



SSI 10038 and SSI 19238057- Sydney Metro response to Independent Audit 08

SM-26-00052847

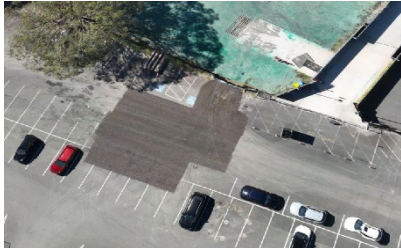
Applicable to:	Sydney Metro West
Status:	FINAL
Date of issue:	24 April 2026

CSSI 10038 – Findings from the Independent Audit (February 2026)

Item	Relevant phase	Condition	Type	Requirement	Finding	Recommended or completed action ¹	By whom	Status ²	Proponent Response
10038_Feb26_1	Phase F (WTP)	C10	Observation	<i>Construction must not commence until the CEMP and all CEMP Sub-plans have been approved by the Planning Secretary or endorsed by the ER (whichever is applicable), unless otherwise agreed by the Planning Secretary. The CEMP and CEMP Sub-plans, as approved by the Planning Secretary or endorsed by the ER (whichever is applicable), including any minor amendments approved by the ER, must be implemented for the duration of construction. Where construction of Stage 1 of the CSSI is phased, construction of a phase must not commence until the CEMP and CEMP Sub-plans for that phase have been approved by the Planning Secretary or endorsed by the ER upon nomination by the Planning Secretary (whichever is applicable).</i>	Observation: The heritage no go zone for the salvaged Rosehill Bridge (stored at the Clyde Dive Northern Laydown) requires improvement to align with Section 7.6.8 of the Heritage Management Plan and to ensure it is not adversely impacted during demobilization works at this location.	Realign the flagging and bollards, and improve the signage used to demarcate the heritage item. Remove all other items from the no go zone.	GLC	Open	This observation has been addressed and is considered closed. Flagging and barriers have been re-established in front of the heritage bridge. This was observed during the ER Inspection on 22/04/2026. Aerial photo below. 
10038_Feb26_2	Phase F (WTP)	D62	Observation	<i>The Proponent, where liable, must rectify any property damage caused directly or indirectly (for example from vibration or from groundwater change) by the work at no cost to the owner. Alternatively, the Proponent may pay compensation for the property damage as agreed with the property owner. Rectification or compensation must be undertaken within 12 months of completion of the work identified in Condition D60 of this schedule unless another timeframe is agreed with the owner of the affected surface or sub-surface structure or recommended by the IPIAP.</i>	Observation: During the audit site inspection it was observed that wear and tear has occurred to Hassell Street outside of the Westmead compound egress. The Auditor notes that Cumberland Council had raised concerns about road damage during previous audits (although not for this audit round), and GLC had a positive relationship in identifying damage and undertaking repair as needed.	GLC will need to ensure that Hassell Street is returned to its pre-construction state or better, or that compensation is provided to Council to undertake the repairs themselves.	GLC	Open	As discussed during the closing meeting of the audit, following completion of Heavy Vehicle use at Westmead, in line with Condition D62, a Post Dilapidation report will be completed and damage repair will be completed in consultation with Cumberland Council.

¹ The recommended or completed actions do not preclude the requirement to notify the Department of any actual non-compliance within 7 days of becoming aware of them in accordance with A45/A46.

² Status of finding and action according to the Auditor at the time of finalising the Report.

