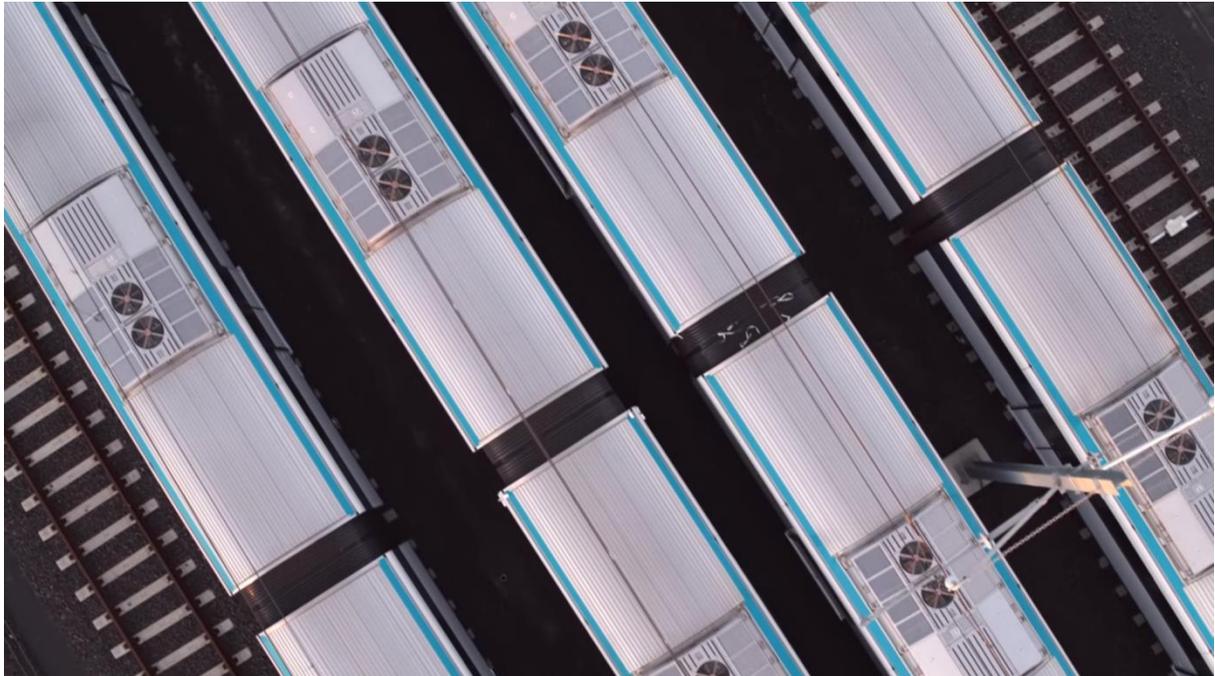




Sydney Metro Northwest

Construction Compliance Report 11 (1 April to 30 September 2018)



Project:	Northwest	Date:	30 November 2018
Group:	Northwest Project Delivery	Status:	Final
Author:	Northwest Sustainability Environmental and Planning	Revision:	1.0
Company:	Sydney Metro	File number:	
File name:	Sydney Metro NW Construction Compliance Report 11 (April to September 2018)		

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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
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 eleventh Northwest Construction Compliance Report (CCR) and covers the period from 1 April to 30 September 2018. 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. The only Sydney Metro Northwest contract current active during this period is the Operations, Trains & Systems (OTS) contract.

During this reporting period, planning approvals and other requirements related to the SVC contract (which concluded in December 2017) were completed. Works continue to be delivered as scheduled by the OTS contractor with less than 9 months of construction remaining.

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 41 Class 3 incidents occurred during the reporting period, with the majority (88%) being classified as Spills & Leaks. The total number of Class 3 incidents remained consistent when compared with the previous reporting period.

There were two non-compliances raised during this reporting period, one of which remains open at the end of the reporting period.

The number of complaints received during this reporting period decreased by 23% when compared with the previous reporting period (from 117 to 88). This significant decrease in the number of complaints can be mainly attributed to the completion of precinct works requiring major earthworks together with the scope of works moving away from the open air work environment and into the actual station boxes and tunnels. Traffic, Transport & Access as well as Noise & Vibration were the main focus of complaints.

