



Sydney Metro Northwest

Construction Compliance Report 12 (1 October 2018 to 31 March 2019)

Project:	Northwest	Date:	20 June 2019
Group:	Northwest Project Delivery	Status:	Final
Author:	Northwest Sustainability Environmental and Planning	Revision:	1.0
Company:	Sydney Metro	File number:	SM-19-00080298
File name:	Sydney Metro Northwest Construction Compliance Report 12 (October 2.._		

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Definitions and Abbreviations

	Definitions
CCR	Compliance Construction Report
CEMF	Construction Environmental Management Framework
CEMP	Construction Environmental Management Plan
CFD	Contract for Difference
CTP	Compliance Tracking Program
CWG	Compliance Working Group
DP&E	Department of Planning and Environment (NSW)
ECRL	Epping to Chatswood Railway Line
EIS	Environmental Impact Statement
EP&A Act	<i>Environmental Planning and Assessment Act 1979 (NSW)</i>
EPA	Environment Protection Authority (of NSW)
EPBC Act	Environment Protection and Biodiversity Conservation Act 1999
EPL	Environment Protection Licence
ER	(Independent) Environmental Representative
EWMC	Early Works Managing Contractor
FAW	Finishing & Ancillary Works contract
GG	Georgiou Group
GPPA	Green Products Purchase Agreement
IJV	Infrastructure Joint Venture
IS	Infrastructure Sustainability
ISCA	Infrastructure Sustainability Council of Australia
ISJV	Impregilo-Salini Joint Venture
LGC	large-scale generation certificates
MTS	Metro Trains Sydney
NC	Non-compliance
NCW	Northern Corridor Works
NRT	Northwest Rapid Transit consortium
NWRL	North West Rail Link
OHW	Overhead wiring
OOH	Out of Hours
OTS	Operations, Trains & Systems
POEO Act	<i>Protection of the Environment Operations Act 1997 (NSW)</i>
PPA	Power Purchase Agreement
PRL	Parramatta Rail Link
REF	Review of Environmental Factors
REMM	Revised Environmental Mitigation Measure (from a Preferred Infrastructure Report and/or a Submissions Report)
SJV	Systems Joint Venture



SMTF	Sydney Metro Trains Facility
SSI	State Significant Infrastructure
SVC	Surface & Viaduct Civil (works)
TfNSW	Transport for New South Wales
TSC	Tunnel & Station Civils (works)

Executive Summary

This report is the twelfth Northwest Construction Compliance Report (CCR) and covers the period from 1 October 2018 to 31 March 2019. It documents Sydney Metro (formerly a delivery office of Transport for New South Wales) and its Principal Contractor's compliance as required by the project's Planning Approvals granted by the NSW Department of Planning & Environment (DP&E). The CCR is submitted to DP&E for information every six (6) months and the scope of the reports covers all activities that were subject to each project's Planning Approvals. Sydney Metro Northwest had two contracts active during this period: the Operations, Trains & Systems (OTS) contract and the Finishing and Ancillary Works (FAW) contract.

During this reporting period, the Finishing and Ancillary Works contractor, Georgiou Group, was engaged (October 2018). Works continue to be delivered as scheduled by the OTS contractor with approximately two months remaining until first passenger service commences.

Environmental performance within this reporting period has remained consistent with previous reports in that no Class 1 or Class 2 environmental incidents have occurred. A total of 19 Class 3 incidents occurred during the reporting period, with the majority (79%) being classified as Spills & Leaks. The total number of Class 3 incidents decreased significantly when compared with the previous reporting period.

There were four non-compliances raised during this reporting period, none of which remain open at the end of the reporting period.

The number of complaints received during this reporting period increased by 15% when compared with the previous reporting period (from 88 to 102). This increase in the number of complaints can be mainly attributed to the project team moving beyond the stations and finalising the works around the precincts. Site hoardings were removed and works around local roads and intersections increased. Train and station commissioning activities also commenced in this period. Traffic, Transport & Access as well as Noise & Vibration were the main focus of complaints.

Totals for Reporting Period	Sydney Metro	OTS	Georgiou Group	Total (This Period)	Total (Previous Period)
Ongoing Environmental (Compliance) Requirements at end of reporting period (Non-compliances raised during the reporting period)	232 (0)	546 (4)	227 (0)	855 (4)	818 (2)
Independent ER Inspections (issues raised)	NA	28 (204)	1 (2)	29 (206)	25 (210)
Audits (findings)	2 (10)	0	0	2 (10)	2 (7)
Class 1 or 2 Incidents (Class 3 incidents)	0 (0)	0 (21)	0 (1)	0 (22)	0 (41)
Complaints	2	100	0	102	88*

*Includes four complaints not related to the Sydney Metro Northwest scope of works

1. Introduction

1.1. Purpose of this Report

This Construction Compliance Report (CCR) documents Sydney Metro (formerly a delivery office of Transport for New South Wales) and its Principal Contractors' compliance with Conditions D3 and D5 of three Planning Approvals (SSI-5100, SSI-5414, and SSI-5931) that have been granted to the Sydney Metro Northwest project by the NSW Department of Planning & Environment (DP&E). Refer to Section 2.2 for further details on the project's Planning Approvals. Construction compliance reporting on the Sydney Metro City & Southwest project will be provided in a separate report to DP&E. All Sydney Metro CCRs are available on the Sydney Metro website (www.sydneymetro.info)

The CCR is submitted to DP&E for information every six (6) months and the scope of the report covers all activities that were subject to the Northwest project's Planning Approvals. Sydney Metro Northwest had two contracts current active during this period: the Operations, Trains & Systems (OTS) contract and the Finishing and Ancillary Works (FAW) Contract.

This report is the twelfth Northwest CCR and covers the period from 1 October 2018 to 31 March 2019.

1.2. Northwest Project Overview

The Sydney Metro program will deliver a new high frequency driverless single deck train system in Sydney. The Northwest portion of Sydney Metro will operate between the Sydney Metro Trains Facility (SMTF) at Rouse Hill and Chatswood Train Station. The City & Southwest project extends this alignment underground through the Sydney CBD area and along the existing Sydney Trains corridor from Sydenham to Bankstown.

The Northwest project includes eight new stations, approximately 15.5 kilometres of tunnels from Epping to Bella Vista, four kilometres of elevated skytrain between Bella Vista and Rouse Hill, and conversion of the existing Epping to Chatswood Railway Line (ECRL) to deliver high frequency metro services. The Northwest project is due to open in the first half of 2019 with the ultimate capacity to run a metro train every four minutes.

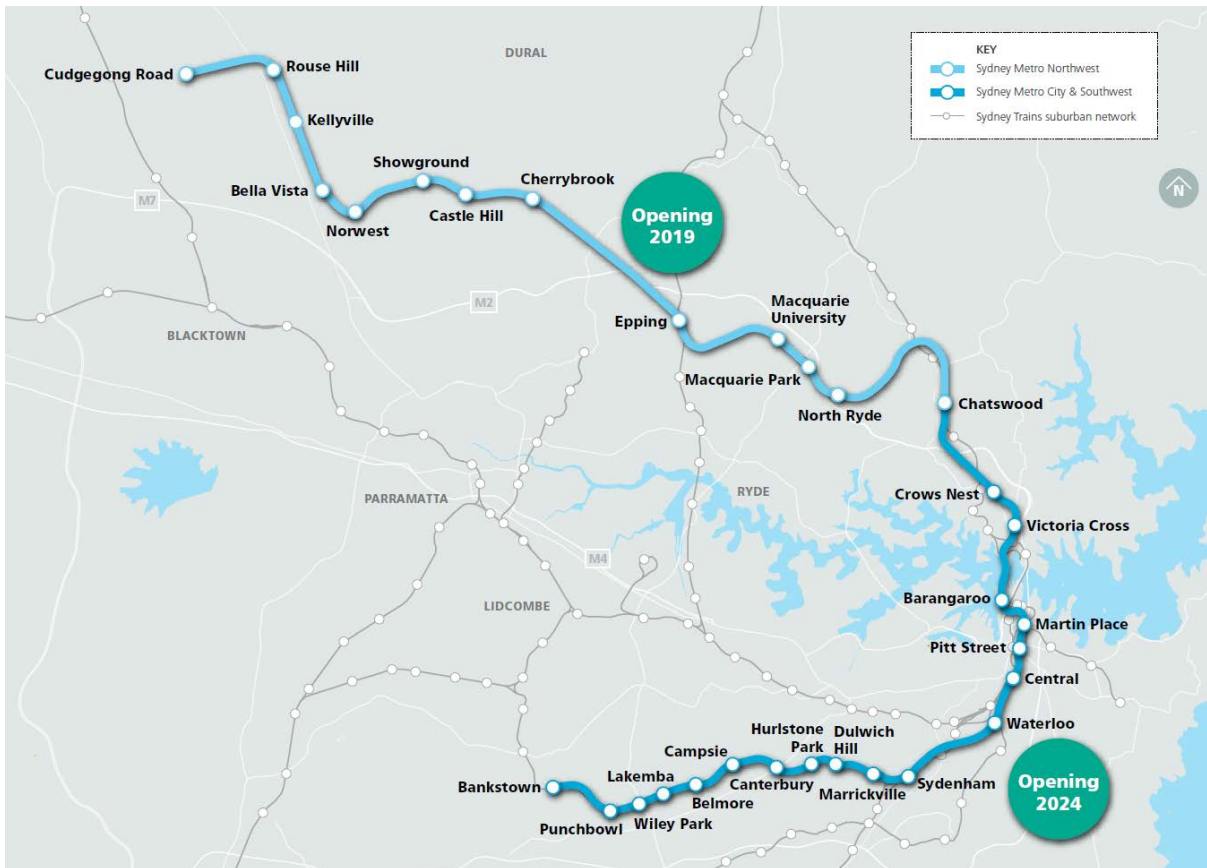


Figure 1 - Overview of the Sydney Metro Program alignment – Northwest and City & Southwest.

1.3. Project Planning Approvals

The Sydney Metro Northwest project is subject to the following Planning Approvals:

- NSW Planning Approval as Critical State Significant Infrastructure under Part 5 Division 5.2 (formally referred to as Part 5.1) of the *NSW Environmental Planning and Assessment Act 1979* (EP&A Act);
- NSW Planning Approval under Part 5 Division 5.1 (formally referred to as Part 5) of the EP&A Act for other works as required and not already covered by existing 'Part 5 Division 5.2 (formally referred to as Part 5.1)' approvals; and
- Commonwealth Planning Approval as a 'Controlled Action' under the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act).

1.3.1. Planning Approval Register

Table 1 provides a register of Planning Approvals held by Sydney Metro that relate to the Sydney Metro Northwest project.

Table 1 - Planning Approval Register

Planning Approval	Planning Instrument	Determining Authority	Date Approved
Parramatta Rail Link	EP&A Act (Part 4)	Minister for Planning (NSW)	27/2/2002
Parramatta Rail Link Modification	EP&A Act (Part 4)	Minister for Planning (NSW)	29/6/2004
North West Rail Link Concept	EP&A Act Part 3A	Minister for Planning (NSW)	6/5/2008
North West Rail Link Concept Modification	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	25/9/2012
Major Civil Construction works (Approval reference: SSI-5100)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	25/9/2012
Major Civil Construction works Modification 1 (Approval reference: SSI-5645)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	18/4/2013
Construction and Operation of NWRL (Approval reference: EPBC 2012/6360)	EPBC Act	Secretary for Department of the Environment (Commonwealth)	11/4/2013
Stations, Rail Infrastructure and Systems (Approval reference: SSI-5414)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	8/5/2013
Stations, Rail Infrastructure and Systems Modification 1 (Approval reference: SSI-5414)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	20/5/2014
Sydney Metro Trains Facility (formerly Rapid Transit Rail Facility) (Approval reference: SSI-5931)	EP&A Act (Part 5 Division 5.2 - SSI)	Minister for Planning (NSW)	15/1/2014
Lindfield Substation (formerly Lindfield South Substation)	EP&A Act (Part 5 Division 5.1)	TfNSW	19/9/2014
Epping to Chatswood Railway – Conversion to Rapid Transit	EP&A Act (Part 5 Division 5.1)	TfNSW	13/2/2015
Lindfield Substation – Lindfield Station Electrical Works Conversion	EP&A Act (Part 5 Division 5.1)	TfNSW	1/5/2015
Main North and North Shore Line Corridor Works	EP&A Act (Part 5 Division 5.1)	TfNSW	19/6/2015
Norwest Station Subsurface Pedestrian Link and Northern Entry	EP&A Act (Part 5 Division 5.1)	TfNSW	29/10/2015
Main North and North Shore Line Corridor Works: Addendum 1	EP&A Act (Part 5 Division 5.1)	TfNSW	18/12/2015
Willoughby to North Chatswood 33kV Underground Feeder Power Line	EP&A Act (Part 5 Division 5.1)	TfNSW	18/3/2016
OTS temporary power supply	EP&A Act (Part 5 Division 5.1)	TfNSW	13/6/2017

Planning Approval	Planning Instrument	Determining Authority	Date Approved
Main North and North Shore Line Corridor Works - Addendum 2	EP&A Act (Part 5 Division 5.1)	TfNSW	27/4/18
Epping to Chatswood Railway - Infrastructure Upgrades (Stage 2)	EP&A Act (Part 5 Division 5.1)	TfNSW	8/6/18
Main North and North Shore Line Corridor Works - Addendum 3	EP&A Act (Part 5 Division 5.1)	TfNSW	26/7/18
Epping to Chatswood Railway - Infrastructure Upgrades (Stage 2)/Station Link - Addendum 1	EP&A Act (Part 5 Division 5.1)	TfNSW	26/7/18
Area Y6 Roadworks – Minor Works REF	EP&A Act (Part 5 Division 5.1)	TfNSW	17/8/18
Schofields Road Modification & Northern Bus Layover Slip Lane – Minor Works REF	EP&A Act (Part 5 Division 5.1)	TfNSW	?/?/18

2. Construction Packages

It is envisioned that all works associated with construction of the railway, stations and precincts will be completed in early 2019. Sydney Metro Northwest operations are anticipated to commence in the first half of 2019 following commissioning and train testing. A small amount of construction will continue though to the end of 2019 for the Northwest project.

Miscellaneous works which were not part of the TSC, SVC or OTS construction packages will be delivered as part of the Finishing & Ancillary Works (FAW) Contract, which was awarded to the Georgiou Group in October 2018. Table 2 lists the completed and currently remaining construction packages.

