loud noise coming from the Metro Services Building, next to the station, for most of today, and other noises over the past 4 weeks. Sounds like industrial machinery. It could be from either the 2 large substations or the 2 large aircon/chiller units.	Resident or public	3	Originally the call via the call centre went to Martinus. Martinus confirmed it wasn't their work and asked JHLOR. JHLOR also confirmed they were not working on that day. As a result, I called the customer to get a better understanding of the nature of the complaint. Once I gathered all the details, I knew it related to operational noise. I called and emailed DTI with the complaint for investigation. DTI investigated and after discussion with Metro Community team we have advised to resident that Metro will be investigating his noise complaint. Resident advised that if noise monitoring will be carried out to consider that it is summer season and cicadas louder in summer if the findings can be compared to non summer season findings.	Still open, DTI and Sydney Metro are still investigating	Open	
6466	CSW - Southwest corridor (SWM)			17/11/2025 9:33	21/11/2025 15:05	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Consultation - General;Notification of work	Hurlstone Park resident complaining of Foord Ave bridge Overhead protection beam work taking place and impact of work, including dust from work	Resident or public	1	Sydney Metro Senior Communications Manager emailed the resident acknowledging receipt of an email relating to the removal of a tree within their property, and also advising that the contractor's communications representative would reply regarding the beam installation. JHLORJV CRM reviewed residents' concerns and spoke with engineering team in charge of the works to obtain update on works. The construction activities have been communicated to residents via the monthly notice since August. There has also been necessary out-of-hours works notifications for this work. Notifications continue to be issued, and appropriate additional mitigation is offered to residents when required for out-of-hours activities. Before this no concerns have been raised by residents regarding the works. Variable Message Sign (VMS) boards were also additionally deployed to alert road users about upcoming temporary traffic changes in line with the OCCS and TCMP. In accordance with the Traffic Guidance Scheme (TGS) for the works it is noted on the TGS the footpath is open for pedestrian access. We met with the resident on 30 October to discuss adjacent fencing and took the opportunity to explain the work on the Over Height Protection Beam (OHPB) and its safety purpose. The OHPB is a key safety mechanism essential for the safe running of a Driverless Metro System. Site supervisor for these works confirms they have been utilising a dust suppression machine during piling works, which has been effective in controlling any dust from the works. The mist visible in supplied photos is likely the output from this machine, not construction dust.	JHLORJV CRM emailed resident to provide an update on the works and further details.	Closed	Unavoidable

6467	CSW - Southwest corridor (TSOM)			24/11/2025 11:08	26/11/2025 10:02	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Noise & Vibration - Standard hours	A resident called the 1800 number at 11:08am on 24 November to report that the PA system at Hurlstone Park station was excessively loud during recent testing. At 12:50pm on 24 November, a comms representative from the delivery contractor returned the resident's call. During this conversation, the resident advised that the noise was clearly audible inside their home, despite having double-glazed windows and all windows and doors closed. They also asked for more information on the PA testing - if more speakers have been installed - noting they have a six-month-old child and were concerned about ongoing disruption.	Resident or public	4	After first contact with the resident, to ensure accurate information could be provided, the comms representative arranged a meeting with the construction team, testing team and environmental representative to get a better understanding of current PA testing activities. Through this investigation, it was confirmed that stations along the alignment are being upgraded to meet current Australian public transport and emergency system standards. This includes modernising older station infrastructure and installing additional speakers to achieve compliance. During the follow-up call on 26 November, the comms representative updated the resident on these findings. The resident was advised that the stations are being brought up to modern standards, which includes additional speakers along the alignment, and while the current testing is occurring at emergency-level volume, the end-state operational volume will still be louder than when Sydney Trains was operating, although not as loud as the emergency-only settings used during testing. The resident expressed broader concerns about operational noise once metro services commence, including both PA announcements and increased train frequency. He suggested there are mitigation measures - such as speaker direction or other acoustic solutions - that could be explored to reduce noise escaping the rail corridor. He requested information on what mitigation strategies may be considered for residents along the alignment during construction and future operations. These matters require further consideration by the delivery contractor and SMA.	The resident was advised that the volume used during testing reflects emergency broadcast levels only and is not the end-state operational volume. A follow-up call was made by the delivery contractor's Communications representative at 9:56am on 26 November to provide further information gained through internal investigation. The resident will receive further information once the communication approach is developed and implemented as part of a comms plan being developed around this work.	Closed	
6470	CSW - Southwest corridor (SWM)			25/11/2025 13:06	25/11/2025 13:36	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Lakemba resident complaining of noisy works occurring near residence	Resident or public	1	JHLORJV CRM reviewed works with construction team to ensure that they were conducting works in line with CNVIS. Noisy works occurred for less than 2 hours before stopping.	JHLORJV CRM email resident to advise that works were being conducted during standard construction hours - and that respite vouchers were only offered for high impact work outside of standard hours. Confirmed work had been completed for that day. Works going forward weren't expected to be noisy, but any High Noise Impact works would be completed in line with the requirement of 3hrs on 1 hr off where required.	Closed	Avoidable
6474	CSW - Southwest corridor (SWM)			26/11/2025 20:59	28/11/2025 11:03	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV;Visual amenity	Hurlstone Park resident complaining of OOHV noise and light spill from flood lights being left on	Resident or public	1	Initial call went to JHLORJV and the CRM checked with team in charge of work what was occurring yesterday. Team confirmed there was a concrete pour on site yesterday which was affected by the 2 storms which passed through in the afternoon. However, concrete pump left site at 16:45 and no machines operated after 18:00, hand tools only to finish off concrete (non-noisy works). Siteworks finished at 20:10 and site was closed at 20:26 by our supervisor onsite. JHLOR CRM then contacted DTI CRM to follow up regarding light spill. DTI CRM investigated and it was acknowledged that the light was activated for post-repair testing purposes and that the operational lighting will remain deactivated, with only mandatory safety egress lighting in operation as required by regulatory standards. This was the likely source of the light spill.	Regarding noise, JHLORJV CRM tried calling resident to discuss the noise which they were heard to establish source. Resident didn't answer and follow up email has been sent. Regarding light spill, DTI CRM tried to contact stakeholder 27/11 but had to leave a message. SW Senior manager sent a follow up email with this information 28/11.	Closed	
6477	CSW - Hurlstone Park station			30/11/2025 14:45	1/12/2025 11:10	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV;Visual amenity	Stakeholder complained of continued, unusual light spill from the Hurlstone Park Metro Services Building.	Resident or public	1	DTI CRM contacted site team regarding the lights and requested that they be turned off, initial response was that they should remain on for safety reasons. Complaint was then escalated to Sydney Metro who instructed contractor to turn off the light. Try to reach out to resident with no answer, left voice message. Resident didn't returned my call.	Both the DTI CRM and Sydney Metro Senior Communications Manager (SMSCM) spoke to the stakeholder throughout the day to keep her informed of the investigation. SMSCM told resident that worker would attend site in the evening to turn off relevant light. DTI electrician attended site in the evening to turn the light off.	Closed	