Item	Relevant phase	Condition	Type	Requirement	Finding	Recommended or completed action ¹	By whom	Status ²	Proponent Response
10038_Feb26_3	Phase F (WTP)	D62	Observation	<i>The Proponent, where liable, must rectify any property damage caused directly or indirectly (for example from vibration or from groundwater change) by the work at no cost to the owner. Alternatively, the Proponent may pay compensation for the property damage as agreed with the property owner. Rectification or compensation must be undertaken within 12 months of completion of the work identified in Condition D60 of this schedule unless another timeframe is agreed with the owner of the affected surface or sub-surface structure or recommended by the IPIAP.</i>	Observation: During the audit site inspection it was observed that wear and tear has on the ATC northern carpark area, outside of the Clyde Dive Northern Laydown.	GLC will need to ensure that the ATC carpark is returned to its pre-construction state or better, or that compensation is provided to the ATC to undertake the repairs themselves.	GLC	Open	This observation has been addressed and is considered closed. The asphalt to the ATC P4 Car Park has been replaced following the completion of works in the northern laydown area. This was observed during the ER Inspection on 22/04/2026. Aerial photo below. 
10038_Feb26_4	Phase B (Transitional Services)	B4	Observation	A Complaints Register must be maintained recording information on all complaints received about the CSSI during the carrying out of any work and for a minimum of 12 months following the completion of construction. The Complaints Register must record the: a) number of complaints received; b) date and time of the complaint; c) number of people in the household affected in relation to a complaint, if relevant; d) method by which the complaint was made; e) any personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect; f) issue of the complaint; g) means by which the complaint was addressed and whether resolution was reached, with or without mediation; and h) if no action was taken, the reason(s) why no action was taken.	Observation: The complaints register sighted indicates that complaint #6557 status is 'closed', yet the classification is still 'under investigation'. Additionally complaint #6408 appears to be not related to Project activities yet the classification is marked as 'unavoidable'.	Update the complaints register to clarify the status and classification of complaints #6557 and #6408	Sydney Metro	Open	This observation has been addressed and is considered closed. Both complaints are now closed.

Item	Relevant phase	Condition	Type	Requirement	Finding	Recommended or completed action ¹	By whom	Status ²	Proponent Response
10038_Feb26_5	Phase J – North Strathfield Power Enabling Works	A46	Observation	<i>A non-compliance notification must identify the CSSI (including the application number for it), set out the condition of approval that the development is non-compliant with, the way in which it does not comply and the reasons for the non-compliance (if known) and what actions have been, or will be undertaken to address the non-compliance.</i>	Observation: As noted in Table 12 above, Sydney Metro self-reported a non-compliance with condition D37(c)(ii) due to unapproved daytime Out Of Hours Work on 07/12/2025. This was reported to the Department on 12/12/25 in accordance with A45/A46. The Auditor observes that on 14/01/26, 29/01/26 and 11/02/26 the Department sought additional information from Syscon (Phase J contractor) and required that the information be provided by 29/01/26 then, in the absence of a response, extended to 25/02/26. Syscon's response was not provided until 02/03/26.	Syscon's response was provided to the Department after the requested timeframes. On 13 April 2026 the Department issued Syscon with a warning letter for the breach, stating that no formal action is warranted at this time..	Syscon	Closed	This observation has been addressed and is considered closed .
10038_Feb26_6	Phase J – North Strathfield Power Enabling Works	A46	Observation	<i>A non-compliance notification must identify the CSSI (including the application number for it), set out the condition of approval that the development is non-compliant with, the way in which it does not comply and the reasons for the non-compliance (if known) and what actions have been, or will be undertaken to address the non-compliance.</i>	Observation: As noted in table 12 above, Sydney Metro self-reported a non-compliance with D50(b) due an activity from the DNVIS omitting an activity within an Out of Hours Work scope. The activity had not been taken into consideration when respite and alternate accommodation offers were made prior to works being undertaken. This was reported to the Department on 05/02/26 in accordance with A45/A46. On 16/02/26 the Department sought additional information from Syscon and required that the information be provided by 09/03/26. Syscon's response was not provided until 11/03/26.	Syscon's response was provided to the Department after the requested timeframe. On 13 April 2026 the Department issued Syscon with a warning letter for the breach, stating that no formal action is warranted at this time.	Syscon	Closed	This observation has been addressed and is considered closed .