Table 2 – Status of Construction Packages

Contract Package	Contractor	Contract Award Date	Status
Early Works Managing Contractor (EWMC)	Boulderstone Pty Ltd	August 2012	Completed April 2014
Tunnel and Station Civils (TSC)	Thiess John Holland Dragados (TJHD)	July 2013	Completed June 2016
Surface and Viaduct Civils (SVC)	Impregilo-Salini Joint Venture (ISJV)	December 2013	Completed December 2017
Operations, Trains & Systems (OTS)	Northwest Rapid Transit consortium (NRT)	September 2014	Construction ongoing
Northern Corridor Works (NCW) *	Laing O'Rourke Australia (LORA)	November 2015	Construction ongoing
Finishing & Ancillary Works (FAW)	Georgiou Group	October 2018	Works ongoing

* Compliance tracking against works approved under Part 5 Division 5.1 of the EP&A Act is not included in this report.

2.1.1. Operations Trains and Systems (OTS)

The OTS package includes construction of the SMTF, eight new stations and the operation of the Sydney Metro Northwest project for 15 years. The eight new Sydney Metro Northwest stations are shown in Figure 1 and include underground, open cut and elevated station designs.

The SMTF is a train-stabling and maintenance facility located at the end of the alignment on Tallawong Road, Rouse Hill. The operation of the Sydney Metro Northwest project includes the provision of new rolling stock and the delivery of rail systems, rail track and precinct works.

The OTS contract also included the conversion of the ECRL from a Sydney Trains to the Sydney Metro configuration and this portion of works, which commenced in September 2018, was completed within this reporting period.

This conversion included the:

- Modification of track connections at Epping and Chatswood;

- Modification of systems including electrical, signalling, communications, fire and life safety, mechanical and fire systems;
- Modifications of Epping, Macquarie University, Macquarie Park, North Ryde and Chatswood stations; and
- Installation of air-control units within the station precincts at Epping, Macquarie University, Macquarie Park and North Ryde.

These conversion works were subject to the *Epping to Chatswood Railway – Conversion to Rapid Transit Review of Environmental Factors (REF) Approval* under Part 5 Division 1 of the EP&A Act.

The Parramatta Rail Link (PRL) approval does, in part, also apply to the design and operation of the converted line.

During the reporting period:

- All construction of the stations, track, tunnel and viaduct was completed. The railway was internally transferred from the construction partner to the operations partner Metro Trains Sydney (MTS);
- Construction of the precinct roads and associated infrastructure continued at all stations and the Cheltenham Community Facility;
- The bus interchange at Castle Hill station and the associated road works were completed and opened to the public;
- Full trial running from Chatswood to Tallawong station commenced and commissioning of the stations commenced;
- Station open days were held across the metro network, giving the local community and other customers a view of the new service; and
- All rolling stock had been delivered to the SMTF and testing and commissioning had commenced.

2.1.2. Finishing and Ancillary Works (FAW)

Miscellaneous works which were not part of the TSC, SVC or OTS construction packages will be delivered as part of the Finishing & Ancillary Works (FAW) Contract. This contract was awarded to the Georgiou Group in October 2018. Works are a mixture of minor works REF's, exempt developments and minor works under SSI-5414.

Works to be completed under this contract include:

- Erection of fencing and hoarding;
- Construction of driveways;
- Establishment of Interim Activation Areas;
- Signs and line marking;
- Landscaping (riparian and non-riparian);
- Construction of Precinct Activation zone areas; and

- Minor roadworks.

During the reporting period:

- Designs commenced on all packages;
- Fencing and Hoarding works commenced around the future developments sites; and
- Surveying works commenced for the roadworks.

2.1.3. Northern Corridor Works (NCW)

The Sydney Metro Northwest project has taken responsibility for delivering signalling and overhead wiring works along the main north and north shore line corridor of the Sydney Trains rail network. These works extend between North Sydney and north of Waitara in the northern suburbs of Sydney.

Planning Approval for these works was determined by TfNSW on 19 June 2015 under Part 5 Division 5.1 of the EP&A Act. A subsequent Planning Approval for the works was determined by TfNSW on 18 December 2015 (also under Part 5 Division 5.1 of the EP&A Act).

During the reporting period:

- Ongoing works included cable pulling, signalling installations and upgrades, OHW and DC feeder upgrade and adjustment works, and fire hydrant works and commissioning were undertaken both during and outside Sydney Trains possessions;
- The ECRL segregation at Chatswood and Epping was completed during the October and November 2018 period;
- Civil construction component of the Signalling Upgrade works was completed;
- Substation and critical electrical infrastructure upgrades was completed; and
- Testing, signalling and communications installation works was completed.

There are currently four additional Possessions planned until Q3 2019 to complete the remaining scope of Portion 1-6 works. Augmentation works of the Sydney Trains MNNSCW network are ongoing until 2022.

2.2. Planning Approvals and Construction Package Relationships

Table 3 outlines the relationships between the Sydney Metro Northwest project Planning Approvals and construction packages.

Table 3 – Allocation of Planning Approvals to Construction Packages

Planning Approval	TSC	SVC	OTS	LS	NCW	FAW	TfNSW
Parramatta Rail Link			✓				✓
Parramatta Rail Link Modification			✓				✓
North West Rail Link Concept	✓	✓	✓			✓	✓
North West Rail Link Concept Modification	✓	✓	✓			✓	✓
Major Civil Construction works (Approval reference: SSI-5100)	✓	✓					✓
Major Civil Construction works Modification 1 (Approval reference: SSI-5100)	✓	✓					✓
Construction and Operation of NWRL (Approval reference: EPBC 2012/6360)							✓
Stations, Rail Infrastructure and Systems (Approval reference: SSI-5414)		✓	✓			✓	✓
Stations, Rail Infrastructure and Systems Modification 1 (Approval reference: SSI-5414)		✓	✓				✓
Sydney Metro Trains Facility (formerly Rapid Transit Rail Facility) (Approval reference: SSI-5931)			✓				✓
Lindfield Substation (formerly Lindfield South Substation)				✓			✓
Epping to Chatswood Railway – Conversion to Rapid Transit			✓				✓
Lindfield Substation – Lindfield Station Electrical Works Conversion				✓			✓
Main North and North Shore Line Corridor Works					✓		✓
Norwest Station Subsurface Pedestrian Link and Northern Entry			✓				✓
Main North and North Shore Line Corridor Works: Addendum 01					✓		✓
Willoughby to North Chatswood 33kV Underground Feeder Power Line			✓				✓
OTS temporary power supply			✓				✓
Area Y6 Roadworks – Minor Works REF						✓	
Schofields Road Modification & Northern Bus Layover Slip Lane – Minor Works REF						✓	

2.3. Environment Protection Licences

Where the Sydney Metro Northwest project undertakes activities which are Scheduled Activities under the Protection of the Environment Operations Act (1997), their Principal Contractors are required to obtain the relevant Environment Protection Licences (EPLs). Table 4 lists the EPLs that have been surrendered and have been active during the reporting period. This report does not document Sydney Metro Principal Contractor's compliance against EPLs. This is being undertaken by the relevant license holders. Where breaches do occur these are reported as non-compliances against the relevant Conditions of Approval.

Table 4 - Status of Environment Protection Licences

Licensee	Contract / Works	Activity	EPL No.	Status
Boulderstone Pty Ltd	EWMC	Railway systems activities	20198	Surrendered
Thiess Pty Ltd	TSC	Railway systems activities	20319	Surrendered
Salini Australia Pty Ltd (ISJV)	SVC	Railway systems activities	20454	Surrendered
John Holland Pty Ltd (NRT)	OTS	Railway systems activities	20544	Issued 19 December 2014 and currently active
Sydney Trains	NCW and LSS	Railway systems activities	12208	EPL transferred from Sydney Trains to NRT for ECRL on 26 October 2018
MTS	Operations	Railway systems activities	-	Negotiated in anticipation of first passenger service.

3. Environmental and Compliance Management

3.1. Compliance Management

A variety of activities are undertaken to ensure that compliance is managed effectively. Commitments to undertake regular monitoring of compliance are drawn from the Sydney Metro Integrated Management System (inclusive of the Construction Environmental Management Framework) and the Principal Contractor's Construction Environmental Management Plans (CEMPs). These activities are summarised in Table 5.

Table 5 – Compliance Management Activities

Activity	Responsibility	Frequency
Ongoing site surveillance	Contractors	Daily
Site inspections (OTS)	Independent Environmental Representative (ER)	Weekly
Environmental Manager's site inspections	Contractors and Sydney Metro	Weekly
Review of environmental actions and controls	Contractors	Weekly
Environmental compliance status update	Contractors to Sydney Metro Sydney Metro to Program Executive Board	Monthly
Risk assessment review	Contractors	Quarterly
Compliance review	Contractors, Sydney Metro & Independent ER	Quarterly
Targeted independent environmental auditing	Independent third-party auditor	Six-Monthly
Management reviews	Contractors	Annual
Internal Environmental Management System auditing	Contractors and Sydney Metro	Annual

3.1.1. Tracking

Each Condition of Approval has been assessed to determine how it will be complied with over the life of the Sydney Metro Northwest project. Specific details of this assessment are contained in the Sydney Metro Northwest Staging Report. Each condition is initially determined to be **Active** at the project level until each works package to which it applies has provided evidence that it has discharged its obligations as described in the Sydney Metro Northwest Staging Report. At this point, the condition will become **Inactive**.

Within each works package, each applicable condition progresses through two distinct phases as an 'environmental requirement':

- 1) **Ongoing:** The environmental requirement is determined to apply to the works package and that works package has commenced construction or non-construction activities.
- 2) **Complete:** The environmental requirement is determined to apply to the works package and no further evidence is required to demonstrate compliance.

Where Sydney Metro has retained the obligation to comply with a particular condition, or holds a partial responsibility as defined in the Sydney Metro Northwest Staging Report, it will be assigned as an **Ongoing** environmental requirement and tracked in the same manner as a works package.

Compliance is assessed for **Ongoing** environmental requirements and can be determined to be either **Compliant** or **Non-Compliant**. These assessments occur during surveillance activities outlined in Table 5. For the purposes of the Sydney Metro Northwest Compliance Tracking Program (CTP), **Compliant** and **Non-Compliant** are defined as:

- **Compliant:** A temporary status assigned to an environmental requirement which indicates a check of evidence has occurred and confirmed it is adequate to demonstrate that compliance is being met on the day it was checked.
- **Non-Compliant:** A temporary status assigned to an environmental requirement which indicates a check of evidence has occurred and confirmed it is inadequate to demonstrate that compliance is being met on the day it was checked.

The 'Requirements Lifecycle' is displayed as a flow chart in Figure 2.

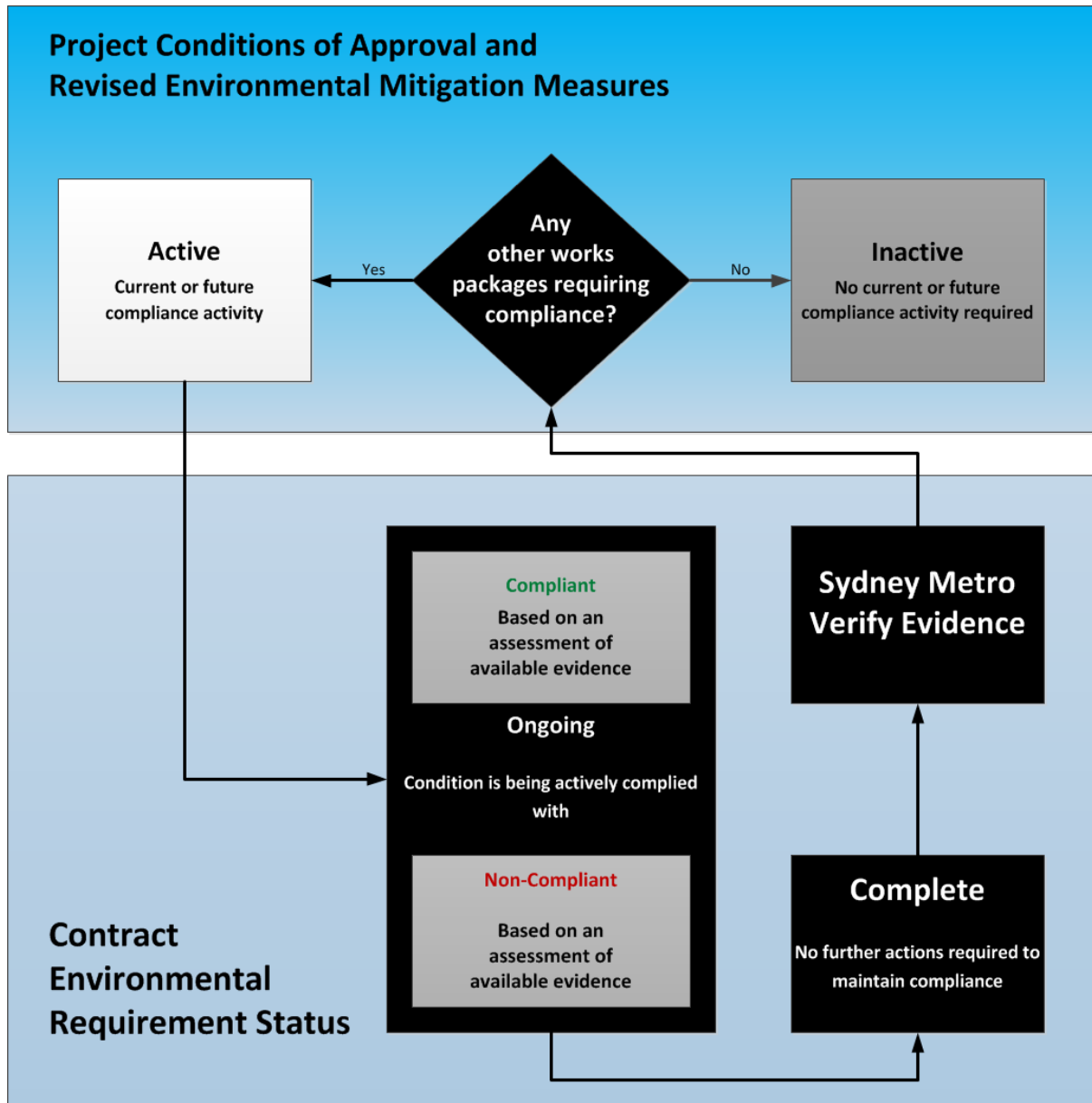


Figure 2 – Environmental Requirements Lifecycle

3.1.2. Review Activities

The Sydney Metro Northwest project convenes Compliance Working Groups (CWG) comprised of representatives from the Principal Contractors and Sydney Metro for each major contract. The primary function of the CWGs is to oversee and coordinate audit programs within respective works packages. This includes the Principal Contractors' internal environmental audits and independent third party environmental audits. As the OTS project moves towards construction completion the need for a specific CWG for this contract will diminish. Subsequent audits will be managed within each functional area.