6479	CSW - Southwest corridor (TSOM)			28/11/2025 17:16	1/12/2025 14:25	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Canterbury Bankstown Council	Worker behaviour	Resident raised concerns about worker behaviour and impacts on privacy.	Resident or public	1	TSOM CRM confirmed two members of the testing and commissioning team were working on the station and MSB, and noted other contractors were also present. The workers advised they did not call out or yell towards the stakeholder's property at any time. However, they did note that mobile reception inside the MSB is poor, so people sometimes step outside to make phone calls.	Confirmed workers did not yell towards resident's yard. Spoke with the team regarding the stakeholder's concerns, which is unavoidable due to the height and angle of the MSB. Details to be included in pre-start for Hurlstone Park to help limit potential for recurrence.	Closed	
6480	CSW - Chatswood Dive Site			1/12/2025 9:39	1/12/2025 16:47	Email - Community Inbox	CSW - C2S - SSI 15_7400	CSW - Chatswood Dive residual land (RMA) - N/A	C&SW - Willoughby City Council	Consultation - General	Stakeholder is frustrated that the shared path on Mowbray Rd is not open. They state that it has been closed for too long and the diversion is also very long.	Resident or public	1	SM comms manager spoke with RMA group to get an understanding of site conditions. RMA rep confirmed the shared path is closed and won't be able to open until practical completion due to safety and remaining works still to take place.	This remaining works has been communicated with the customer, including link to Dec notification as well as a completion date of late December 2025 provided.	Closed	
6481	CSW - Hurlstone Park station			2/12/2025 15:41	2/12/2025 20:17	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Visual amenity	Resident who lives adjacent to Hurlstone Park Metro Services Building (MSB) was complaining of lights being left on and was concerned about potential light spill when they would take effect.	Resident or public	1	It was acknowledged that the lights were on unnecessarily due to them being on in daylight. JHLOR CRM and Sydney Metro (SM) Communications Manager got in contact with DTI CRM as well as SM contacts to ensure lights would be off prior to nightfall.	Resident confirmed the lights were off at 20:17 via text message to SM Communications Manager. A meeting between contractors has been had to ensure work in this area is communicated across the board and all contractors are aware of the sensitive neighbours particularly around light spill.	Closed	
6482	CSW - Southwest corridor (TSOM)			2/12/2025 14:53	2/12/2025 19:19	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Noise & Vibration - OOHV	The resident called at 2:53pm about a ringing noise coming from Hurlstone Park. Their complaint was acknowledged in the two hour window, and they then received a phone call at around 4:30pm informing them that the sound was being investigated - and at the time of the phone call the resident confirmed that the noise had stopped. Later in the evening the noise resumed, and the resident called in to make a complaint. A comms representative contacted the resident again to acknowledge the issue and advise that the team was working to shut down the system as soon as possible.	Resident or public	1	In the afternoon, after the first complaint was made, the comms representative contacted a member of the construction team who went to site to investigate and resolve the issue. The noise stopped at 4:30pm. After the second complaint was made, a comms representative contacted the same member of the construction team, who in turn liaised with another contractor. The contractor was able to shut down the system remotely, which was completed at 7:35 pm.	After the first complaint from the resident was made, and once the comms rep understood it was being investigated, they called the resident at around 4:30pm and advised that it would be shut down as soon as possible. The resident advised on this phone call that the ringing had stopped. After the second complaint, once the comms rep understood that the issue was going to be resolved remotely, they called the resident at 7:19pm to acknowledge the issue and advise that it would be shut down as soon as possible. The resident was appreciative of the update.	Closed	
6483	CSW - Southwest corridor (TSOM)			2/12/2025 18:53	2/12/2025 19:18	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Noise & Vibration - OOHV	The resident called at 6:53pm to complain that there was a ringing noise coming from the station that had been ongoing. A comms representative contacted the resident at 7:18pm to acknowledge the issue and advise that the team was working to shut down the system as soon as possible.	Resident or public	1	The comms representative contacted a member of the construction team, who in turn liaised with another contractor. The contractor was able to shut down the system remotely, which was completed at 7:35 pm.	Once the comms rep understood that the issue was going to be resolved remotely, they called the resident at 7:18pm to acknowledge the issue and advise that it would be shut down as soon as possible. The resident was appreciative of the update.	Closed	
6486	CSW - Southwest corridor (TSOM)			2/12/2025 14:53	2/12/2025 16:28	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Noise & Vibration - Standard hours	The resident called in at 2:53pm complaining about a continuous ringing noise coming from the platform, described as an old-fashioned telephone sound, which had been occurring since 9am. The S2B comms rep acknowledged the complaint and advised that the issue would be investigated. Following the investigation, the problem was resolved.	Resident or public	1	The comms representative contacted a member of the construction team, who in turn went to Hurlstone Park and organised for the alarm to stop ringing, which was completed at 4:28pm.	Once the comms rep understood that there was someone on site investigating how to shut the ringing sound down, they called the resident at 4:28pm to acknowledge the issue and advise that it would be shut down as soon as possible. The resident was appreciative of the update.	Closed	
6487	CSW - Southwest corridor (TSOM)			2/12/2025 16:15	2/12/2025 18:41	Phone Call	CSW - C2S - SSI 15_7400	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Noise & Vibration - OOHV	The resident called the delivery contractor's comms representative at 4:15pm to complain about a ringing noise coming from Hurlstone Park. The comms representative said that the sound was being investigated. The comms representative then spoke to the resident again at 4:34pm and confirmed that the ringing had stopped. Later in the evening the noise resumed, and the resident texted the comms representative directly about it at 6:22pm. The comms rep replied, acknowledging the issue and advised that the team was working to shut down the system as soon as possible.	Resident or public	1	In the afternoon, after the first complaint was made, the comms representative contacted a member of the construction team who went to site to investigate and resolve the issue. The noise stopped at 4:30pm. After the second complaint was made, a comms representative contacted the same member of the construction team, who in turn liaised with another contractor. The contractor was able to shut down the system remotely, which was completed at 7:35 pm.	After the first complaint from the resident was made, and once the comms rep understood it was being investigated, they spoke with the resident at around 4:30pm and advised that it would be shut down as soon as possible. The resident advised on this phone call that the ringing had stopped. After the second complaint, once the comms rep understood that the issue was going to be resolved remotely, they texted the resident back to acknowledge the issue and advise that it would be shut down as soon as possible.	Closed	
6494	CSW - Southwest corridor (TSOM)			5/12/2025 21:47	5/12/2025 22:52	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Hyundai Movex) - 12208	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV	Caller advised there is a loud alarm going off at Hurlstone Park Station since 8.15pm.	Resident or public	1	MTR Community and Stakeholder Engagement Manager spoke with MTR Site Supervisor and confirmed an alarm at Hurlstone Park Station is not related to MTR works. Referred this information onto S2B who advised Sydney Metro. Sydney Metro reviewed this information with Hyundai Movex, who confirmed their logs showed an alarm relating to the gap fillers at Hurlstone Park had been activated. As a precaution, speakers were turned off at all stations.	- Called the resident at 10:52pm Friday and left a message advising we were investigating the noise reported and working to get it shut down. - Asked resident to call back if the noise continued. - Follow up with resident at 10.28am on Saturday 6 December confirmed the noise had stopped. - Hyundai Movex advised 8/12 that alarm was related to PSD doors in isolation mode. Movex will conduct a review of all alarm schedules to prevent similar issues in future.	Closed	