Totals for Reporting Period	Sydney Metro	SVC	OTS	Total (This Period)	Total (Previous Period)
Ongoing Environmental Requirements at end of reporting period (Non-compliances raised during the reporting period)	179 (0)	0 (0)	639 (2)	818 (2)	876 (17)
Independent ER Inspections (issues raised)	NA	0 (0)	25 (210)	25 (210)	33 (282)
Audits (findings)	0	0	2 (7)	2 (7)	2 (3)
Class 1 or 2 Incidents (Class 3 incidents)	0	0 (0)	0 (41)	0 (41)	0 (42)
Complaints	1	0	83	88*	117

*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. Within this reporting period the only remaining contract on the Sydney Metro Northwest project is the Operations, Trains & Stations (OTS) contract.

This report is the eleventh Northwest CCR and covers the period from 1 April to 30 September 2018.

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

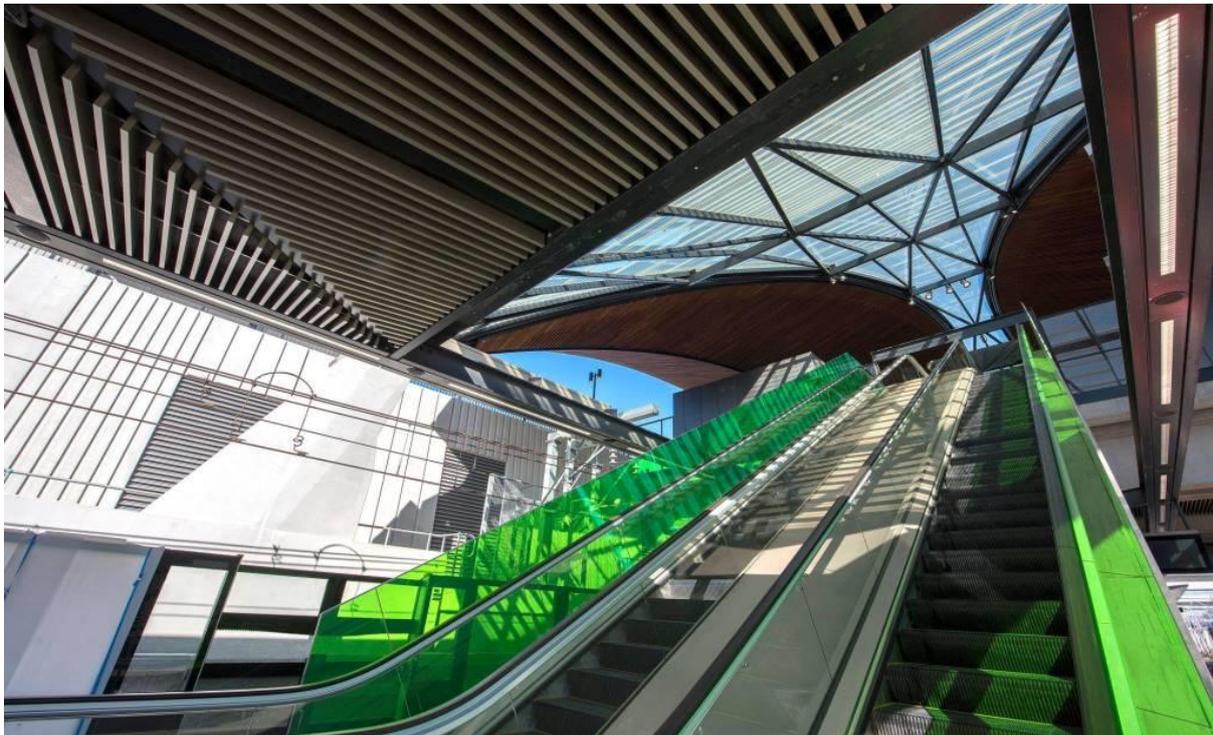


Figure 2 – Newly installed escalators at Tallawong Station

2. Construction Packages

With the SVC contract finalised in December 2017, all focus has been directed to delivering the OTS construction package. It is envisioned that all works associated with construction 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.