3.1.3. Non-compliances

All non-compliances will be documented in a Non-compliance Report. Non-compliances can be raised at any time, but are most likely to be raised following the compliance monitoring and review activities listed in Table 5.

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

Sydney Metro maintains a register of all non-compliances raised against the Sydney Metro Northwest project.

3.2. Environmental Auditing

Two levels of environmental auditing occur during the construction of Sydney Metro Northwest. The first level consists of an internal audit program by each Principal Contractor.

These audits include:

- Compliance with approval, permit and licence conditions;
- Compliance with the Contractor's CEMP, sub-plans and procedures;
- Community consultation and complaint response procedures;
- Environmental training records; and
- Environmental monitoring and inspection results.

The second level is undertaken by Sydney Metro through the Compliance Working Group (CWG) which coordinates the independent environmental audits required under condition D5. While planned independent audits are generally six-monthly, the CWG meet on a monthly basis to review the status of risks, non-conformance, incidents, and to determine the appropriateness of the scope and frequency of the planned audit schedule.

3.3. Incident Management

Emergency and incident response procedures are produced by each contractor as well as Sydney Metro. These procedures include:

- Categories for environmental emergencies and incidents;
- Forms for recording environmental incident details and responses;
- Notification protocols for each classification of environmental emergency or incident, including notification of Sydney Metro and notification to owners/occupiers in the vicinity of the incident;
- Procedures for the immediate notification of each relevant authority when the incident results in material harm to the environment;
- Procedures for notification to the Director-General within 48 hours of becoming aware of an off-site incident that significantly affects people or the biophysical environment (this notification will be followed by a full written report within 7 days of the date on which the incident occurred);
- Identification of personnel who have the authority to take immediate action to shut down any activity or to affect any environmental control measure (including as directed by an authorised officer of the NSW Environment Protection Authority); and
- Onsite rectification actions.

Environmental incidents are assigned one of three classifications (Class 1, 2 or 3) in accordance with the *Sydney Metro Environmental Incident Classification and Reporting Procedure* (refer to Table 6).

Table 6 – Environmental Incident Classes

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

3.4. Complaints Management

Complaints are handled through the Sydney Metro Northwest Complaints Management System. This system forms part of the Sydney Metro Communications Management System. The system for managing complaints was approved by DP&E on 19 March 2013 and includes procedures for:

- Responding to complaints;
- Recording complaints;

- Escalation;
- Mediation; and
- Reporting.

3.5. Independent Environmental Representatives

Sydney Metro has engaged an independent Environmental Representative (ER) as a third party adviser to Sydney Metro and the Principal contractors. The engagement of an Independent ER is a requirement of the Planning Approvals. The ER's role is generally to:

- Monitor compliance with the Planning Approvals;
- Be available to DP&E for advice;
- Provide advice in relation to environmental performance;
- Assist with the undertaking and reporting of site inspections;
- Endorse works as non-construction works in accordance with the Planning Approvals;
- Review relevant environmental reports and management plans; and
- Participate in auditing on an as needs basis.

4. Environmental and Compliance Performance

The total number of ongoing Environmental Compliance Requirements at the end of this reporting period was 855 (excluding an additional 63 requirements from Part 5 Division 1 Approvals).

The OTS Principal Contractor worked in compliance with conditions from all three planning approvals (SSI-5100, SSI-5414 and SSI-5931). The commencement of the Finishing and Ancillary Works Contract in November 2018 increased the compliance load from 818 to 1005 environmental requirements. The completion of a significant number of OTS Environmental requirements in preparation for Independent Certifier sign off prior to first passenger service commenced in February 2019. 150 OTS conditions were completed by the end of this reporting period.

There were a total of 4 non-compliances raised against these requirements during the reporting period in Table 7. No Class 1 or 2 (material harm) environmental incidents occurred during the reporting period.

4.1. Overview

The results of the compliance tracking undertaken during the reporting period are provided in Table 7. Non-compliances and audit findings are detailed in Sections 4.2 and 4.5. Issues and observations arising from independent ER inspections are discussed in Section 4.4.

Table 7– Environmental Compliance Surveillance Data

Totals for Reporting Period	Sydney Metro	OTS	Georgiou Group	Total (This Period)	Total (Previous Period)
Ongoing Environmental (Compliance) Requirements at end of reporting period (Non-compliances raised during the reporting period)	232 (0)	546 (4)	227 (0)	855 (4)	818 (2)
Independent ER Inspections (issues raised)	NA	28 (204)	1 (2)	29 (206)	25 (210)
Audits (findings)	2 (10)	0	0	2 (10)	2 (7)
Class 1 or 2 Incidents (Class 3 incidents)	0 (0)	0 (21)	0 (1)	0 (22)	0 (41)
Complaints	2	100	0	102	88*

*Includes four complaints not related to the Sydney Metro Northwest scope of works

As demonstrated in Table 7, there has been an increase to the compliance load for the Sydney Metro Northwest project during the reporting period. This is attributed to 227 environmental requirements being allocated to the FAW Principal contractor at the commencement of the contract in November 2018.

4.2. Non-compliances

The ER conducted quarterly compliance review against the environmental requirements for both the OTS contract and against Sydney Metro. This reviews and other surveillance activities identified four (4) non-compliances as detailed in Table 9. The 'Non-compliance Rate' in Figure 3 is calculated monthly using the following formula:

$$\text{NC Rate} = \left(\frac{\text{NCs raised + open NCs from previous months}}{\text{Total number of ongoing Environmental Requirements}} \right) \times 100$$

Figure 3 shows the compliance burden along with the corresponding non-compliance (NC) rate. In this reporting period the non-compliance rate has decreased to zero although there were four (4) non-compliance's in the period. This is a result of the contractor quickly addressing all the non-compliances as well as the project stating to complete requirements.

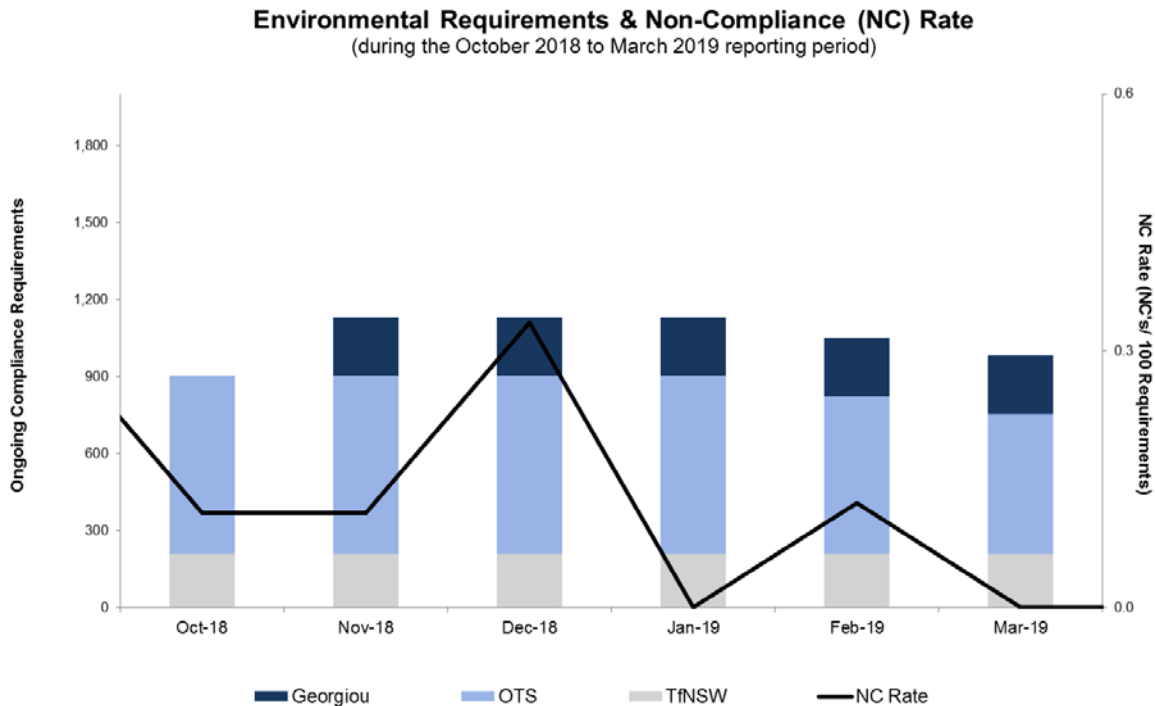


Figure 3 – Compliance Load and Non-Compliance Rate

4.2.1. Open from previous

One non-compliance raised in the previous reporting period remained open during the current reporting period (refer to Table 8). This non-compliance was subsequently closed within this reporting period.

Table 8 - Non-compliances open from previous reporting periods

Date Raised	Contract	Condition of Approval	Categorisation	Issue	Actions Required to Close
7 Sept 2018	OTS	EPL20544, condition L4.1 or L4.2.	Noise	Plant was used prior to standard construction hours resulting in noise being made above the allowable limit. Works undertaken were not in accordance with EPL20544 condition L4.1 or L4.2.	<p>CLOSED</p> <ul style="list-style-type: none"> • Arrange site walk with crane company and civil team prior to bringing the crane to site • Ensure engineering teams are aware of EPL conditions and plan works in accordance <p>Following weeks toolbox is focused on EPL hours of operations requirements</p>

4.2.2. This reporting period

There were four (4) non-compliances raised during this reporting period, all of which were closed by the end of the reporting period.

Further details on these non-compliances are presented in Table 9.

Table 9 – Non-compliances that were raised during the reporting period

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
29 Nov 2018	OTS	EPL Condition P1.3	Management System	The EPA have identified an administrative error in the coordinates of SG-B reported to the EPA in discharge point register.	<p>CLOSED</p> <p>NRT have updated the coordinates of all discharge points in the current (Rev17) discharge point register from the GIS to correspond with the locations illustrated in the EPL Premises Area and Discharge Point register provided with applications to update the discharge point register. These were included in the most recent submission to update the licensed discharge point register on 28 November 2018.</p> <p>NRT submitted a written report pursuant to condition R3 of Environment Protection Licence</p>

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
					(EPL) 20544 in relation to discharges made from the twin outlet pipes for the sediment basin at the Hills Showground Station site. The administrative error was reported as a non-compliance with condition P1.3 of EPL 20544 in section C2 of the 2018 annual return.
13 Dec 2018	OTS	EPL L1.1	Soil and Water	<p>During an unannounced compliance inspection that was carried out by officers of the Environment Protection Authority ("the EPA") on 23 October 2018 at the Kellyville Station northern commuter carpark. During the inspection, EPA officers saw an unprotected disturbed area (approximately 696m² according to NearMap) with exposed soils, and no sediment controls implemented along the downslope boundary ("the subject area").</p> <p>EPA officers saw rill erosion in the subject area, and material in the gutter and at the bottom of two (2) adjoining stormwater pits. The drainage discharges to Caddies Creek to the south of the confluence of Caddies Creek and Elizabeth Macarthur Creek.</p>	<p>CLOSED</p> <p>NRT conducted an investigation in accordance with condition R3 of the EPL. NRT acknowledged the incomplete state of the landscape treatment within the subject area may have been rectified earlier had routine inspections of this area continued.</p>
13 Dec 2018	OTS	SSI-5414 E8	Air Quality	<p>During an unannounced compliance inspection that was carried out by Authorised Officers ("officers") of the Environment Protection Authority ("EPA") on 2 November 2018. During the inspection, EPA officers observed dust being generated at the licensed premises which travelled offsite. EPA officers specifically observed dust being generated and leaving the premises at:</p> <p>i) the Kellyville Station construction site where activities and work was being carried out, and where an</p>	<p>CLOSED</p> <p>A formal warning letter was issued by the EPA on 13 December 2018. NRT provided evidence of measures to mitigate dust in correspondence emails following the inspection.</p> <p>The EPA acknowledged that following the observations made by EPA officers, the licensee applied water to dry exposed areas including internal haul roads at the licensed premises. NRT implemented all reasonable and feasible measures to comply with licence condition O3.1.</p>

Date Raised	Contract	Condition of Approval	Type	Issue	Status: Actions taken or to be taken
				internal haul road appeared unsealed; and ii) the Tallawong Station construction site where an excavator was working a dry, un-stabilised area; and iii) un-stabilised stockpiles adjoining the Sydney Metro Trains Facility (SMTF) at Schofields. At all 3 locations above, EPA officers did not observe any mitigation measures implemented to minimise the generation of dust.	NRT also implemented best practice management principles and practices for stockpile management and stabilisation, described in the guideline "Managing Urban Stormwater - Soils and Construction - Volume 1, 4th edition, 2004" provided by Landcom.
1 Feb 2019	OTS	SSI-5414 B1 and REMM IH3	Traffic Transport and Access	During an environmental inspection it was observed that a civil contractor was using an unauthorized haul road on an adjacent property, working outside the project boundary and breaching the associated condition of approval.	CLOSED The contractor immediately ceased works in that area and reinstated the boundary fence. Heritage Assessment Report forwarded from NRT to Sydney Metro.

4.3. Incidents

No Class 1 or 2 incidents occurred during the reporting period and there have been no notifiable incidents to date. A total of 19 environmental incidents occurred on the project during the reporting period and were all categorised as Class 3 (compared to 41 occurring during the previous reporting period). These are depicted graphically in Figure 4. Figure 4 also displays the Issue Rate (number of issues per inspection).

The decrease in the number of incidents reported by the OTS contractor in recent months is reflective of the completion of construction activity onsite as first passenger service draws near. Spills and Leaks incidents comprised over 78% of all incidents during the reporting period which were predominantly minor spills of hydraulic fluid (refer to Figure 5).