6495	CSW - Southwest corridor (SWM)			2/12/2025 12:49	2/12/2025 13:52	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Inner West Council	Worker behaviour	Dulwich Hill resident complaining of workers leaning/ sitting on residents' fence	Resident or public	1	JHLORJV CRM reviewed photo supplied by resident. Identified worker involved was working on our works nearby.	Spoke with site supervisor and ask them to speak with worker and remind them not to lean/ sit on residents' property. Emailed project a reminder of neighbour friendly behaviour. Emailed resident apologising and explained that we have re briefed the team on acceptable behaviour.	Closed	

6496	CSW - SWM4 CIRA			7/12/2025 10:08	8/12/2025 15:29	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Traffic, Transport & Parking	Contact from New South Wales Police to Sydney Metro call centre due to temporary traffic lights malfunctioning on Victoria Road at Marrickville. The malfunction led to vehicles from either side entering a single lane area, on a blind corner.	Resident or public	1	Call made to Sydney Metro 1800 number from NSW Police Officer. Call was directed to Martinus Rail and issue escalated to Sydney Metro Team. Martinus Community Relations Manager checked with construction team and confirmed the issue was not related to Metro activities.	Martinus Community Relations Manager contacted NSW Police on 8/12 who confirmed that officers on-site contacted traffic company who was managing works and they confirmed it was not Metro related and that the issue was resolved.	Closed	Not related to Sydney Metro activities
6497	CSW - Marrickville Station			6/12/2025 1:12	6/12/2025 12:47	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Hyundai Movex) - 12208	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW	Caller reported alarm and flashing lights coming from Marrickville Station	Resident or public	1	Sydney Metro stakeholder team referred feedback to Hyundai Movex (HM), to confirm if related to PSD/MGF alarms. HM initially advised they were not aware of an alarm at Marrickville, however HM would turn off alarm speakers at all locations as a precaution. Sydney Metro requested further review to rule out MSD/MGF involvement and identify any alternative sources. Subsequent update from HM 8/12 noted an alarm activated at 21:00 which logs showed was deactivated at 23:00. HM advised alarms relate to isolation mode of PSD doors.	Sydney Metro contacted stakeholder on Saturday to advise initial findings and committed to updating when further information received. Provided further update Monday 8 Dec. Stakeholder advised no further contact required. HM will conduct a review of all alarm schedules to prevent similar issues in future.	Closed	Under Investigation
6498	CSW - SWM4 CIRA			8/12/2025 21:49	9/12/2025 13:30	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Noise & Vibration - OOHW;Notification of work	Resident living at Wardell Road at Marrickville complained they were not notified of works which caused light spill into residence.	Resident or public	1	Martinus Community Relations Manager reviewed Martinus Out of Hours Work Schedule and confirmed no OOHW were occurring at location. Investigated with other contractors who confirmed they were not working either. Work is believed to have been utility provider or Council.	Martinus Community Relations Manager contacted stakeholder and provided update that no Sydney Metro works occurred and it is believed that works were attributed to a utility provider or Council. Stakeholder was satisfied with response and asked for a lookahead for Sydney Metro works for 2026.	Closed	Not related to Sydney Metro activities
6499	CSW - SWM4 CIRA			8/12/2025 15:48	9/12/2025 16:58	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Consultation - General;Consultation - Respite;Noise & Vibration - OOHW;Respite & AA - Respite;Visual amenity;Traffic, Transport & Parking	Stakeholder sought compensation backdated to 2023 for cumulative impacts to their household and family as a result of Sydney Metro Southwest works on and around Canterbury Road. Stakeholder believed that utility interruptions, environmental pollution, traffic impacts and noise should render them available for compensation.	Resident or public	1	Stakeholder provided an email outlining issues which they believed necessitated compensation. The stakeholder raised issues of road and traffic impacts, noise and vibration, light impacts and service interruptions. Stakeholder did not provide specific dates, however noted that images provided were from September 2025. Martinus Community Relations Manager reviewed images and information provided by resident. Martinus Community Relations Manager and Martinus Environment Manager reviewed the endorsed and approved OOHWA #21 which covered works in September 2025. OOHWA21 had predicted noise levels at the residence as not triggering any additional mitigation measures, including respite and alternative accommodation. The resident lives 3 streets away from the station. Martinus Community Relations Manager confirmed that this residence has never been made an offer of AA/RO by Martinus, since works commenced in late 2024. Martinus Community Relations Manager confirmed with Martinus Senior Traffic Engineer that all road impacts and/or interface are not permitted to occur during standard hours and that images provided by the stakeholder of heavy traffic during standard hours are not attributable to Martinus Rail works. Additionally, Martinus Community Relations Manager reviewed images of a temporary boom-gate in operation on Tincombe Street, Canterbury which occurred during August and September 2025, under approved Road Occupancy Licenses. The stakeholder raised issues which are outside of Sydney Metro / Martinus control and influence, including residential demolition which occurred in the years prior on Canterbury Road, as well as service interruptions. Martinus Community Relations Manager reviewed the location of demolition, noted by the stakeholder and confirmed it is well outside of Sydney Metro scope and works location.	Martinus Community Relations Manager provided detailed email response to stakeholder outlining that it is understood that construction has impacts on residents, however provided an explanation regarding the respite and alternative accommodation process which is approved under the Conditions of Approval. Martinus Community Relations Manager provided explanation that compensation isn't readily available to nearby residents, the only form of 'compensation' is provided on a specific scope-based approach in the form of respite or alternative accommodation. Martinus Community Relations Manager assured stakeholder that each forthcoming period of works is assessed with an OOHWA, and that should these assessments identify the property as eligible for respite or alternative accommodation, contact will be made.	Closed	Unavoidable
6506	CSW - Southwest corridor (SWM)			11/12/2025 14:35	12/12/2025 9:30	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Inner West Council	Traffic, Transport & Parking	Dulwich Hill motorist complaining of pedestrians on road due to footpath closure	Resident or public	1	JHLORIV CRM Spoke to site team regarding pedestrian diversion in place. Team advised that pedestrians are to follow signed diversions and directed to walk on road as per approved TGS. Diversion is near where new plaza will be on south side of station and signage is highlighting diversion for pedestrians to cross to other side of the road via traffic signals.	JHLORIV CRM emailed resident to advise that pedestrians are to follow signed diversions and directed to walk on road.	Closed	Unavoidable
6507	CSW - Belmore station			8/12/2025 12:28	11/12/2025 15:17	Email	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Cumulative impacts;Worker behaviour;Working hours;Traffic, Transport & Parking	Resident who lives near Belmore Triangle site entry complained that they have experienced ongoing disruption from work causing fatigue and distress, which has impacted their wellbeing, residential amenity and safety due to construction works. Stakeholder also noted bad driver behaviour from construction vehicles on Hall Street, Belmore.	Resident or public	5	N/A	SM Comms Manager provided customer with the 24/h complaints hotline so they could contact to make a complaint on specific examples in future. It was explained that works were being undertaken under the project's approval and we were working to minimise impact and trying to complete our work as quickly as possible. Comms Manager asked for vehicle registration details, times and dates on Sydney Metro vehicle driver behaviour for further investigation.	Closed	Unavoidable
6511	CSW - Southwest corridor (SWM)			17/12/2025 13:53	17/12/2025 15:35	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours;Notification of work	Hurlstone Park resident complaining of noisy works occurring near their residence without notice	Resident or public	1	JHLORIV CRM spoke to site team to confirm they were JHLOR works, Site team confirmed they were and they were adhering to 3 on 1 off for high noise impact activities noise blankets were also installed around vac truck.	JHLORIV has tried phoning resident to discuss, JHLORIV CRM emailed resident explaining works were being conducted during standard construction hours and in line with the CNVMP making sure to adhere to 3on1off and at source noise control installed.	Closed	Unavoidable