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 yet to be awarded at the end of this reporting period. 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)	To be announced	October 2018	Under tender

* 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 contractor is also required to convert the ECRL. This conversion includes 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 are 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 OTS works are also subject to two other REF approvals that were self-determined by TfNSW in accordance with the EP&A Act Part 5 Division 1:

- Norwest Station Subsurface Pedestrian Link and Northern Entry;
- Willoughby to North Chatswood 33kV Underground Feeder Power Line; and
- Temporary power line at Rouse Hill.

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 planning approval conditions requirement were completed against the SVC contract and construction completed;
- Installation of all overhead wires and track was completed in greenfield areas. Train testing has continued in both the tunnels and viaduct;
- Construction continues on all station sites, including sub-surface works, building civil works, station electrical, mechanical and finishing works, road and precinct works, traction works and car park and Cudgegong Road bridge structure works;
- Construction of the precinct road and associated infrastructure commenced during the period. Station car parks at Tallawong, Kellyville, Bella Vista and Cherrybrook are well progressed;
- Landscaping was completed at Tallawong and has commenced along the viaduct, with the shared path well underway;

- The White Hart Inn at Kellyville was listed on the NSW State Heritage Register and the non-Aboriginal artefacts found on the project have found a permanent home at Macquarie University; and
- Over half of all the rolling stock has been delivered to the SMTF and are undertaking testing and commissioning.



Figure 3 – Installation of the last portion of Sydney Metro Northwest track

2.1.2. 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:

- Construction and signalling installation works associated with the Signalling Headway Upgrade works between Waverton and Gordon continued. Works include minor civil works to install signalling infrastructure and cabling, installation of signalling equipment, and testing and commissioning of the new and modified signalling;
- Preparation works associated with the ECRL segregation at Epping at Chatswood. Majority of the works involved modifications to the signalling wiring to support the associated removals;
- Stageworks completed for Chatswood segregation as part of the removal of 92 and 96 Points in August 2018;
- OHW adjustments undertaken throughout the North Shore;
- OHW upgrades completed at Waverton and Killara;
- DC Feeder Upgrades completed at Lindfield Substation (2 of 4); and
- Fire Hydrant works construction and installation completed. Testing and commissioning pending.

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	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			✓			✓

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 19/12/2014 and currently active
Sydney Trains	NCW and LSS	Railway systems activities	12208	Active as of 30 September 2018 – EPL to be transferred to NRT 26 th October 2018



Figure 4 - Train testing in tunnel

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 5.