Incident Frequency & Monthly Issue Rate
(during the October 2018 to March 2019 reporting period)

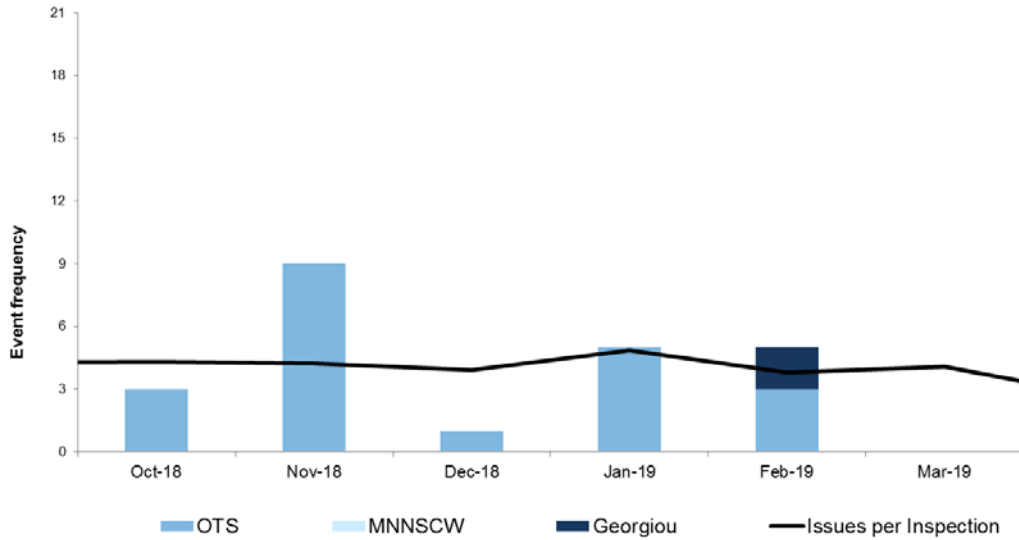


Figure 4 – Incidents (Class 3) and Issue Rate (Issues per inspection per month)

Class 3 Environmental Incidents by Type
(during the October 2018 to March 2019 reporting period)

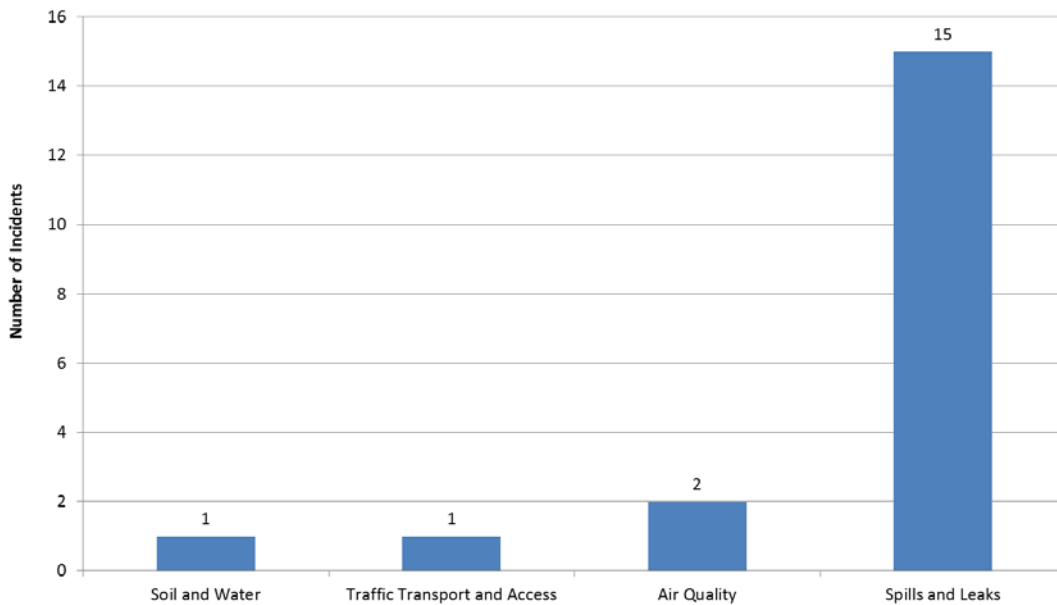


Figure 5 – Class 3 Environmental Incidents by Type during the reporting period

4.4. Independent Environmental Representative Inspections

The Independent ERs conducted a total of 29 environmental inspections and raised 198 issues. During the reporting period, the monthly ‘Issue Rate’ generally was stable (as indicated in Figure 4).

During the reporting period, Soil & Water issues comprised of majority of all issues identified during independent ER inspections (seen in Figure 6), reflecting the relatively high investment of management effort required in this area for projects which involve substantial earthworks.

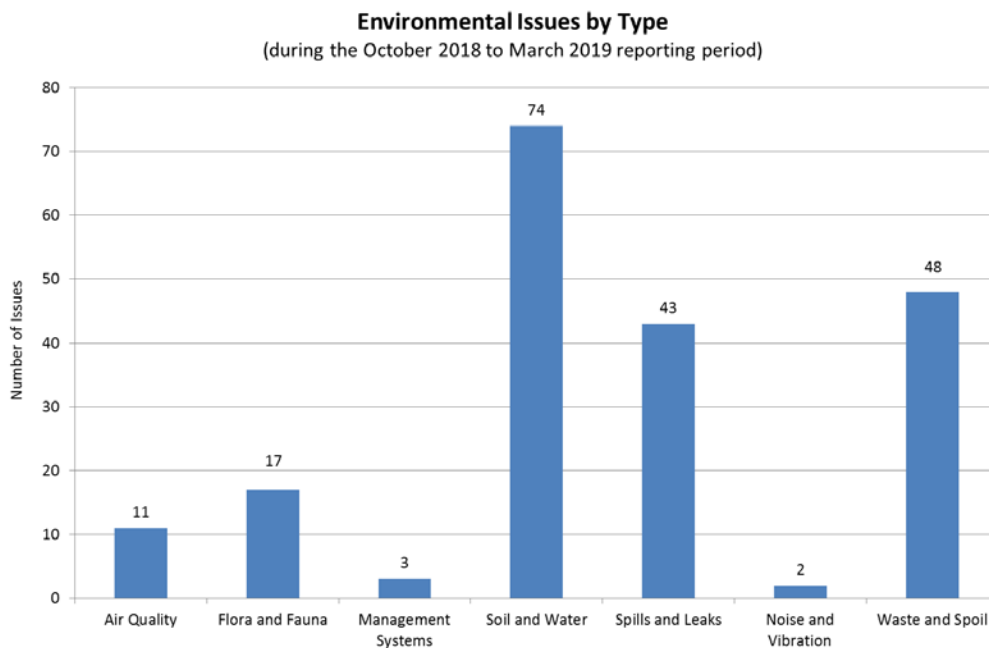


Figure 6 – Environmental Issues by Type during the reporting period

4.5. Environmental Audit Findings

4.5.1. Open from previous reporting period

The CCR for the previous reporting period (April 2018 to September 2018) indicated that one audit finding remained open. This finding was closed within this reporting period.

Table 10– Environmental Audits undertaken and finalised during the reporting period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
July 2018	SM.17.18-039-NRT-OTS-SUST	Electricity Consumption Software Model (ECSM) The knowledge and implementation of the ECSM is currently reliant on a limited number of NRT (SJV) resources. NRT to develop and action plan on how the knowledge will be transferred to the operations phase.	Provide timeline for completion of this task	CLOSED

4.5.2. This reporting period

Two environmentally-relevant audits were conducted during the October 2018 to March 2019 reporting period. A summary of the audits is shown in Table 11. These audits generated a total of 10 findings requiring actions. These are detailed in Table 12. Nine environmental audit findings remained open at the end of this reporting period.

Table 11– Environmental Audits undertaken and finalised during the reporting period

Audit ID	Auditee	Audit Title	Audit Date	Total Findings	Closed Findings	Open Findings
SM18.19-070-SM-SEP-ENV	Sydney Metro (Independent Environmental Audit)	Environment Incident Notification & Reporting	14 December 2018	4	0	4
SM18.19-072-SCL-IEA	Sydney Metro (Independent Environmental Audit)	Planning Approvals pertaining to business consultation and Business Management Plan implementation	2 February 2019	6	1	5
Totals				10	1	9

Table 12 – Audit Findings during the Reporting Period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Dec 2018	SM18.19-070-SM-SEP-ENV	Some incidents were being classified as issues or non-conformances, and vice versa. Sydney Metro Risk Management Standard environmental incident consequence descriptors focus around change to the environment or an ecosystem, extent of remediation and impairment / loss to valued ecosystem. This, together with environmental pollution defined by the POEO Act, qualified as non-trivial and/or quantified as exceeding \$10,000 in rectification, may be contributing to events not being classified as incidents. It was noted that damage or permanent loss to heritage items may not fit the current definition and/or consequence classification system, this needing to be clarified.	Version 5.0 of the Sydney Metro Incident and Non-compliance Classification and Reporting Procedure provides greater clarity on classification logic will be released in Q1 2019. Regular assessments for consistency of incident classification and management will occur following the release of v5.0 to inform the ongoing improvement of incident management processes.	OPEN
Dec 2018	SM18.19-070-SM-SEP-ENV	Northwest OTS corrective actions and investigation information were not consistently being entered into the Incident Register,	SM Northwest will enter investigation and corrective action details into the Incident Register as required.	OPEN

4.6. Complaints

The project received a total of 102 complaints during the reporting period:

- Two (2) against Sydney Metro; and

- 100 against the OTS contractor.

Refer to Figure 7 for a breakdown of the complaints received by site. Refer to Figure 8 for a breakdown of the complaints by type.

The number of complaints received during this reporting period increased by 15%, when compared with the previous reporting period (from 88 to 102). This increase in the number of complaints can be mainly attributed to the completion of construction at the majority stations, in addition to the testing and commissioning of trains and public address systems. Over a third of all complaints received during this reporting period related to Noise & Vibration and almost a third of complaints related to Traffic, Transport & Access.

Full details on each complaint received during the reporting period are provided in Appendix 1. These complaints have been actioned and resolved in accordance with the Complaints Management System. There are no matters which are currently subject to independent mediation.

Number and Type of Complaints Received by Site
(during the October 2019 to March 2019 reporting period)

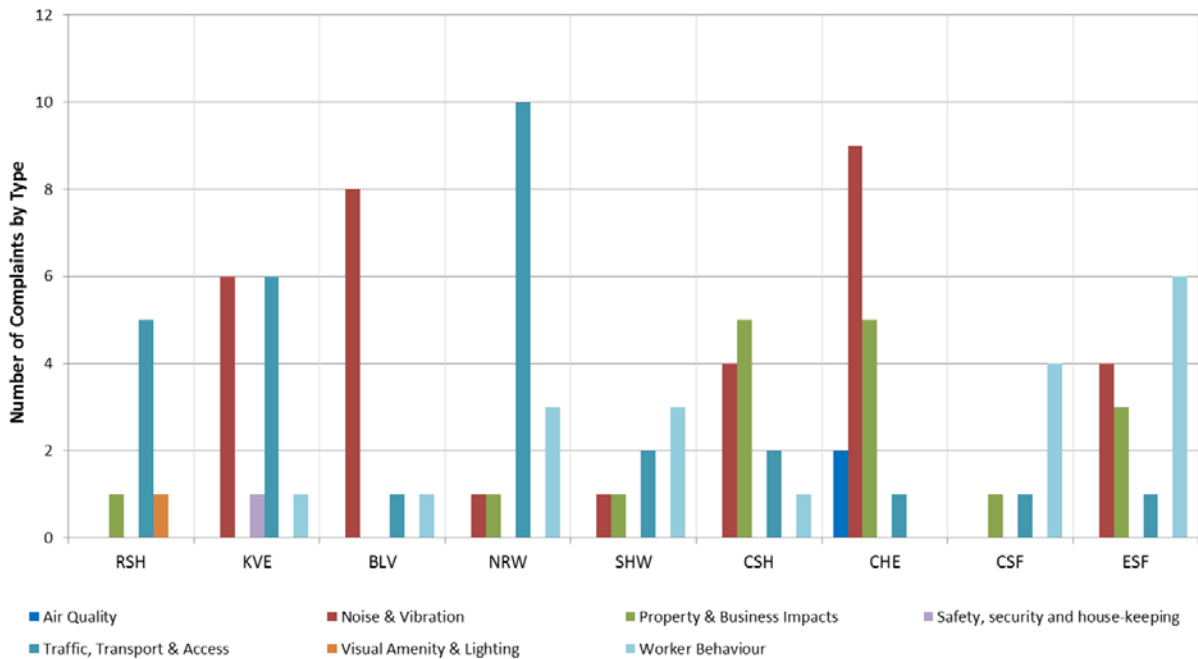


Figure 7 - Number and Type of Complaints Received by Site during the reporting period

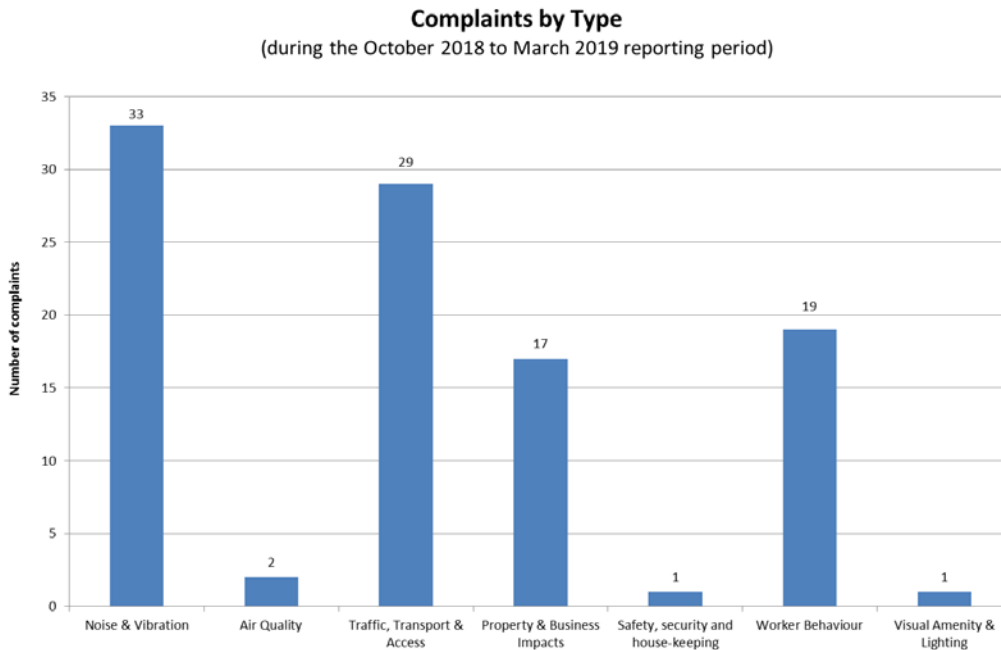


Figure 8 – Complaints by Type during the reporting period

Within this reporting period (October 2018 to March 2019) the north-west area of Sydney received above average rainfall (580mm compared to an expected average of 481mm). This higher than average rainfall, together with the covering of exposed ground with either permanent hardstand or groundcover/soft landscaping ensured that complaints related to air quality were significantly reduced when compared to previous reporting periods.

A review of the top four areas of complaints received during this reporting period has identified the following trends:

Noise and Vibration (32% of all complaints received during this reporting period)

- The most number of complaints related to Noise and Vibration were received in March 2019 (33%). Almost half of all complaints received in this month came from Kellyville and Bella Vista.
- Over the 6-month reporting period, Cherrybrook received the most number of complaints (27%) related to Noise and Vibration.