6513	CSW - Hurlstone Park station			21/12/2025 9:18	21/12/2025 9:18	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Flora & Fauna;Noise & Vibration - OOHW	Hurlstone Park resident complaining of noise impacts from chiller devices at the adjacent MSB.	Resident or public	1	Community team member has contacted affected resident, advised that no one is on site as it is Sunday during Christmas break and we will come back to her on Monday 22 December 2025. Community team attended the MSB Hurlstone Park site and recorded noise level at 51db.	Contacted resident on Monday 22 December to advise that chillers are required for the operation of the MSB. Noise blankets are being installed to assist with minimising impacts. Have raised with Sydney Metro who are looking at noise monitoring to assess vs operational noise predictions. TfNSW has organised for contractor performing nearby vac truck work, to move noise blankets from this work to near chillers once potholing was completed this afternoon.	Closed	Unavoidable
6514	CSW - Hurlstone Park station			22/12/2025 10:48		Email	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW;Noise & Vibration - Standard hours	Resident adjacent to complained chiller fans were too loud and run for all hours. Resident requested for fans to be turned off immediately. Also stated loud noise from potholing work.	Resident or public	3	Investigated whether fans can be turned off. They cannot due to MSB operational requirements. Contacted contractor performing nearby vac truck work, they said they would move noise blankets from this work to near chillers once potholing was completed this afternoon. Vacuum truck is in use during standard hours for potholing to inform egress design. This work was stopped on Friday morning due to heat and no work took place over the weekend.	Discussed with resident at meeting around egress design. Internally progressing noise monitoring to take place ASAP to test against operational projections.	Closed	Unavoidable
6515	CSW - Hurlstone Park station			16/12/2025 13:23	15/12/2025 18:30	Email - Community Inbox	CSW - C25 - SSI 15_7400	CSW - *Prior to Planning approval or before contractor appointed - N/A	C&SW - Canterbury Bankstown Council	Consultation - General;Cumulative impacts	Hurlstone Park resident responded to email advising residents adjacent to MSB that a secondary egress is required behind their property and was going to be designed. The resident challenged why this was taking place at this stage of the project and was critical of the timing. Resident threatened to escalate the issue to the media and demanded a call that day to discuss. Resident was critical of Sydney Metro consultation around MSB design. The resident demanded a meeting before Christmas to discuss, the activation of the complaint mediator and details on the egress outcome.	Resident or public	1	The resident was responding to a Sydney Metro email to residents adjacent to an access path between Platform 2 and the MSB. The email was informing them that this was required to be a secondary egress path for use in an emergency during Metro operations. The email informed residents that service location work would take place in the coming week to prepare the design, and that in the new year Sydney Metro would consult with them regarding the initial design. Sydney Metro noted that they had requested proactively that light spill and amenity impacts be minimised in the design.	Sydney Metro Senior Communications Manager (SCM) contacted the resident that evening as requested. The resident reiterated many of the points from her email. SCM stated that residents would be consulted re design in the new year when it was progressed, and that was a more practical time to meet with local residents. SCM stated that while this was preferred, was happy to meet residents prior to Xmas if they believed that would assist. Resident said she would advise if meeting was required (Meeting later booked for Monday 22/12).	Closed	Unavoidable
6516	CSW - Hurlstone Park station			22/12/2025 10:40		Email	CSW - S2B - SSI 17_8256	CSW - S2B (JHLOR) - Sydney Trains - 12208	C&SW - Canterbury Bankstown Council	Consultation - General;Cumulative impacts;Noise & Vibration - OOHW;Noise & Vibration - Standard hours;Property - Damage/prevention;Property - Impact to value	Resident adjacent to complained about cumulative impacts, noise from the MSB and lack of consultation. Stated criticisms to visual and audible amenity impacts. Resident wrote in an aggressive manner using profanity.	Resident or public	1	Sydney Metro has been in prolonged discussions with the resident around drainage improvements, fence replacement, tree removal and landscaping. These discussions will continue to progress in the new year.	Due to the profanity and tone used in the email, Sydney Metro has logged the email but does not intend to respond. Sydney Metro representatives spoke with the resident about issues relating to her property at a street meeting on Monday 22/12, which was after the email. Sydney Metro will continue to progress matters related to this residence. The email has been escalated internally in line with the Complaints Management System.	Closed	Unavoidable
6517	CSW - Southwest corridor (SWM)			22/12/2025 14:08	22/12/2025 15:05	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Hurlstone Park resident complaining that 1 hour respite for High Impact Noise works being conducted wasn't observed during adjacent vacuum truck work	Resident or public	1	JHLORIV CRM spoke with site team conducting works and confirmed that a respite period for the works was observed from 1050am to 1215pm. Confirmed initial works began at approximately 815am meaning a full 3-hour work period wasn't used but over an hour respite period was observed. Break between 1-115pm was likely team moving to a new location and was part of the 3-hour period not a restart	JHLORIV CRM phoned resident and advised that the respite period was observed, and the break noticed by the resident at 1pm was likely the team shifting positions. Advised resident the final works would be complete by approximately 315pm.	Closed	Unavoidable
6518	CSW - Southwest corridor (SWM)			19/12/2025 8:08	19/12/2025 13:24	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Hurlstone Park resident complaining of noisy work occurring near their residence	Resident or public	1	JHLORIV CRM spoke with site team to ensure that at source noise control was in place and that team was adhering to the condition of 3 hours on 1 hour off for high impact noise works. Team confirmed with timestamped photos that they were.	JHLORIV CRM emailed and phoned resident to explain about works and what we were doing to provide residents respite from works.	Closed	Unavoidable
6519	CSW - Southwest corridor (SWM)			22/12/2025 13:04	23/12/2025 10:12	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSI (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Worker behaviour	Belmore resident complaining of worker behaviour towards them	Resident or public	1	JHLORIV CRM spoke with site supervisor to identify worker. Site super identified worker as being employed by our corridor security. Worker was spoken to and advised that negative behaviour towards residents is not tolerated from anyone working on the project. This was discussed with the sub contractor as well.	JHLORIV CRM phoned resident to apologise and explain outcome of investigation.	Closed	Avoidable

6520	CSW - Hurlstone Park station			16/12/2025 19:35		Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - *Prior to Planning approval or before contractor appointed - N/A	C&SW - Canterbury Bankstown Council	Consultation - General	Stakeholder unhappy about consultation process and the new design requirement of the egress arising after previous mediation proceedings.	Resident or public	1	Email was in response to Sydney Metro email advising of secondary egress requirement behind their property. Resident requested that her email response criticising Sydney Metro and previous consultation be logged as a complaint.	Responded to the resident reiterating future consultation around the design once it was progressed and invited them to discuss issues at agreed street meeting on 22/11.	Closed	Unavoidable
6521	CSW - Hurlstone Park station			19/12/2025 16:23		Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - *Prior to Planning approval or before contractor appointed - N/A	C&SW - Canterbury Bankstown Council	Consultation - General;Cumulative impacts	Hurlstone Park resident dissatisfied with changes and implementation of an egress at this point in time. They feel it is a failure on metro's part as now he will have to endure prolonged construction activities.	Resident or public	3	Resident was forwarded the Sydney Metro email sent to adjacent residents about an additional egress access at Hurlstone Park. Resident requested his disapproval with previous MSB consultation and intent around this consultation be lodged as a complaint.	Emailed noting that the email had been lodged as a complaint. Sydney Metro reps spoke with resident at street meeting on 22/12.	Closed	Unavoidable