Item	Relevant phase	Condition	Type	Requirement	Finding	Recommended or completed action ¹	By whom	Status ²	Proponent Response
10038_Feb26_7	Phase J – North Strathfield Power Enabling Works	D39	Observation	<i>All reasonable and feasible mitigation measures must be implemented with the aim of achieving the following construction noise management levels and vibration criteria:</i> a) <i>construction ‘Noise affected’ noise management levels established using the Interim Construction Noise Guideline (DECC, 2009);</i> b) <i>vibration criteria established using the Assessing vibration: a technical guideline (DEC, 2006) (for human exposure);</i> c) <i>Australian Standard AS 2187.2 – 2006 “Explosives – Storage and Use – Use of Explosives” (for human exposure);</i> d) <i>BS 7385 Part 2-1993 “Evaluation and measurement for vibration in buildings Part 2” as they are “applicable to Australian conditions”; and</i> e) <i>the vibration limits set out in the German Standard DIN 4150-3: Structural Vibration- effects of vibration on structures (for structural damage for structurally unsound heritage items).</i> <i>Any work identified as exceeding the noise management levels and / or vibration criteria must be managed in accordance with the Noise and Vibration CEMP Sub-plan.</i>	Observation: Evidence indicated that the Phase J CEMP and NVMP are by and large being implemented. Training, inspections, and monitoring is being implemented. Induction records, toolbox talks and pre-starts and work methodologies include the relevant requirements and have been communicated to the Project teams. Monitoring has been conducted. However, the AA notes in its 14/12/25 inspection report that several key mitigation measures from the NVMP and relevant OOHW permit were not being implemented (no use of temporary noise barriers, no micro sighting of noisy equipment to minimise impact, simultaneous use of noisy plant, use of tonal reverse beacons). Despite these deficiencies being identified, neither the AA nor Sydney Metro classified it as a failure to implement the NVMP and the deficiencies identified were rectified following feedback being provided by the AA and Sydney Metro.	It is understood that Phase J works are essentially complete and the contractor has demobilised from site.	Syscon	Closed	This observation has been addressed and is considered closed .

CSSI 19238057 - Findings from the Independent Audit (February 2026)

Item	Condition	Type	Requirement	Finding	Recommended or completed action ³	By Whom	Status ⁴	Proponent Response
19238057_Feb 26_1	D8	Observation	<i>The Former Skinners Family Hotel, Tank Stream, Bennelong Stormwater Channel No. 29A, NSW Club house Building, Delfin House, Richard Johnson Square, Railway Cutting (Pyrmont), and St James Railway Station must not be destroyed, modified or otherwise affected, except as identified in the documents listed in Condition A1.</i> <i>Note: Affected in this condition means any impact above "little to no impact" as defined in the Material Threshold Policy (Heritage NSW, 2020).</i>	Observation: On 04/11/25 a complaint was received from [REDACTED] regarding an internal tile falling from a column inside the property during the demolition of strip footing along the northern boundary of Hunter Street East. Investigations were conducted by the Project structural engineer on 11/11/25 and it was determined by the assessment that the event had the potential to cause harm (on the basis that the tile falling had the potential to cause physical harm) and thus was notified to the Department under A45 accordingly on 12/11/25. A detailed report was subsequently prepared and was reported to the Department on 17/11/25 and 10/12/25. The report included specialist advice from TTW and AMBS. TTW advised that the damage likely occurred due to a combination of previous damage and repair, poor workman ship and vibrations. The AMBS advice stresses that the adopted vibration thresholds were not surpassed by the works in the lead up to or during the incident. Further, they state that 'Based on the impact assessment outlined in Table 1 and the projects interpretation of the Heritage NSW Material Threshold Policy, the proposed works are consistent with the project approval from a heritage perspective and will not increase the heritage impacts of the project works beyond the levels assessed in the EIS.'	The construction methodology being used by JCG was adjusted and there have not been any instances of damage or vibration identified since. According to JCG complaints of damage at [REDACTED] (light, tile and clock damage, complaints 6537, 6447, 6439) are being managed through the property damage process as a single entry. Whilst the assessment of vibration monitoring results and structural assessment determined that the project was not responsible for the damage JCG have elected to pay for the damage as a gesture of goodwill and a quote to repair the damage has yet to be provided by the property owner.	JCG	Closed	JCG have implemented the requirements of the Noise and Vibration Management Plan and Heritage Management Plan in relation to [REDACTED]. The damage noted in this observation had not exceeded impact above 'little to no impact' outlined in the Heritage NSW Material Threshold Policy and did not meet the definition of 'affected' under Condition D8.

³ The recommended or completed actions do not preclude the requirement to notify the Department of any actual non-compliance within 7 days of becoming aware of them in accordance with A46/A47.

⁴ Status of finding and action according to the Auditor at the time of finalizing the Report.