Traffic, Transport & Access (28% of all complaints received during this reporting period)

- The most number of complaints related to Traffic, Transport & Access were received in March 2019 (45%)
- Interestingly, Norwest consistently received complaints related to Traffic, Transport & Access every month during the reporting period with the exception of March 2019. This can be attributed to the opening of the roads around Norwest and contractor completing roadworks around other stations.

Worker Behaviour (19% of all complaints received during this reporting period)

- Over a third of all complaints related to Worker Behaviour were received in October 2018
- The most Worker Behaviour complaints during the reporting period were recorded at Epping Services Facility. This can be attributed to the proximity of high-density residential dwellings to the work site in addition to limited public on-street parking.

Property & Business Impacts (17% of all complaints received during this reporting period)

- The most number of complaints related to Property and Business Impacts were received in February 2019 (29%) and were almost equally spread amongst Hills Showground, Castle Hill, Cherrybrook and Cheltenham.
- Over the 6-month reporting period, Castle Hill and Cherrybrook received the most number of complaints (27%) related to Property and Business Impacts.

Historically, the Cherrybrook site has consistently recorded the highest number of complaints received across the entire project site, notably 43% during the April to September 2018 reporting period and 42% in the October 2017 to March 2018 reporting period. Again as evident during this current reporting period, Cherrybrook recorded the largest number of lodged complaints across the Northwest alignment however the proportion for this site during this reporting period was just 17%. With the exception of the SMTF and Tallawong stations (neither of which recorded any complaints), complaints were almost equally spread out along the Northwest alignment (refer to Figure 9 below).

Historical comparison of complaints received by site
(Three CCR reporting periods from October 2017 to March 2019)

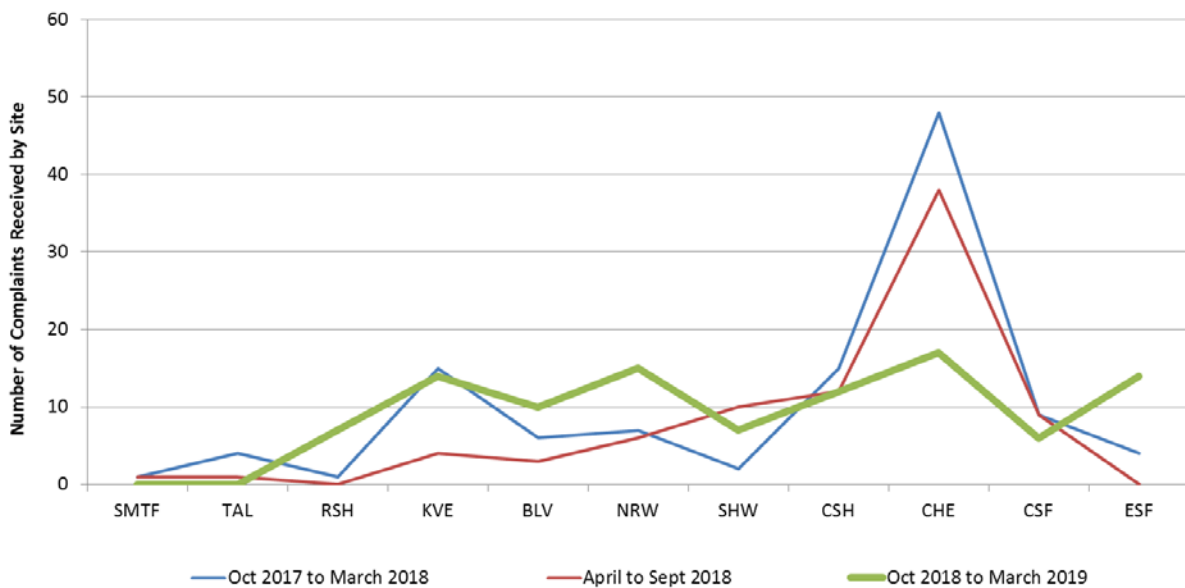


Figure 9 – Historical comparison of complaints received (by site)

Comparison of Complaint Types between the Current and Previous Reporting Periods

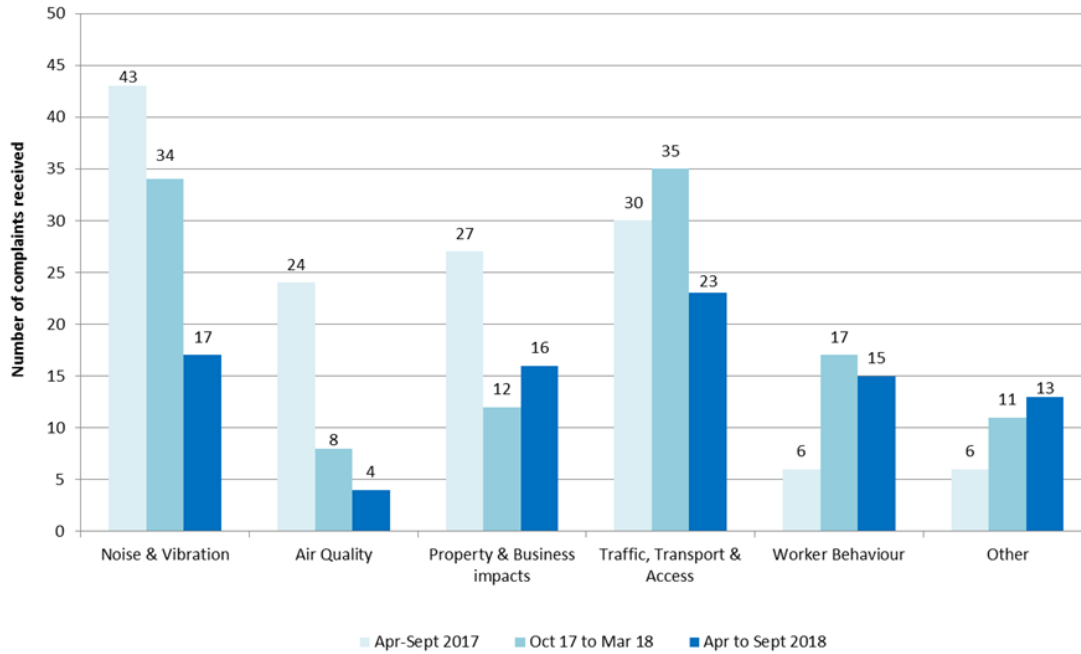


Figure 10 – Comparison of Complaint Types between the current and previous reporting periods

Comparison of Complaint Types between the Current and Previous Reporting Periods (during the October 2018 to March 2019 reporting period)

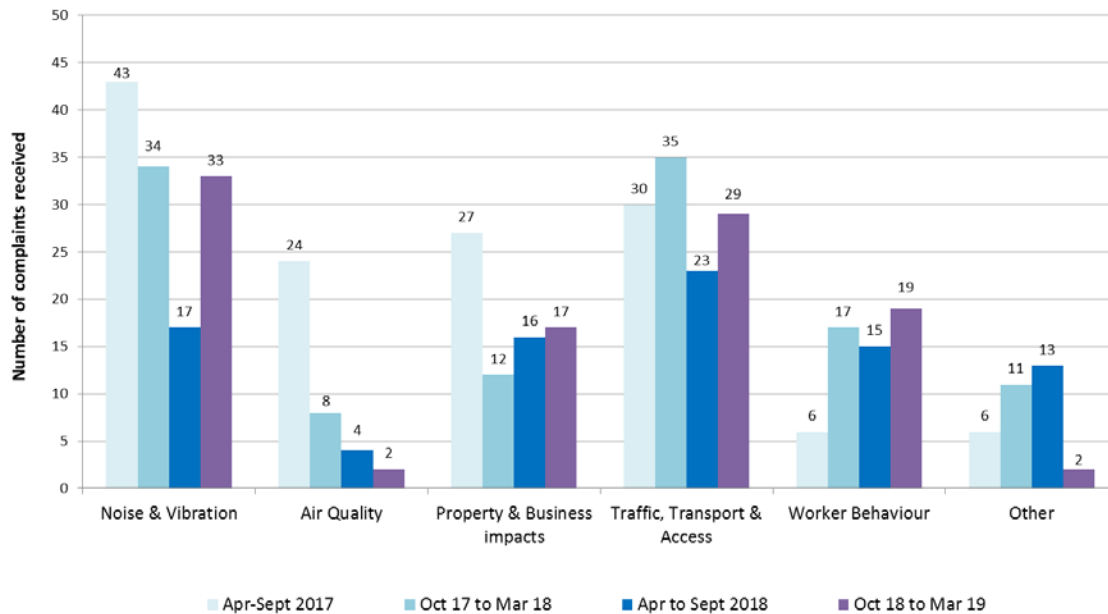


Figure 11 – Comparison of Complaint Types between the Current and Previous Reporting Periods

A comparison of the number and types of complaints received in this current and the three previous reporting periods indicates that complaints have generally increased across the majority of complaint categories (refer to Figure 11 above).

The complaint category with the largest number of complaints (33) recorded across the project during this reporting period was Noise & Vibration, over double the number recorded during the previous reporting period (17).

The Cherrybrook site again recorded the greatest number of complaints of all sites along the Northwest alignment (17%) with over half of all Cherrybrook-focussed complaints related to Noise and Vibration. This is attributed to:

- The testing and commissioning of trains and public address systems; and
- The physicality of the geography of the Cherrybrook area which is essentially a valley with residential dwellings located at the top of the valley ridge

5. Sustainability and Environmental Initiatives

The Sydney Metro Environment and Sustainability Policy and Northwest Rail Link Sustainability Strategy govern the environmental and socio-economic outcomes on the Sydney Metro Northwest project (above and beyond environmental compliance). The strategy communicates sustainability objectives, initiatives and targets that the project must meet (refer to CCR No.5 for complete outline). The below figure (Figure 12) is a status update of sustainability performance on the project that is measured and tracked on a monthly basis, as at 31 March 2019.

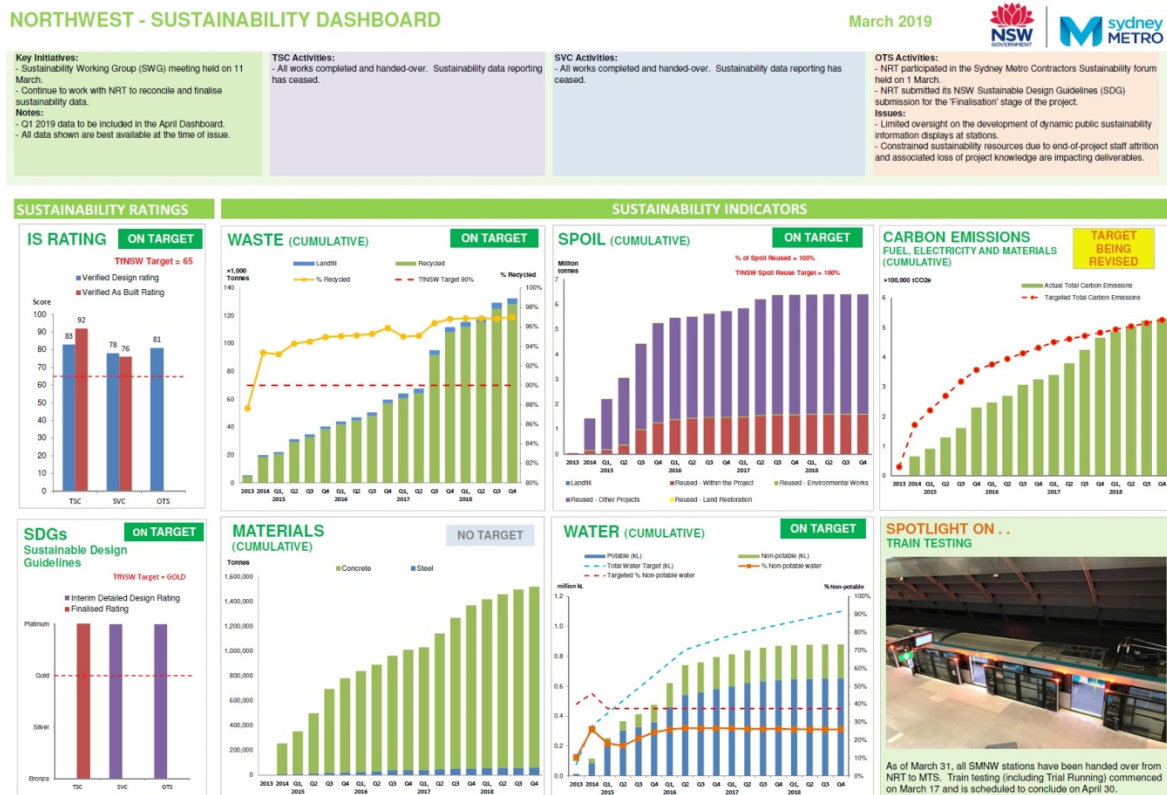


Figure 12 – Sydney Metro Northwest Sustainability Dashboard for March 2019

In the reporting period Sydney Metro Northwest has achieved a number of significant sustainability milestones and industry recognition relating specifically to sustainable construction.

5.1. Responsibly sourced and certified timber

The iconic Metro station canopies and multi-story parking façades recently completed as part of the Sydney Metro Northwest project have been constructed with 100% responsibly sourced timber. The wood used at seven stations has been certified by SCS under Programme for the Endorsement of Forest Certification (PEFC) and Responsible Wood (RW) Chain of Custody Project Standards, and one additional station has been certified with a Forest Stewardship Council® (FSC®) Partial Project Certificate. Additionally, the timber used on four multi-story parking structures, with space for more than 4,000 vehicles, has also been certified as responsibly sourced under the PEFC and RW Project Standards.

These independent, third-party certifications ensures that timber comes from responsibly managed forests, and that transparency has been maintained throughout the supply chain. This is assured and tracked from forest, through the primary saw mills and timber wholesalers to the fabricators and installers of the timber batten ceilings and façades.

FSC and PEFC project certifications provide an end-to-end chain of custody to ensure a robust process is in place to remove any non-certified timber from the supply chain. This initiative sends a strong market signal to drive market transformation and enables the project to make a validated and certified claim around FSC and PEFC. To meet the requirements, timber must meet best practice standards, which ensures that forests are conserved and managed responsibly to ensure they deliver social, environmental and economic benefits now and in the future, balancing people, planet and profit.

With approximately 180 linear kilometres of certified timber, Sydney Metro Northwest is the largest applicant of this process within Australia, representing a rare and innovative approach to ensuring certified timber is procured.