6522	CSW - Hurlstone Park station			22/12/2025 8:24	22/12/2025 8:46	SMS	CSW - S2B - SSI 17_8256	CSW - S2B (JHLOR) - Sydney Trains - 12208	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Resident complained about noise from adjacent potholing work that is informing egress design. Resident stated that a relative was arriving from overseas and requested the work should stop to allow her to maximise the enjoyment of this visit.	Resident or public	1	Sydney Metro Snr Comms Mgr (SCM) received text directly from resident. Contacted contractor (JHLOR) Comms Mgr who informed work had continued from this morning and work was taking place within agreed approvals. Noise mats had previously been installed. Work had previously finished early on Friday 19/12 due to heat and JHLOR had agreed to extend a respite period if work was required on Tues 23/12 to allow for resident to conduct family event. SCM has worked with JHLOR to minimise impacts to resident, this request had not previously been mentioned.	SCM called resident, who reiterated request for work to stop. SCM stated that approved work was taking place during standard hours and while we would not stop work other than required respite hours, we would work as efficiently as quietly as possible to try and minimise impact. Resident was upset with response. Resident attending street meeting with SCM and other Railway St residents that afternoon to discuss egress design. Issue was not mentioned.	Closed	Unavoidable
6528	CSW - Southwest corridor (SWM)			12/01/2026 9:36	12/01/2026 9:44	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Canterbury resident complaining of noisy works occurring during standard construction hours	Resident or public	1	JHLORJV CRM spoke to engineer in charge of works to ensure that they started after 8am and team was going to adhere to 3 hours on 1 hour off requirement. Confirmed how long works would occur for	JHLORJV CRM emailed resident advising that works would occur up until Wednesday this week and would adhere to the requirements of 3 on 1 off and only start after 8am each day.	Closed	Unavoidable
6529	CSW - SWM4 CIRA			9/01/2026 14:18	23/01/2026 11:00	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Cumulative impacts;Noise & Vibration - OOHV	Cumulative impact and noise complaint from stakeholder who resides near Canterbury Road overbridge. Stakeholder believes works have impacted their ability to sleep and rest over long duration. Stakeholder also complained about restricted access to street and noise impacts for works which occurred some time prior to 9 January.	Resident or public	1	Martinus Community Relations Manager reviewed work schedule for week commencing 5 January and confirmed Sydney Water were working on Canterbury Road, near Tincombe Street to undertake hydrant works. Martinus Community Relations Manager confirmed no works under Sydney Metro / Martinus took place. Martinus Community Relations Manager spoke to stakeholder on phone regarding their concerns and agreed to have attended noise monitoring occur during upcoming works. Martinus Community Relations Manager escalated to SM regarding claims of compensation for impacts. Martinus conducted noise monitoring on 2 occasions at residence on 14/1 and 16/1, the results were provided to the resident on 23/1 and no exceedances of LAeq and/or LaMax were noted. Resident was advised he was not eligible for respite on this occasion. Noise results recorded and provided to Sydney Metro.	Martinus Community Relations Manager attempted call to stakeholder at 1025hrs 12/01 and left voicemail as stakeholder did not answer call. Further attempts will be made. Martinus Community Relations Manager and Martinus Environment Manager to request noise monitoring to occur during upcoming period of works for Martinus commencing 15/1. Noise monitoring results to be shared with stakeholder after readings and exceedances (if applicable) to be managed per the CNVIS and approvals. Martinus conducted noise monitoring x2 and provided results to the resident, including explanation and confirmation that no respite / compensation was available on this occasion.	Closed	Unavoidable
6531	CSW - Southwest corridor (TSOM)			12/01/2026 13:44	12/01/2026 15:36	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - Standard hours	Resident living adjacent to clarification on the nature of Public Address (PA) noise, its duration, the reason it was occurring, where notification had been provided, and the location of the speakers in proximity to their residence.	Resident or public	2	The Comms representative contacted the Superintendent to confirm the works occurring at Hurlstone Park. Through this discussion, it was confirmed that the noise captured in the video was generated by STI/SPL dry run testing for PA system commissioning. The Superintendent also provided the additional details requested by the stakeholder in the email.	The Comms representative contacted the stakeholder to acknowledge receipt of the email and to explain the activities occurring at Hurlstone Park. They advised that two types of PA system testing were underway today and scheduled to continue tomorrow: Announcements using a studio-quality recording to assess speech clarity and white noise testing to understand how sound travels and reflects off surrounding structures. Stakeholder was also informed that this testing had been included in the monthly notification. The Comms representative also confirmed that PA speakers are located both within the Metro Services Building and externally. The stakeholder requested a copy of the design report showing the locations of the speakers, the results of the white noise testing, and advance notice when similar testing is scheduled in the future. The call was closed with confirmation that these items should be able to be provided, that email was the preferred method of communication for these items, and that the Comms representative would contact the stakeholder ahead of any future PA testing. A further follow-up call was made later that afternoon to confirm the revised PA testing schedule for the week and to reiterate the commitment to provide advance notice prior to any future testing activities. The stakeholder was grateful for the proactive update.	Closed	Unavoidable
6532	CSW - Southwest corridor (SWM)			10/01/2026 18:16		Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Downer) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV;Noise & Vibration - Standard hours	Campsie resident complaining of alarm sounding at Campsie Metro Station	Resident or public	1	10/01 JHLORJV CRM phoned duty manager and asked them to attend site and see if alarm could be stopped. Duty manager attended site and disarmed alarm. 12/01 JHLORJV CRM spoke with team and it was identified that alarm was related to a DTI/ Downer system was not yet under JHLORVs PC and forwarded to DTI/ Downer for further investigation. DTI site team commissioned and tested the pumps at Campsie Station on Saturday 10/01. A DTI team member returned on Monday 12 Jan, to investigate this specific alarm; however, the units location is inaccessible during Daytime Train Testing (DTT). While we are restricted to non-DTT periods for physical access, the underlying issue was successfully resolved on January 16 2026.	JHLORJV CRM acknowledged call with resident and closed out with resident that alarm had been stopped at 7:31pm 10/01.	Closed	Unavoidable
6547	CSW - Southwest corridor (TSOM)			19/01/2026 8:05	19/01/2026 11:07	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	West - City of Parramatta	Metro operations - Trains, stations & services	Stakeholder complained that the possession weekends of the M1 line is disruptive and makes it challenging going to work on weekends	Resident or public	3	SM comms manager was already aware of the possession weekends and the potential number of upcoming future ones for testing	SM comms manager acknowledged the disruption and explained why the closures are needed for SW testing and why they needed to be on weekends as that was the least impactful time for commuters. Comms manager thanked the stakeholder for their patience and provided information about busses replacing trains.	Closed	Unavoidable
6556	CSW - Tunnels (TSOM), CSW - Southwest corridor (TSOM), CSW - SMTF expansion			21/01/2026 20:37	23/01/2026 11:59	Email	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV;Noise & Vibration - Standard hours	Complaint from resident in Hurlstone Park about a squealing noise during train testing	Resident or public	1	Spoke to construction team from delivery partner about possible source of noise that resident had identified. Construction team confirmed there was testing of the metro trains running along the newly converted line, including past Hurlstone Park on the Wednesday night. Construction team identified noise was likely occurring following flange lubricant being applied to the rail. Flange lubricant reduces wheel rail friction, but when it is first applied it can sometimes create a temporary squealing noise as it spreads along the track.	Information on possible sources emailed to resident, also included link to project Operational Noise and Vibration Plan which includes the noise and vibration criteria the project must meet. Advised resident a team member could be made available to discuss feedback in more detail if requested, to confirm the times when the noise was most noticeable and discuss any upcoming testing activities near Hurlstone Park.	Closed	Unavoidable
6561	CSW - SWM4 CIRA			27/01/2026 8:47	30/01/2026 9:32	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV	Canterbury resident was responding to weekly notification about upcoming night works and made complaint that they were not eligible for / or offered respite vouchers.	Resident or public	1	Martinus community engagement team reviewed approved noise assessment to ensure resident was not eligible for respite for upcoming works. Martinus community engagement team spoke to environmental manager to reaffirm approach. Environment Manager confirmed residence was not eligible for RO/AA. Martinus community engagement team escalated to Sydney Metro for consideration.	Martinus community engagement team spoke to Sydney Metro community team to discuss matter. Sydney Metro made decision to give respite as a goodwill gesture on this occasion, due to specific circumstances referenced by the resident. Respite has been provided to resident for upcoming works, and future RO will be considered in line with projected impacts on case-by-case basis.	Closed	Unavoidable
6564	CSW - SWM4 CIRA			29/01/2026 17:00	3/02/2026 14:04	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Consultation - Respite;Cumulative impacts;Respite & AA - Alternative Accommodation;Socio-economic - Social impacts/benefits	Resident at Canterbury who is offered goodwill alternative accommodation due to specific circumstances made complaint that alternative accommodation is disruptive and planned nightworks will disrupt his ability to live within residence.	Resident or public	1	Martinus Community Relations Manager reviewed OOHWA and confirmed that due to location of apartment, resident is generally not eligible for AA. However, due to their personal sensitivities, they are provided AA, rather than RO as a gesture of goodwill. Martinus Community Relations Manager reviewed the work program for upcoming OOHV and provided resident update via phone call which confirmed consistent night works will remain until Mid March, thereafter, works will be sporadic. Martinus Community Relations Manager escalated request for more permanent relocation to Sydney Metro for consideration. Sydney Metro responded with decision to continue AA as a goodwill gesture, due to personal circumstances, however relocation is not required or practicable.	Call with stakeholder on 29/1 to explain OOHV process for mitigations such as RO / AA, as they're offered and managed in accordance with the Project Conditions of Approval (PCOA). Further email received on 30/1 escalated to Sydney Metro for consideration. Stakeholder advised that it is with Sydney Metro for consideration and advice will be provided shortly. Email response and close out 3/2 notifying stakeholder that Sydney Metro will continue with AA, as a goodwill gesture, however permanent relocation is not feasible.	Closed	Unavoidable

6568	CSW - SWM4 CIRA			2/02/2026 11:46	4/02/2026 14:33	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Traffic, Transport & Parking	Complaint from ██████████ regarding closure of Tincombe Street, Canterbury during scheduled OOHW. Licensee concerned that specific notice of closure was not provided and that trade of business may be impacted by similar closures in the future.	Business	1	Martinus Community Relations Manager consulted with Martinus Senior Traffic Engineer and Subcontractor and confirmed that a closure was implemented for a few hours on Thursday 29 January to enable safe remediation / asphaltting of intersection. Martinus Community Relations Manager reviewed community notification sent on 22/1 and confirmed that notification outlined traffic and pedestrian impacts to Canterbury Road and surrounding streets, "Traffic and pedestrian changes will be implemented on Canterbury Road and surrounding streets throughout the period of works". Martinus Community Relations Manager liaised with subcontractor to review upcoming work schedule and ascertained that subcontractor should be able to provide continual access to Tincombe Street. Martinus Community Relations Manager met with Licensee on 3/2 and discussed issue. Agreed to place VMS board in Hotel Car Park to ensure motorists know Tincombe Street remains open.	Martinus Community Relations Manager liaised with subcontractor to find a work-around to avoid future closures of Tincombe Street, unless worker safety required it, in which case, specific notification will be provided to Canterbury Hotel. Martinus Community Relations Manager provided works update and agreed with ██████████ to place VMS board in Hotel Car Park, indicating that Tincombe Street is open to traffic	Closed	
6572	CSW - SWM4 CIRA			4/02/2026 21:09	5/02/2026 8:57	Email - Community Inbox	CSW - C25 - SSI 15_7400	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW;Notification of work	Stakeholder complained that OOHW occurred Monday 2 February and noise levels disrupted their sleep. The stakeholder also made complaint about no notification being issued	Resident or public	1	Martinus Community Relations Manager reviewed Bankstown Monthly notification and confirmed it outlines that corridor (internal and external) works would occur during February, during and outside of standard hours. Martinus Community Relations Manager met with Engineering team who confirmed works occurred on 2 February due to delays from previously scheduled and notified shifts on 12 January. However, scope from initially notified scope had changed to include portions of asphaltting on northbound carriageway of Stacey Street bridge. Martinus Community Relations Manager reviewed February endorsed OOHWA and consulted with Martinus Environment Manager and confirmed no RO/AA offers were available for this work for residences. Martinus Community Relations Manager discussed forthcoming schedule with Martinus Engineering team who confirmed that work would be scheduled for 5 February and 9 February to complete scope.	Martinus Community Relations Manager emailed stakeholder to confirm that works did occur and referred to monthly notification. Martinus Community Relations Manager provided update on upcoming scope at Stacey Street and confirmed to stakeholder that RO/AA was not triggered. Due to sensitivities of stakeholders, resident was offered goodwill AA for works occurring 5 February.	Closed	Avoidable
6575	CSW - SWM4 CIRA			5/02/2026 14:13	10/02/2026 15:25	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Traffic, Transport & Parking	Complaint from ██████████ regarding shoulder closure of Canterbury Road and confusion for patrons attempting to access Canterbury Hotel. This follows a complaint earlier in the week, which was closed out with Martinus providing a VMS sign to indicate to motorists that Tincombe Street remained open.	Business	1	Martinus Community Relations Manager met with Traffic Manager and Supervisor and reviewed 2x suggestions provided by licensee of Hotel. Option 1 provided for removal of cones on Canterbury Road to allow access to Canterbury Hotel car park via Canterbury Road, north of Intersection of Tincombe Street. Traffic Manager confirmed this was achievable and instructed traffic supervisor to implement change. Option 2 provided for two-way traffic via Minter Street, which is outside of Martinus work zone and a narrow, one-way street for residential traffic. This was not possible. These outcomes were provided via email to the licensee of Canterbury Hotel and changes to the TGS were updated and implemented. Further email 9/2 from ██████████ stating that what had implemented to date (VMS in previous complaint and opening of second car park entrance) was not sufficient. Meeting requested between Martinus Community Relations Manager and Hotel Manager for 11/2 to work through further. ██████████ provided list of items to discuss during meeting on 10/2. The list of items were discussed within Martinus and most were not possible due to TGS restrictions. Meeting held 10/2 and Martinus Community Relations Manager explained that wording on the VMS board could be amended, however the others could not be implemented as would require new TGS.	Initially, Martinus Community Relations Manager committed to allowing access via Canterbury Road to hotel patrons. This was implemented and agreed upon by the parties. The stakeholders then raised further concerns regarding broader pedestrian and vehicle access issues. Martinus Community Relations Manager met with stakeholders on 10/2 and confirmed the TGS implemented was compliant and that changes were not permissible. Stakeholder was dissatisfied with result and seeks SM escalation	Closed	Avoidable