5.2. Infrastructure Sustainability Council of Australia (ISCA) Ratings

The only ISCA rating that needs to be finalised for the Northwest project is the As-Built rating on the OTS contract. In the reporting period NRT issued their first submission for the A's-Built rating and are on track for a final rating towards the end of 2019.

5.3. Certified Sustainability Timber

The iconic Metro station canopies and multi-story parking façades recently completed as part of the Sydney Metro Northwest project have been constructed with 100% responsibly sourced timber. Using timber in construction is hardly innovative, but obtaining certification for the entire timber supply chain had not been done before on an infrastructure project in Australia.

The wood used at seven stations has been certified by SCS under Programme for the Endorsement of Forest Certification (PEFC) and Responsible Wood (RW) Chain of Custody Project Standards, and one additional station has been certified with a Forest Stewardship Council® (FSC®) Partial Project Certificate.

Additionally, the timber used on four multi-story parking structures has also been certified as responsibly sourced under the PEFC and RW Project Standards.

These independent, third-party certifications ensures that timber comes from responsibly managed forests, and that transparency has been maintained throughout the supply chain. This is assured and tracked from forest, through the primary saw mills and timber wholesalers to the fabricators and installers of the timber batten ceilings and façades.

FSC and PEFC project certifications provide an end-to-end chain of custody to ensure a robust process is in place to remove any non-certified timber from the supply chain. This initiative sends a strong market signal to drive market transformation and enables the project to make a validated and certified claim around FSC and PEFC.

This initiative has also provided a social benefit in for the timber supply chain in NSW. Local suppliers of sustainable timber, saw mills, fabricators and installers have now proven their ability to supply certified sustainable timber. The timber supply chain for Sydney Metro Northwest are now certified to repeat this on other projects. It has had a positive impact on the construction and timber supply industry.

To meet the requirements, timber must met best practice standards, which ensures that forests are conserved and managed responsibly to ensure they deliver social, environmental and economic benefits now and in the future, balancing people, planet and profit. These high standards include requirements to:

- Safeguard ecologically important forest areas
- Protect and enhance biological diversity
- Prohibit deforestation
- Prohibit forest conversions
- Prohibit the most dangerous chemicals
- Prohibit genetically modified trees
- Respect rights of workers and indigenous peoples'
- Encourage local employment
- Provide consultation with local people and stakeholders
- Respect traditional land rights and local customs
- Provide a voice for those who depend on forest for their livelihood.

With approximately 180 linear kilometres of certified timber, Sydney Metro Northwest is the largest applicant of this process within Australia, representing a rare and innovative approach to ensuring certified timber is procured.

5.4. Achievements to Date

Throughout the Sydney Metro Northwest project construction period, initiatives have been implemented to ensure sustainability requirements of all construction packages are achieved and deed requirements are met. The following subsections provide examples of some of the project's sustainability initiatives and achievements. These topics are also referenced in the Environmental Impact Statements (EISs) for the project.

5.4.1. Spoil reuse

The Sustainability Strategy requires that 100% of clean spoil from the project be beneficially reused. Spoil management details are outlined in the Construction Soil and Groundwater Management Plans for each delivery package.

A graphical representation of the combined cumulative spoil data is shown in Figure 12. 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of Q1 2019, over 6.4 million tonnes of spoil has been reused.

Noting the completion of the TSC and SVC contracts as well as the OTS contract entering into final stages of construction plus testing / commissioning, the generation of spoils has slowed significantly. Vast majority of the spoils generated by the project are reused either within the project or exported for environmental works at various locations in Sydney.

5.4.2. Waste usage and recycling

A requirement of the Sustainability Strategy is that 90% of construction and demolition waste be recycled. Waste material is accumulated from a number of sources on the project, with classification and definition outlined in the CEMPs. The project deed nominates a benchmark of 90% of all inert and non-hazardous construction waste generated to be recycled or reused. As of Q1 2019, 97% of total waste material have been recycled which equates to over 120,000 tonnes of waste material.



Appendix 1 – Complaints during the Reporting Period

Report	Construction Complaints Management Report
Review Period	1 October 2018 – 31 March 2019

Quarter	Site	Classification	Date	Contractor	Nature of complaint	Event description
2018 Q4	Cherrybrook	Avoidable	9/10/18	NRT	Dust Community Liaison/ Notification	Complainant raised concern about the mound of dirt behind their property that had not been covered by NRT. The NRT environment team followed up with the site team and reiterated NRT’s commitment made to local residents to cover stockpiles at the close of business each day.
2018 Q4	Norwest	Avoidable	9/10/18	NRT	Community Liaison/ Notification	Caller advised that workers were parking on private property and in customer parking, and provided vehicle registration information. NRT followed up with vehicle owners and the vehicles were moved.
2018 Q4	Showground	Unavoidable	10/10/18	NRT	Noise	Complainant advised that works occurring on the corner of Carrington Road and Middleton Avenue caused loud noises when vehicles drive past, and the noise was keeping their household awake all night. Place Manager investigated with the site team and advised the complainant that a new pit had been installed near the property and could have been the cause. NRT advised that the matter would be investigated and rectified.
2018 Q4	Castle Hill	Avoidable	10/10/18	NRT	Property Impacts Water	Complainant advised that water was flowing through their property and that weeds along the site’s hoarding line on Castle Hill Road needed to be cleared. Place Manager advised the complainant that the matters would be rectified. NRT diverted the water and cleared the weeds along Castle Hill Road.
2018 Q4	Epping Services Facility	Avoidable	16/10/18	NRT	Attitude/ behaviour of workers	Complainant concerned at NRT workers parking cars at their commercial property at Epping, despite being advised multiple times not to. Caller advised a gas supply tanker was unable to enter the premises. NRT advised complainant that the team would follow up and discuss the need to not park in neighbouring business premises at prestart meeting the next morning.



Quarter	Site	Classification	Date	Contractor	Nature of complaint	Event description
2018 Q4	Cheltenham	Avoidable	17/10/18	NRT	Attitude/ behaviour of workers	Complainant advised that rubbish was regularly left on their property by workers. NRT forwarded this information to the site team and requested they carry out a clean-up of the area and to re-address this issue with workers. NRT advised the complainant of this outcome.
2018 Q4	Epping Services Facility	Avoidable	18/10/18	NRT	Attitude/ behaviour of workers Biodiversity Visual amenity	Complainant advised they were upset about workers dumping concrete, littering and damaging small trees near their property in Epping. NRT called the complainant to discuss the issue, and advised that it would be actioned by the site team for investigation and rectification.
2018 Q4	Epping	Avoidable	24/10/18	NRT	Attitude/ behaviour of workers	Complaint advised of inappropriate parking. Place Manager forwarded the concern to the workforce managers and requested they distribute the messaging about parking to their teams. Place Manager updated the complainant about the action NRT was taking to address the matter.
2018 Q4	Epping	Avoidable	24/10/18	NRT	Community Liaison/ Notification	Complainant followed up an earlier complaint to advise that workers continued to park on private property. Place Manager advised that site workers had been notified about the parking and asked the complainant to call back if any further issues. Place Manager advised the site team of the complaint and requested they discuss it at prestart meetings.
2018 Q4	Norwest	Unavoidable	24/10/18	NRT	Road Safety	Complainant advised that the temporary roundabout at the Norwest Boulevard and Brookhollow Avenue intersection was dangerous. Place Manager contacted the complainant and advised them that NRT had approvals in place with the relevant authorities for the temporary traffic arrangements and that careful consideration was given to the impacts to local traffic and pedestrians. NRT further advised the complainant that the traffic conditions on Norwest Boulevard would be changed again on Thursday 25 October to allow the installation of new traffic signals.
2018 Q4	Epping	Unavoidable	25/10/18	NRT	Noise Community Liaison/ Notification	Complainant advised of noise from the construction site until 11:30pm. Place Manager contacted the complainant and advised the current approved hours of work and upcoming night works for the next two weeks. Place Manager offered alternate accommodation for the upcoming works. The resident



Quarter	Site	Classification	Date	Contractor	Nature of complaint	Event description
						advised they would see how the next night's work impacted them before accepting the offer, and that they would call back if their family decided to accept alternative accommodation.
2018 Q4	Cherrybrook	Unavoidable	25/10/18	NRT	Air Quality Dust	Complainant called with concerns about dust from the site. Place Manager advised them that a water cart was used on site full-time during works, and a geofabric covering was installed over compounds when not in use.
2018 Q4	Epping	Avoidable	26/10/18	NRT	Commuter parking Attitude and behaviour of workers	Complainant advised of an ongoing issue with workers parking on their premises and taking up parking spaces from employees. They provided registration details to NRT and Place Manager advised they would address the matter with the relevant teams.
2018 Q4	Norwest	Avoidable	1/11/18	NRT	Road Safety	Complainant advised that at the exit of the Shell Service Station there was shade cloth blocking the view of oncoming traffic. Place Manager advised the complainant that the site team would assess the shade cloth positioning and make changes where required. Complainant thanked NRT for the update.
2018 Q4	Norwest	Unavoidable	2/11/18	NRT	Road Safety	Complainant advised that temporary traffic arrangements on Norwest Boulevard were dangerous and barriers were not sufficient. Place Manager advised that the traffic control and arrangements on Norwest Boulevard were approved by RMS, and that all barriers were the Australian standard. Complainant also expressed concern about site vehicles entering the site and causing confusion to motorists. Place Manager advised it was not possible to make changes to the site access gates. Complainant said they felt NRT drivers could make it clearer to other motorists when they planned to turn into the site from public roads. Place Manager offered to pass on the feedback onto the site team.
2018 Q4	Cheltenham	Avoidable	2/11/18	NRT	Attitude/ behaviour of workers Visual amenity	Complainant advised of litter by NRT workers. Place Manager apologised for workers' behaviour and assured it would be followed up and the litter would be removed.



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2018 Q4	Norwest	Unavoidable	6/11/18	NRT	Transport and traffic impacts Community liaison / notification	Complainant advised that Norwest Station roadworks were causing traffic delays, and questioned the temporary traffic arrangements in place. Place Manager contacted the complainant and advised that the temporary roundabout at the Brookhollow Avenue/Century Circuit intersection was scheduled to be replaced with a signalised intersection in January 2019. NRT further advised the complainant that all activities undertaken on Norwest Boulevardde comply with Roads and Maritime Services approvals.
2018 Q4	Norwest	Unavoidable	27/11/18	NA	Property	Complainant advised that the floorboards were lifting and cracking due to metro works. Sydney Metro requested further information from the resident, which has not been forthcoming. .
2018 Q4	Cherrybrook	Unavoidable	28/11/18	NRT	Water	Complainant advised that mud was running from the work site into their property and pool. NRT called the complainant to advise that team members were on their way to assess the site. Complainant commented that they would advise their neighbour who was experiencing the same issue. Senior NRT personnel attended the location and met with the complainant and their neighbour. The residents claimed that flooding was due to site dirt in the stormwater pits of neighbouring properties. They also mentioned that landscaping and cleaning of entertainment areas would need to be undertaken. NRT advised the complainants to get quotes to clean their pools and properties, and confirmed NRT would pay for this as a goodwill gesture.
2018 Q4	Cherrybrook	Unavoidable	28/11/18	NRT	Water	Complainant advised that mud was running from the work site into their property. Senior NRT personnel attended the location and met with the complainant and their neighbour. The residents claimed that flooding was due to site dirt in the stormwater pits of neighbouring properties. They also mentioned that landscaping and cleaning of entertainment areas would need to be undertaken. Place Manager advised the complainants to get quotes to clean their pools and properties, and confirmed NRT would pay for this as a goodwill gesture.
2018 Q4	Cherrybrook	Avoidable	3/12/18	NRT	Property impacts	Complainant advised that soil build up following heavy rain was piling up against their fence. NRT contacted the complainant to advise NRT was aware of the issue and would address it that week. Complainant advised they were



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						satisfied with this response, so long as the area and public footpath was rectified by end of week.
2018 Q4	Cherrybrook	Avoidable	3/12/18	NRT	Property impacts	Complainant advised sediment and bark from the NRT site had washed into their pool, and requested compensation. NRT requested photos and details be sent to NRT.
2018 Q4	Hills Showground	Avoidable	4/12/18	NRT	Parking impacts Attitude/ behaviour of workers Road safety	Complainant advised that for several weeks workers were parking on both sides of the street and this was restricting access to their property. Complainant further advised they received a letter stating that there would be no parking in front of their residence and would be restricted on other side of the street. Complainant was advised NRT would instruct site workers in pre-start meetings not to park in driveways or obstruct resident access.
2018 Q4	Cherrybrook	Avoidable	4/12/18	NRT	Noise	Complainant advised of ongoing noise from a metal saw. They requested not to be called back. NRT followed up with the site team and asked them to consider when they perform noisier activities.
2018 Q4	Kellyville	Unavoidable	5/12/18	NRT	Removal/changes to parking Commuter parking Parking impacts Noise	Complainant advised they could hear the noise from train testing (PA system) and enquired if they would hear it on an ongoing basis. NRT advised them that they were working within relevant environmental license noise limits but would monitor the PA noise levels during testing. Complainant also raised a concern that their parking would be restricted when parking conditions are reviewed in their area. Sydney Metro will continue to liaise with the complainant about parking.
2018 Q4	Cherrybrook	Avoidable	5/12/18	NRT	Noise	Complainant concerned about construction vehicles loading and unloading of materials in front of their property. NRT contacted the site and asked them to avoid undertaking this activity near the complainant's property. NRT offered the complainant alternative accommodation (AA) for the following two nights of work, which was declined.
2018 Q4	Norwest	Unavoidable	6/12/18	NRT	Vibration	Complainant they were experiencing vibration, noise, shaking of desk from the site works. NRT explained the work being undertaken and that it is within the relevant environmental limits. Complainant also advised of expected duration of the work. NRT offered to undertake monitoring to measure