6581	CSW - Waterloo Station (SD)			13/02/2026 14:08	16/02/2026 11:25	Email	CSW - C25 - SSI 15_7400	CSW - WL (SD) (JHG) - N/A	C&SW - City of Sydney	Noise & Vibration - OOHW	Noise out of hours.	Resident or public	1	Project reached completion in December 2025. There were no scheduled defect works. Checked with all relevant contractors in the event unscheduled works occurred. Defect works for the project are not scheduled to commence until next week and will be day work.	Contacted resident to advise the southern precinct of the Waterloo Over Station development reached completion in December 2025. We do have a few minor rectification tasks scheduled for completion throughout February, but these are minor works and will be completed next week under day shift. We have not been notified who is currently conducting night works in the area.	Closed	Not related to Sydney Metro activities
6588	CSW - Southwest corridor (SWM)			22/02/2026 18:13	22/02/2026 20:00	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S5J (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Worker behaviour	Hurlstone Park resident complaining of worker behaviour at Hurlstone Park station	Resident or public	1	JHLORJV CRM spoke to Possession Manager (PO) who provided POs site diary which had documented the interaction with the resident. PO diary advises that resident was abusive to PO for being at the station on a Sunday.	JHLORJV CRM phoned resident to discuss what had occurred, explained that the PO is required to be at the station on a Sunday due to train testing.	Closed	Unavoidable
6590	CSW - SWM4 CIRA			23/02/2026 16:18	26/02/2026 14:58	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Consultation - OOHW;Noise & Vibration - OOHW;Noise & Vibration - Standard hours;Property - Access;Traffic, Transport & Parking	Repeat complaint from stakeholder who resides on Minter Street regarding cumulative impacts relating to Sydney Metro and other development and social issues. Previous complaint ██████████	Resident or public	1	Investigation regarding to SM occurred in previous two complaints. Responses and noise monitoring was undertaken to confirm compliance.	Martinus sent response to stakeholder on behalf of Sydney Metro	Closed	Unavoidable
6592	CSW - Southwest corridor (SWM)			25/02/2026 13:44	25/02/2026 14:15	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S5J (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Traffic, Transport & Parking	Canterbury resident complaining of vehicle parked in front of ██████████	Resident or public	1	JHLORJV CRM reviewed rego provided from resident and identified if the car was related to any staff on the project. Staff member identified and asked to move car to a legal parking spot.	JHLORJV CRM sent a reminder email to project to ensure they always parking legally. JHLORJV CRM rang resident and advised them the owner had been identified and car moved.	Closed	Avoidable
6593	CSW - SWM4 CIRA			26/02/2026 12:29	26/02/2026 15:06	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHW	Resident was concerned about noise levels form works planned from 2nd March. Has had difficulty in sleeping during previous works and is inquiring about what mitigation measures will be used during works. Resident was also asking if she is eligible for AA or Respite.	Resident or public	1	Initially required property address as it was not in the current noise assessment parameters or in the database. Found property not within the limits of noise assessment therefore not eligible for any AA or Respite. Martinus reviewed recent noise level monitoring results and there were no exceedances. Martinus will continue to monitor noise levels at Canterbury Station	Responded to residents email to explain that they were not eligible for respite and what also outlined mitigation measures during works.	Closed	Unavoidable
6595	CSW - Hurlstone Park station			27/02/2026 14:11	27/02/2026 16:11	SMS	CSW - S2B - SSI 17_8256	CSW - S5J (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Property - Damage/prevention;Water & soil management	Resident adjacent to ██████████ sent 4 videos taken during rain event the previous evening showing rainwater flowing down driveway in front of MSB towards ██████████ property and rain water within the rail corridor adjacent to property.	Resident or public	1	Sydney Metro had previously installed multiple measures to assist with water run-off along MSB driveway, including a hump and a removal of bricks to flow water towards MSB drain. Sydney Metro is also in the process of designing and installing further drainage within the rail corridor. Have escalated the MSB videos within Sydney Metro project and design for further review, noting extreme nature of rain event (over 100mm in very short space of time) on Thursday night, causing flash flooding across many areas in Sydney.	Thanked resident for sending and escalated internally for review. Will be in further contact this week with resident relating to this issue as well as the range of issues we are managing relating to project infrastructure and her property. Issues include required tree removal, replacement fencing and drainage within the rail corridor.	Closed	Unavoidable
6597	CSW - SWM4 CIRA			3/03/2026 16:23	11/03/2026 14:55	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Canterbury Bankstown Council	Cumulative impacts;Noise & Vibration - Standard hours;Socio-economic - Business impacts/benefits	Complaint from owner of cafe adjacent to Sydney Metro Upgrade works at Canterbury Station. Owner is seeking compensation / assistance as they believe works have negatively impacted trade, including due to noise and dust impacts on outdoor seating area.	Business	1	Martinus works are only during the night when the cafe is not open and JHLOR works are currently very minimal at Canterbury Station. Complaint was escalated to Sydney Metro as the proponent.	SM Communications manager sent email to request a meeting at the cafe on Wednesday 11 March to discuss impacts, current and future work left in the area and any additional measures that can assist while also allowing Metro to complete approved activities. Meeting occurred and the owners were appreciative of the chat and were willing to be put in contact with Service NSW Business Bureau to discuss further support.	Closed	Unavoidable
6599	CSW - Southwest corridor (SWM)			5/03/2026 11:57	5/03/2026 14:02	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S5J (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Traffic, Transport & Parking	Stakeholder communicated parking on ██████████ was taped off with nil communication provided	Resident or public	1	Community team confirmed temporary parking removal is communicated in monthly notification. Community contacted site team members. Confirmed responsibility of temporary parking removal on ██████████. Confirmed that signage is being installed. Community team left voicemail to resident and sent a follow up email.	Community team confirmed with site team temporary parking removal was in the process of being taken for work occurring on the weekend. Community team confirmed parking removal/lane closures is communicated in monthly notification. Community team confirmed signage was in process of being delivered and installed at site. Community team left voicemail to resident and sent close out email. No further questions, comments, or feedback from stakeholder to date.	Closed	Unavoidable
6601	CSW - Southwest corridor (SWM)			6/03/2026 19:44	6/03/2026 20:16	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S5J (JHLOR) - 21147	C&SW - Inner West Council	Noise & Vibration - OOHW	Resident expressed dissatisfaction with noise occurring near to their property. Resident communicated their dissatisfaction with noise generated from the team's response to an earlier complaint regarding traffic barriers. Property address unconfirmed. Comms team left two voicemails and no call back to date.	Resident or public	1	Site team confirmed barriers were being removed in ██████████ as a resolution from an earlier complaint. ██████████	Comms team left two voicemails to resident with no call back response to date. Under investigation as address is not confirmed to date and no response from resident to date. No response to date (27 March 2026) and no evidence to identify accountability of contractor or developer working in same laneway. Will close 27 March and reopen if resident returns our voicemails.	Closed	Unavoidable

6609	CSW - Southwest corridor (SWM)			6/03/2026 17:01	6/03/2026 18:03	Email	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Inner West Council	Property - Access;Traffic, Transport & Parking	Resident communicated they were experiencing challenges navigating their vehicle access with their garage with our set up of barriers in the laneway behind their property.	Resident or public	1	Comms team confirmed barriers are under project and confirmed impacts associated to laneway at Dulwich Hill are notified in monthly notification. Project team undertook measurements to ensure compliance with vehicle access. Confirmed measurements of laneway with barriers is 3.1 metres and 3.9 metres from barriers to garage. Confirmed barriers are within project boundary	Comms team rang resident to communicate work and associated impacts. Short term solution implemented to remove barriers behind her garage. Comms team attempted doorknock on Thursday 12 March to follow up with resident to discuss upcoming temporary access arrangements in the laneway to seek comments and feedback on Friday 13 March.	Closed	