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						vibration levels. The complainant did not comment on the offer of monitoring.
2018 Q4	Epping	Avoidable	7/12/18	NRT	Parking impacts	Complainant concerned that workers were continuing to park in their business staff parking and that following several complaints, the situation has not improved. NRT advised that they workers would be reminded at pre-starts about parking etiquette, and would provide the complainant with signs to show that it is private property and unauthorised vehicles may be towed.
2018 Q4	Castle Hill	Unavoidable	8/12/18	NRT	Business impacts	Complainant advised that on-going work at the site is each week impacting their business. Concerns were around noise, vibration or smell of chemicals used. NRT attempted to contact the complainant several times unsuccessfully, and left voice messages.
2018 Q4	Cherrybrook Station	Unavoidable	10/12/18	NRT	Noise	Complainant concerned about disruption and excessive noise made out of hours, including drilling and truck movements. They advised the noise had been constant throughout the past couple months and was causing disruption. NRT advised the complainant that no further night work was planned until the new year. NR asked the complainant to notify NRT of any disruption as soon as possible so NRT can address any issues.
2018 Q4	Castle Hill Station	Unavoidable	13/12/18	NRT	Noise	Complainant advised that high-pitched noise was coming from the site out of hours. NRT confirmed with the team that noise modelling and monitoring had been completed. It had, and the noise was within the acceptable limits. NRT also installed noise blankets around the work zone. NRT advised the complainant of this.
2018 Q4	Norwest Station	Unavoidable	14/12/18	NRT	Road Safety	Complainant advised it is difficult and dangerous for cars to exit Norwest shopping centre due to the temporary roundabout arrangement. NRT Place Manager advised the complainant that part of the work for Norwest Station includes changes to Norwest Boulevard which will see the roundabout at Brookhollow Avenue/Century Circuit intersection replaced with a signalised intersection. The lights are scheduled to be operational in January 2019. NRT also advised that all activities undertaken on Norwest Boulevard are compliant and implemented with road authority approvals.
2019 Q1	Cheltenham	Avoidable	8/1/19	NRT	Parking impacts	Complainant expressed frustration that their family had been forced to park



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						on their own nature strip due to workers parking in and congesting their street. They also commented that the entire project had been disruptive including noise and vibration. Complainant advised that at community meetings residents had been advised by NRT that workers would be asked not to park in their street. NRT advised that their teams were reminded to park legally and considerately, but that so long as they were parking legally they could park in the street. The complainant indicated they were not satisfied with this response and ended the call.
2019 Q1	Norwest	Avoidable	8/1/19	NRT	Business impacts Vehicle/transport access	Complainant advised that workers were parking on private property. Place Manager followed up with the site team and was advised that the issue would be investigated and discussed at pre-start meetings. Place Manager advised the complainant of the action taken.
2019 Q1	Bella Vista	Avoidable	11/1/19	NRT	Parking impacts	Complainant advised that workers from the site were parking in private car spaces. NRT Place Manager advised that the workforce would be reminded about parking appropriately and that those who park in private car parks will be warned.
2019 Q1	Norwest	Unavoidable	11/1/19	NRT	Road Safety	Complainant advised that the temporary traffic barriers were impacting visibility for drivers exiting Brookhollow Avenue. Complainant also commented that the speed limit throughout the work zone should be reduced as drivers travel too fast along this road. NRT explained the work that was being done and the expected time frame for commissioning the permanent traffic signals. NRT also commented that the site team would check the barriers positions and make any necessary adjustments.
2019 Q1	Cherrybrook	Unavoidable	21/1/19	NRT	Noise	Complainant asked whether project was going to reduce the volume on the noise which occurs when the train arrives and again when it leaves the station. Complainant can hear the trains accelerating out of the station when in their front yard during the day. NRT advised it is currently testing and commissioning all of the systems, including the trains and platform doors/barriers. NRT is investigating this issue and is working with the team to determine if the volume can be decreased and the length of the sounds be mitigated. Resident was subsequently advised that the station PA system is



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						still under testing and has not yet been fully configured. Over the next week NRT will configure an automatic volume adjustment function, which will reduce the volume of the PA system when ambient noise levels are lower, such as during evenings/overnight and other non-peak periods. Noise monitoring will be conducted after the PA system has been fully configured, to ensure that NRT meets environmental requirements.
2019 Q1	Bella Vista	Avoidable	22/1/19	NRT	Noise	Complainant concerned about construction noise and requested alternative accommodation (AA). Complainant advised they were not eligible for AA during these works. NRT discussed alternate accommodation process and eligibility with complainant. Explained noise monitoring and advised noise was monitored and within required levels.
2019 Q1	Bella Vista	Avoidable	22/1/19	NRT	Noise	NRT discussed alternate accommodation process and eligibility with complainant. Explained noise monitoring and advised noise was monitored and within required levels. Advised not eligible for alternative accommodation for these works. Complainant advised she was woken four times during the night and requested alternate accommodation. NRT advised complainant not eligible for alternate accommodation.
2019 Q1	Bella Vista	Avoidable	23/1/19	NRT	Attitude/behaviour of workers Noise	Complainant advised they had been woken several times by out of hours works. Complainant reiterated complaint from previous day regarding noise from work site. Complainant described noise from a mower, truck movements with squawker and a cherry picker with squawker. Also described light spill into windows facing the site and loud voices from workers. NRT advised that workers voices and light spill will be addressed with the project team. Acknowledged that noise reported from vehicles and mower is inconvenient however it was monitored and within required levels. NRT advised that this work does not trigger the need for alternate accommodation. Offered earplugs. NRT subsequently advised in a detailed voicemail that issues of light spill and worker behaviour will be addressed by project team.
2019 Q1	Epping	Avoidable	24/1/19	NRT	Parking impacts	Caller complained about worker car parking in their business. NRT community rep called to clarify complaint as NRT has provided complainant



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					Attitude/ behaviour of workers	with corflute signs to post, notifying parkers they will be towed. Complainant said he had not yet put the signs up. Complainant provided rego details of cars illegally parked.
2019 Q1	Castle Hill	Avoidable	24/1/19	NRT	Noise	Caller advised road saw being used in front of store making excessive noise. NRT advised that noise blankets were not up for a short time during saw cutting. NRT site supervisor subsequently directed workers to put noise blankets up immediately.
2019 Q1	Epping	Unavoidable	24/1/19	NRT	Attitude/behaviour of workers Noise	Complainant attempted to contact Friday 18/01/2019, followed with an email and advised still no response. Complainant requested information on working hours for the site, complainant was concerned that excavators and heavy machinery were being used from early in the morning. NRT called complainant to clarify complaint as NRT had previously closed out prior complaint regarding same. Complainant advised equipment movements (unloading of equipment) from 6.30AM. NRT advised they would address this with project team. NRT advised notification and offer of alternative accommodation (AA) had been made. Complainant had not checked their mail box. NRT called to follow up same day and offered AA for that night. Complainant declined. Complainant noted that they had called project line last week and got a voicemail saying NRT is closed. NRT confirmed with complainant correct 1800 number to call. Complainant raised previous issue of temporary noise wall at rear of property which is falling down and asked for this to be addressed. NRT confirmed project team will address.
2019 Q1	Cherrybrook	Unavoidable	25/1/19	NRT	Noise	Complainant called to make a noise complaint about testing at Cherrybrook Station with some sort of alarm testing and noise was at very loud volume. NRT telephoned resident to advise that the noise is from a mandatory system integration test, which tests all the communications and fire systems.
2019 Q1	Epping	Avoidable	25/1/19	NRT	Removal/changes to parking	Caller complained about car parking being coned off in High Street even though work seems to be finished. NRT advised they would investigate. NRT subsequently advised complainant that works have been completed and car parking would be reinstated that afternoon.
2019 Q1	Epping	Avoidable	25/1/19	NRT	Parking impacts	Complainant concerned about worker car parking in their business parking



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						area. NRT called to suggest complainant put up the no parking signs NRT have provided to him. NRT advised that they have sent emails to all staff and put advice through pre-starts as committed. Complainant was advised they could contact NRT or elect to call police or council about cars in future should there be ongoing problems with. NRT continues to remind workers about appropriate parking of vehicles.
2019 Q1	Norwest	Unavoidable	30/1/19	NRT	Road safety	Complainant concerned that when attempting to exit onto Norwest Boulevard from Brookhollow Avenue on the way home heading to Old Windsor Road, they finds it impossible to see oncoming traffic at the junction. Complainant advised they would like 'slow' sign to be installed or the screening from the cyclone fence to be removed. NRT advised that this configuration has been reviewed independently and complies with all standards and requirements. This traffic arrangement will be in place until 9 February (weather permitting) when the intersection will be reopened and will operate with traffic signals. NRT supplied a notification for the complainant's information.
2019 Q1	Norwest	Unavoidable	2/2/19	NRT	Transport and traffic impacts, business Impacts	Complainant concerned about traffic impacts, specifically peak afternoon with people exiting the business park. NRT community representative advised complainant that they have established the traffic controls for this work in accordance with road authority approvals and requirements. Consultation has been undertaken with Norwest Marketown centre management with regards to the impact; however, this configuration is needed to complete the final work on the intersection before reopening with traffic signals. Assuming favourable weather conditions, NRT advised complainant the team is working to have this work fully completed by 8 February with the intersection reopened on 9 February. NRT is not undertaking work on Fairway Drive and the light phasing is the responsibility of the Traffic Management Centre and as such, NRT advised they could not assist with those concerns.
2019 Q1	Bella Vista	Unavoidable	4/2/19	NRT	Noise	Complainant concerned about excessive noise from building removal. NRT rang Senior Project Engineer to discuss the expected duration of work. NRT



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						advised of work to be done, expected timeframe, hours of work and respite periods and that team would be undertaking dust mitigation.
2019 Q1	Cheltenham	Avoidable	5/2/19	NRT	Behaviour of workers	Complainant concerned about the large work trucks that are driving around and parking along residential streets. Also complained workers are littering in the area, parking in driveway. Complainant also commented that the condition of the road is significantly worse. NRT apologised for the worker behaviour and offered to raise this with the site team. NRT also advised it is a project requirement to ensure the surrounding areas are reinstated and if there are concerns with the road pavement then it will be fixed as part of the site demobilisation.
2019 Q1	Castle Hill	Avoidable	5/2/19	NRT	Property impacts	Complainant concerned that pavers relating to NRT works are being stored on private property. NRT removed pavers and advised complainant of outcome.
2019 Q1	Cheltenham	Unavoidable	5/2/19	NRT	Property impacts	Complainant concerned about two steam rollers parked outside their residence. NRT called advising that rollers were on site as allowed under their Road Occupancy Licence and that work in this area has now finished for the moment and rollers will be removed that day.
2019 Q1	Kellyville	Avoidable	6/2/19	NRT	Biodiversity (Plants and animals)	Complainant advised of significantly overgrown grass alongside the new rail alignment. Requested immediate attention to clear it up. NRT attempted to return call to complainant on two occasions to discuss, however unable to leave message. NRT subsequently attended to the area within a week of the complaint and improved its amenity.
2019 Q1	Norwest	Avoidable	6/2/19	NRT	Road safety	Complainant concerned about fencing that has come loose and is very close to the road near the station/shopping centre. The second issue is there is fencing with blue signage on the corner of Norwest Blvd/Brookhollow Ave that blocks vision of the incoming traffic on the Norwest Blvd when exiting Brookhollow Ave. Complainant was advised NRT would look into the matter. NRT site team have made changes to work area and signage in response to this complaint.
2019 Q1	Norwest	Avoidable	6/2/19	NRT	Business impacts, attitude of workers,	Complainant complained that road closure detours were not well sign posted and therefore could not ascertain how to enter Norwest Marketown. Also



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					road safety	complained about attitude of workers when requesting assistance on how to gain entry to shopping centre. NRT investigated and found that traffic control measures were set up correctly as approved by Traffic Management Centre. All night shift staff have been re-briefed regarding appropriate communications with the public.
2019 Q1	Castle Hill	Unavoidable	6/2/19	NRT	Business impacts	Complainant concerned that work is being undertaken outside business without any noise barriers and is affecting trade. NRT called to discuss. Site team had noise blankets in place as required and were working to standard, within standard hours. Complainant requested compensation for lost business due to construction. NRT advised no compensation is available. Complainant asked NRT make a request to Sydney Metro. Sydney Metro discussed this matter with NRT and agreed NRT's response was appropriate.
2019 Q1	Cherrybrook	Unavoidable	7/2/19	NRT	Vibration	Complainant concerned about vibration from work on the Cherrybrook site and that their partner had needed to leave the property as sensitive to vibration. NRT advised complainant that the team were expecting to finish work by 05.00pm and vibration work was not expected to take place the following day. NRT advised they were operating within project requirements and approved construction times.
2019 Q1	Showground	Unavoidable	7/2/19	NRT	Business impacts	Complainant complained that site worker had his lunch delivered to a private business carpark. NRT requested the name of worker if possible and advised that this issue would be raised with the team on the following day. NRT has addressed the issue within the team.
2019 Q1	Cherrybrook	Unavoidable	8/2/19	NRT	Property access	Complainant concerned the recent storm had washed away the entrance to driveway where project workers have been working and the gap is too large for a car to pass safely. NRT Project Manager visited site that night and put a temporary solution in place. Driveway was restored following week.
2019 Q1	Showground	Avoidable	11/2/19	NRT	Worker behaviour	Complainant concerned that workers are parking their personal vehicles and work vehicles in a no stopping section and across complainant's driveway. NRT advised that traffic controllers will speak with staff and be reminded not to park across driveways.
2019 Q1	Cherrybrook	Avoidable	12/2/19	NRT	Noise	Complainant advised they are being disturbed by announcements over a PA



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						system. Also questioned if PA system will be in constant use once station is operational. NRT Environmental Coordinator investigated and advised that the station PA system is currently under testing and has not yet been fully configured. Over the following week NRT will configure an automatic volume adjustment function, which will reduce the volume of the PA system when ambient noise levels are lower. Noise monitoring will be conducted after the PA system has been fully configured.
2019 Q1	Bella Vista	Unavoidable	16/2/19	NRT	Noise	Complainant complained about noise level of demolition activities. NRT advised work would take approximately 2- 3 weeks and that work in that particular area would be completed on Friday (weather permitting) however further concrete removal including hammering will be undertaken. NRT advised under its licences and approvals, NRT are permitted to undertake high impact activities between 08.00am and 05.00pm, working for three hours at a time with a one hour break between.
2019 Q1	Alignment	Avoidable	16/2/19	NRT	Noise	Complainant concerned about noise from PA system. NRT Environmental Coordinator investigated and advised that the station PA system is currently under testing and has not yet been fully configured. Over the following week NRT will configure an automatic volume adjustment function, which will reduce the volume of the PA system when ambient noise levels are lower. Noise monitoring will be conducted after the PA system has been fully configured.
2019 Q1	Kellyville	Avoidable	16/2/19	NRT	Attitude/worker behaviour	Complainant complained their sleep was disturbed by excessive noise and lights shining into property. There were banging noises from trucks passing over an unfilled portion of road where bitumen had been removed. Workers were yelling, calling out to each other, on Samantha Riley Drive. NRT advised Project Manager of complaint. Project Manager advised they would address these matters with the team.
2019 Q1	Alignment	Avoidable	16/2/19	NRT	Noise	Complainant complained every time a train pulls into the station the bell is sounding, until train pulls out again. NRT advised complainant that they are currently in the process of testing and commissioning however have turned off the system until they can rectify the issue. NRT further advised they will



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						conduct noise monitoring to ensure they meet their relevant environmental licence requirements.
2019 Q1	Rouse Hill	Avoidable	18/2/19	NRT	Visual amenity	Complainant concerned about the relocated bus interchange at Rouse Hill and lack of lighting at night. NRT requested information from site team regarding lighting in bus interchange area. Site team agreed to install two additional lights. The complainant has been informed.
2019 Q1	Epping	Avoidable	18/2/19	NRT	Noise	Complainant concerned about a small red crawler / excavator commencing work at 06:40am and this being a frequent occurrence. NRT advised complainant that the complaint has been relayed to the project team on site, and has been addressed. During the remaining works on the Epping Service Facility, the team will be putting steps into place to ensure noise is mitigated.
2019 Q1	Rouse Hill	Avoidable	20/2/19	NRT	Transport	Complainant concerned about the drop off zone on Tempus St, Rouse Hill becoming dangerous. Workers are parking in the drop off zone. As there is nowhere else to drop off children, complainant says that parents are stopping in Tempus St and children are running across the road to their bus stop. NRT advised complainant that additional signage would be put in place to identify the area as a kiss and drop zone and workers would be reminded where they should be parking. Spot checks will take place and offending workers will have their access to work on the site revoked.
2019 Q1	Showground	Avoidable	20/2/19	NRT	Property impact / access	Complainant complained about workers parking their cars across the complainant's driveway. Complainant provided registration numbers of cars in question. NRT visited complainant with site manager and advised they would investigate. NRT explained that any workers who behaved inappropriately would have access to the site revoked.
2019 Q1	Castle Hill	Unavoidable	23/2/19	Sydney Metro	Transport	Complainant concerned that new bus shelters at Castle Hill do not provide enough shelter from rain. Sydney Metro advised that the shelters have been constructed and installed in accordance with approvals.
2019 Q1	Cheltenham	Avoidable	25/2/19	NRT	Parking impacts/ attitude and behaviours of	Complainant advised that whilst they were on Cheltenham Oval, they had a discussion with project workers regarding construction vehicles taking up parking spaces near the oval. Complainant was concerned that workers



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					workers	spoke to them in an inappropriate manner. Complainant has been advised the incident would be investigated and appropriate action taken. NRT has called the complainant to obtain further details on the incident. Staff were briefed at pre-start meeting and complainant was advised of this.
2019 Q1	Castle Hill	Unavoidable	26/2/19	Sydney Metro	Pedestrian access	Complainant emailed The Hills Shire Council regarding Castle Hill bus interchange. Complainant says that there is not enough space between the bus shelter seats and the road. Complainant concerned at the size of the bus shelter awnings. NRT advised that the shelters have been constructed and installed in accordance with approvals.
2019 Q1	Cherrybrook	Unavoidable	1/3/19	NRT	Community Liaison/ Notification	Complainant called and advised there is a sign that states John Road is closed and 'residents only' in front of caller's home and close to his driveway. Complainant says they were advised that it would be removed in December 2018 yet the sign is still there. Complainant was advised signage was being brought down from surrounding streets as work at the station moves towards completion.
2019 Q1	Castle Hill	Avoidable	2/3/19	NRT	Noise	Complainant concerned about work near Castle Hill station with worker jack hammering near complainant's house and office. NRT rang site supervisor to discuss works and determine if noisy work was completed. NRT Senior Project Engineer advised that work would need to continue for at least one more day. Complainant was advised the time in which high impact work was expected to be completed including respite periods.
2019 Q1	Epping	Avoidable	2/3/19	NRT	Attitude/behaviour of workers	Complainant advised that Sydney Metro employees are parking in his business premises overnight and impacting upon access to the business. NRT advised that it had reminded and will continue to remind workers not to park in private property. NRT had provided signage to the business in late 2018 although it is unclear whether this has been put up.
2019 Q1	Castle Hill	Avoidable	7/3/19	NRT	Noise Attitude/behaviour of workers	Complainant reported that their sleep was disturbed due to workers talking loudly and music being played on the site at 01.00am NRT spoke with site supervisor who has spoken with staff and advised this will be reiterated with crews in their pre-shift meetings going forward.



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2019 Q1	Castle Hill	Avoidable	7/3/19	NRT	Attitude/behaviour of workers	Complainant concerned about ongoing sawing sound and requested a noise barrier be put in place if it was going to be continuing. NRT spoke with site supervisor who advised noise was from paving contractor and he would investigate and implement noise mitigation measures where possible.
2019 Q1	Rouse Hill	Avoidable	11/3/19	NRT	Road Safety	Complainant concerned about the traffic lights at the corner of Windsor Road and White Heart Drive as they have changed, creating confusion around the left turn markings, as the markings are not visible and transparent. NRT advised they will check the line markings to ensure they are visible. The traffic team will assess the area to determine if there is more signage that can be temporarily installed to provide greater clarity to motorists.
2019 Q1	Bella Vista	Unavoidable	11/3/19	NRT	Noise	Complainant concerned that they were not notified of works been undertaken in area and that jack hammering was occurring at 09.00pm. NRT advised complainant that noise monitoring ensured levels were within regulated levels and notification had been provided.
2019 Q1	Epping	Avoidable	11/3/19	NRT	Noise	Complainant concerned that a wheeled aerial workbasket movement alarm has been operating on the western side of the building on the Epping Service Facility site from last week and again from 07:00am on the day of the complaint. Complainant complained that it is not in keeping with the noise level of the tonal alarms on other machinery. NRT identified the tonal beeper on equipment as the complaint source and spoke to the site supervisor who advised that while the tone was within regulated limits, it was adjustable. The site team adjusted the tone volume to reduce noise impacts.
2019 Q1	Bella Vista	Unavoidable	12/3/19	NRT	Noise	Complainant said they were advised that there would be no further drilling for works near their property, however they have been woken again from excessive drilling noise. NRT advised complainant that noise levels were within regulated levels and notification had been provided. Complainant requested alternative accommodation. NRT advised complainant that request for alternative accommodation could not be offered due to ineligibility.
2019 Q1	Kellyville	Unavoidable	12/3/19	NRT	Transport and Traffic	Complainant complained that Samantha Riley Drive, Kellyville has been



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					impacts	resurfaced and the line markings have not been painted correctly and this is causing unsafe driving manoeuvres and traffic congestion. NRT advised that line markings have been completed in line with approved design and road authority approvals.
2019 Q1	Kellyville	Avoidable	13/3/19	NRT	Commuter Parking	Complainant complained about workers parking in nearby street resulting in the complainant not being able to see down the street from driveway. NRT advised that workers have been notified not to park where they will restrict view of traffic from driveways. The complainant was also advised temporary no parking signage will be put up followed soon by permanent signage.
2019 Q1	Kellyville	Unavoidable	13/3/19	NRT	Road safety	Complainant concerned that drivers are trying to merge onto Old Windsor Rd via the right hand turn and are causing a traffic hazard. NRT called complainant to advise that line markings have been completed in accordance with approved design and road authority approvals.
2019 Q1	Bella Vista	Unavoidable	13/3/19	NRT	Noise	Complainant concerned about noise but would not provide details of what kind of noise, location of noise or equipment or whether it was similar to other recent noise generating works. NRT advised that no hammering works were occurring tonight, only concrete pouring. NRT also advised complainant that a notification had been hand delivered to their letterbox last week. Noise monitoring was also carried out to determine noise levels were within approved levels.
2019 Q1	Bella Vista	Unavoidable	13/3/19	NRT	Road safety	Complainant was concerned the traffic conditions have been changed due to roundabout construction. The roundabouts have no lane markings and are causing a hazard. NRT called the complainant and advised they will refer the matter to the project traffic team for review. Complainant was advised line marking would soon be completed as the roadworks were completed.
2019 Q1	Rouse Hill	Unavoidable	14/3/19	NRT	Transport and traffic impacts	Complainant concerned about the delays from detours and traffic lights not adequately facilitating traffic flow under these detours. NRT advised that traffic management measures during construction activities were as per approved design and road authority approvals. NRT has, however, forwarded the feedback to the Traffic Management Centre so they



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						can consider changes to traffic light phasing to assist with traffic flow.
2019 Q1	Kellyville	Avoidable	14/3/19	NRT	Noise	Complainant concerned about train door bells or approach warning bells for the train. NRT contacted the complainant to offer noise monitoring. Further investigation revealed a possible problem with the PA volume adjustment system. NRT advised the PA has been switched off and once fixed will conduct noise monitoring to ensure that it is operating correctly.
2019 Q1	Kellyville	Avoidable	14/3/19	NRT	Noise	Complainant concerned about a noise that is happening every 5-10 minutes. Complainant also complained about bus commuters parking in their street. NRT advised they will look into the noise concern however the parking issue should be directed to the local council. NRT explained that the noise incident was caused by a fault in the PA system and that the fault had been rectified.
2019 Q1	Showground	Avoidable	15/3/19	NRT	Worker behaviour Parking impacts	Complainant concerned that workers were parked across their driveway and requested the car be moved. Workers then spoke inappropriately with the complainant. NRT called complainant to advise that traffic controller has been asked not to not park across the driveway. NRT apologised and advised the foreman would visit shortly to speak to the traffic control staff and remind them of their obligations in dealing with residents.
2019 Q1	Castle Hill	Avoidable	15/3/19	NRT	Water	Complainant concerned about flooding from Castle Hill work site running onto property. NRT called complainant to seek additional information. Water run-off from site running into back courtyard. Complainant has cleared drain but concerned it may happen again with more rain. NRT spoke to site supervisor who will visit site and provide solution so water does not run off site.
2019 Q1	Norwest	Avoidable	18/3/19	NRT	Parking Impacts	Complainant wrote to advise 15 worker cars parked in their business car park on Brookhollow Avenue, and provided number plates. Staff were reminded by NRT at toolbox talk not to park on private property.
2019 Q1	Rouse Hill	Unavoidable	18/3/19	NRT	Road Safety	Complainant advised that at Rouse Hill Drive, Rouse Hill a section of road has been dug up and refilled, and some of the mix has eroded and when complainant drove over it at 50kph, they thought the impact to the car had



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						pulled the steering of the car out of alignment. Caller had the car assessed and a wheel alignment done. NRT site team advised the area was affected by rain over the weekend and would be repaired same day. NRT rep called complainant to advise repair work being undertaken on Rouse Hill Drive. Complainant asked if NRT would pay for wheel alignment. Complainant subsequently advised there was no issue with their car.
2019 Q1	Showground	Unavoidable	19/3/19	NRT	Road Safety	Complainant concerned about the intersection of Carrington Road and Middleton Avenue, Castle Hill to advise the roundabout markings were very poor due to works. Caller concerned about them being a safety hazard. NRT advised that the roundabout markings are only temporary until traffic lights are commissioned which is scheduled for the following Thursday evening. NRT rep advised team would assess the situation to see if there is anything that can be done to improve visibility of the roundabout for next few days. Intersection works subsequently completed and new traffic signals now operating. Complainant thanked NRT for assistance.
2019 Q1	Kellyville	Avoidable	19/3/19	NRT	Road Safety	Complainant concerned about new lane arrangements at the intersection of Samantha Riley Drive and Old Windsor Road eastern side approach to the intersection. They feel it is road block from about 04.00pm each afternoon. NRT advised that some issues related to road users not obeying arrow markings on lanes and some water filled barriers, which were in place to close the lane in question to traffic until traffic signals are commissioned, had been removed in error. These barriers have now been replaced and traffic signal commissioning scheduled for that week (weather permitting).
2019 Q1	Rouse Hill	Unavoidable	20/3/19	NRT	Transport and traffic impacts	Complainant advised was held up due to works at intersection of Old Windsor Road and Schofields Road Rouse Hill, felt that the road occupancy licence (ROL) was too late. Complainant advised this has made them late to work several times. Complainant advised he works in traffic and is not allowed to have an ROL past 05:00am and wanted to obtain more information on days this will occur so can leave earlier for work. NRT phoned complainant and advised that the NRT ROL allows occupation of road until 06.00am.



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2019 Q1	Rouse Hill	Unavoidable	20/3/19	NRT	Pedestrian	Complainant advised that due to several changes around the works on Windsor Road, Rouse Hill extra time has been added to pedestrian travel. Complainant stated that no notification was provided to advise of this issue. NRT attempted to reach complainant multiple times but were unable to make further contact.
2019 Q1	Kellyville	Avoidable	20/3/19	NRT	Noise, Visual Amenity	Complainant emailed to advise unhappy that they are hearing train at night and visual impact of station. NRT advised that night time train testing is underway, and that trains will run through the night during operations, and some train noise can be expected. Complainant was advised noise monitoring is being carried out in the area to measure the noise from train operations to ensure that NRT meets the requirements as per the train licence.
2019 Q1	Cherrybrook	Avoidable	21/3/19	NRT	Noise, Visual Amenity	Complainant concerned about light spill onto property and train noise and was happy to wait for call back following day on train noise matter. NRT organised to have flood light repositioned that evening. NRT called complainant on 22/3, they acknowledged that the sound is above acceptable levels and that they will turn off the PA system until the issue is rectified. Complainant was pleased with the response and said that he will keep NRT advised if there are any further issues regarding the sound.
2019 Q1	Kellyville	Unavoidable	25/3/19	NRT	Road safety	Complainant concerned about changes to line marking and intersection configuration on Samantha Riley Drive Kellyville. Complainant regularly uses this stretch of road and stated that the changes have made this section of road slower and more dangerous. Complainant has contacted Roads and Maritime Services, and was referred to Sydney Metro. NRT advised the complainant that completed works were in line with project designs and road authority approvals.
2019 Q1	Cherrybrook	Avoidable	28/3/19	NRT	Noise	Complainant advised of two traffic controllers talking very loudly outside of their window. Complainant would like the controllers to talk at a lower volume. Site supervisor spoke to the traffic controllers and asked that they be mindful of local residents and speak at a lower volume. NRT advised the complainant of this and complainant had no further concerns.



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2019 Q1	Kellyville	Unavoidable	28/3/19	NRT	Road Safety	Complainant concerned about changes to line marking and intersection configuration on Samantha Riley Drive Kellyville. As a result of the changes it takes the complainant four changes of traffic lights to get through the intersection. Complainant has contacted Council, and was referred to Sydney Metro. NRT advised the complainant that completed works were in line with project designs and road authority approvals.

** Avoidable complaint – Complaints about issues outside Planning Approval or a commitment that has been given to the community or stakeholders. These commitments may be contained in staff inductions or written notifications.*

**Unavoidable complaint - a stakeholder’s opposition to the project or government policy or complaints about issues that are within Planning Approval.*