6610	CSW - SWM4 CIRA			12/03/2026 14:27	18/03/2026 14:53	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Flora & Fauna;Traffic, Transport & Parking	Complaint from stakeholder relating to design and traffic flow on Wardell Road and upkeep of planted areas near Wardell Road. Stakeholder is concerned that current bridge aspects are unsafe for motorists and pedestrians.	Resident or public	1	Complainant has previously complained to Inner West Council, which Martinus provided information to Council in November 2025 regarding the design of Wardell Road. Martinus Community Relations Manager contacted stakeholder via phone to understand further details regarding the issues being raised. Martinus Community Relations Manager confirmed that the design of road signals is managed by Transport for New South Wales and that plantings were not installed by Martinus. Martinus Community Relations Manager passed concerns on to Sydney Metro, who advised to refer to TfNSW Network Team.	Email to stakeholder attaching previous correspondence and also confirming that barriers are to design and confirming that plantings are the responsibility of Council. Further email to stakeholder providing information to contact TfNSW Network team.	Closed	Unavoidable
6611	CSW - SWM4 CIRA			13/03/2026 10:45	13/03/2026 15:07	Email	CSW - S2B - SSI 17_8256	CSW - S2B (Martinus) - N/A	C&SW - Inner West Council	Property - Damage/prevention	Property Damage Claim sent to TfNSW and forwarded to Sydney Metro and Martinus for review and management. Resident believes their property at Dulwich Hill was damaged during WE39 works in March 2025. Claim to be dealt with separately under standard process.	Resident or public	1	Martinus Community Relations Manager investigating internally with Martinus Project Manager, Engineers and Environment Mangaer. Stakeholder was emailed notifying them that claim had been received and a response would be provided in due course.	Complaint will be managed in line with Property Damage Claims process.	Closed	Unavoidable
6612	CSW - Southwest corridor (SWM)			13/03/2026 8:29	15/02/2026 12:41	Phone call - 1800 Info Line	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Traffic, Transport & Parking	Stakeholder expressed traffic build up at Hurlstone Park and expressed concerns on safety of pedestrian crossings	Resident or public	1	Comms team rang Construction Manager confirming traffic control were assisting pedestrians crossing near bridge. Arrangements are compliant with Council permit and overarching management plans. Traffic controllers observed influx of busses and traffic noting complaint occurred during peak hour	Comms team rang resident and spoke on phone. Resident expressed appreciation for call. Resident raised items pertaining to buses / Transport for NSW. Items sent to Sydney Metro staff to manage internally. Comms team sent complaint close out email. Will reopen complaint if any further comments or feedback is returned.	Closed	Unavoidable
6615	CSW - Southwest corridor (SWM)			17/03/2026 15:16	17/03/2026 16:29	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Noise & Vibration - OOHV;Noise & Vibration - Standard hours;Respite & AA - Respite	Resident at Hurlstone Park said noise was occurring near residence and expressed disappointment that a respite voucher was not provided	Resident or public	3	Comms team confirmed team were working in the area on this date. Site team communicated they prestarted at 7am on Saturday at office around time of complaint. Site team confirmed only activities taking place was traffic control setting up quietly, which may have been near to the resident around the time of a complaint. Confirmed RO was not applicable for this weekend at this resident for construction activities taking place.	Comms team rang resident to communicate noise was likely from traffic control set up. Comms team confirmed no respite would have been on offer as work did not start until 8am as per approvals. Resident communicated they are a mum of a six month old, and two children aged 5 and 6. Comms team confirmed resident received community notification. Resident confirmed no email close out was required. Communicated satisfaction with close out on phone.	Closed	Unavoidable
6620	CSW - Hurlstone Park station			18/03/2026 21:04	19/03/2026 16:39	Email	CSW - S2B - SSI 17_8256	CSW - TSOM (NRT) - N/A	C&SW - Inner West Council	Consultation - General;Noise & Vibration - Standard hours	Resident at Railway St Hurlstone Park was notified of upcoming PA testing taking place during standard construction hours on a weekday. They wanted to know the operational noise levels of the PA system and questioned how PA testing could occur if the emergency egress design is yet to be finalised.	Resident or public	1	SM Comms Manager reviewed the specific notification and liaised with SM TSMM team for background. A response was drafted based on approved messaging contained in the PA testing sub-plan.	A response was emailed with information from the PA testing sub-plan and that the PA testing is separate to the emergency egress design construction they are currently discussing with Sydney Metro.	Closed	Unavoidable
6621	CSW - Southwest corridor (SWM)			20/03/2026 11:59	20/03/2026 16:45	Email	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Canterbury Bankstown Council	Consultation - General;Visual amenity	Resident communicated a noise monitor was installed behind their property in their eyeline from their backyard without prior notice or communication.	Resident or public	1	Comms team confirmed installation of noise monitoring device undertaken by the team's Enviro team. Confirmed this was installed in location identified in photograph sent by resident.Confirmed purpose of device was to monitor for upcoming work in area w/c 23/03.	Comms team called resident at 1:07pm and left voicemail then called again at 3:42pm and made successful contact to communicate purpose of device. Comms team acknowledged prior communication was not undertaken to resident ahead of installation. Comms team requested the urgent removal of the noise monitoring device. Completed. Comms team requested approval from resident to reinstall, lower to the ground and not visible from the property. Resident approved.	Closed	Avoidable
6622	CSW - Southwest corridor (SWM)			19/03/2026 15:20	27/03/2026 17:12	Email	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Inner West Council	Cumulative impacts;Property - Access;Property - Impact to value;Structure design;Traffic, Transport & Parking	Resident who lives adjacent to Dulwich Hill MSB expressed concerns about the fencing in the laneway behind her property, any its position resulting in potential devalue of property, experiences with noise, and also the duration of project.	Resident or public	1	Contractor comms team confirming measurements of laneway, Sydney Metro design of fencing. Comms team have also made multiple attempts to contact resident without success.	Complainant provided with all relevant details pertaining to kerb and fencing distances. Distances before and after our works to the kerb are maintained at 4m. Introduction of the construction fencing to facilitate the works reduced this to 3.4m, which will be restored to 4m CoB Friday. Design was complete by Sydney Metro and laneway width compliance validated "For Construction". JHLOR have not made the kerb to kerb conditions worse. Approved designs are attached, which JHLOR have constructed too. S2B currently exceed the minimum lane width requirements of 3.5m (currently 4m kerb to kerb) Kerb has been installed to a comparable alignment of the original kerb/dip	Closed	Unavoidable
6632	CSW - Dulwich Hill station			20/03/2026 15:35	27/03/2026 13:56	Email - Community Inbox	CSW - S2B - SSI 17_8256	CSW - SSJ (JHLOR) - 21147	C&SW - Inner West Council	Property - Access;Traffic, Transport & Parking	Stakeholder complained of not being able to unload his trailer without blocking Ewart Lane Dulwich Hill, due width reduced because of temporary fencing.	Resident or public	1	Sydney Metro (SM) Senior Communications Manager spoke with project team and contractor (JHLOR) for more details regarding the works to ensure notification had been provided. It was also noted that the new fencing was just temporary whilst kerb and soil were installed for future landscaping. Whilst these works had been notified in the March construction update, it was noted that a more bespoke approach should have happened for this level of work.	SM Senior Communications Manager got back to the stakeholder to ensure him the temporary construction fencing would be removed by the end of the week at the bottom of the lane, and construction crews would remove the remaining temporary fencing when resurfacing of carpark was complete. The overall construction for the ██████████ carpark would be completed by the end of April 2026.	Closed	Avoidable