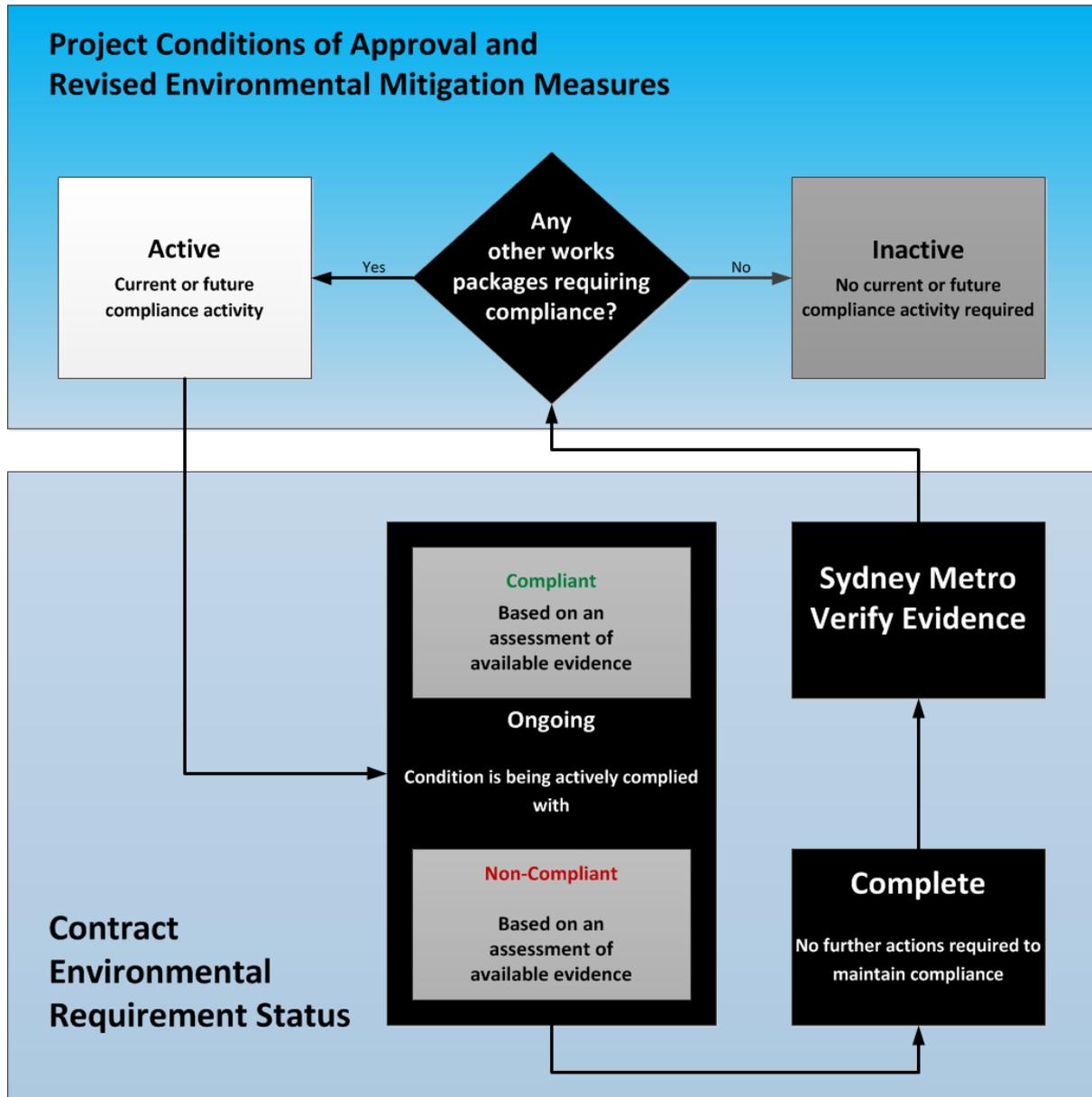


Figure 5 – Environmental Requirements Lifecycle

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.



Figure 6 – Testing of Platform Screen Doors at Tallawong

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.



Figure 7 – A look inside the Northwest tunnel

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.



Figure 8 – Hills Showground Station Precinct – September 2018

4. Environmental and Compliance Performance

The total number of ongoing Environmental Compliance Requirements at the end of this reporting period was 818 (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). With the SVC contract achieving practical completion in December 2017 the remaining 58 Environmental Compliance Requirements associated with this contract were completed (closed) within this reporting period.

There were a total of 2 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	SVC	OTS	Total (This Period)	Total (Previous Period)
Ongoing Environmental (Compliance) Requirements at end of reporting period (Non-compliances raised during the reporting period)	179 (0)	0 (0)	639 (2)	818 (2)	876 (17)
Independent ER Inspections (issues raised)	NA	0 (0)	25 (210)	25 (210)	33 (282)
Audits (findings)	0	0	2 (7)	2 (7)	2 (3)
Class 1 or 2 Incidents (Class 3 incidents)	0	0 (0)	0 (41)	0 (41)	0 (42)
Complaints	1	0	83	88*	117

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

As demonstrated in Table 7, there has been a reduction to the compliance load for the Sydney Metro Northwest project during the reporting period. This is attributed to the completion of the remaining 58 environmental requirements which were allocated to the SVC Principal contractor.

4.2. Non-compliances

The ER conducted one quarterly compliance review (Q2) against the environmental requirements since 1 April 2018 across the OTS contract. This review and other surveillance activities identified two (2) non-compliances as detailed in Table 9. The 'Non-compliance Rate' in Figure 9 is calculated monthly using the following formula:

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

The downward trend during this reporting period is due largely to the completion of the SVC Contract as well as a change in the type of work being undertaken under the OTS contract.

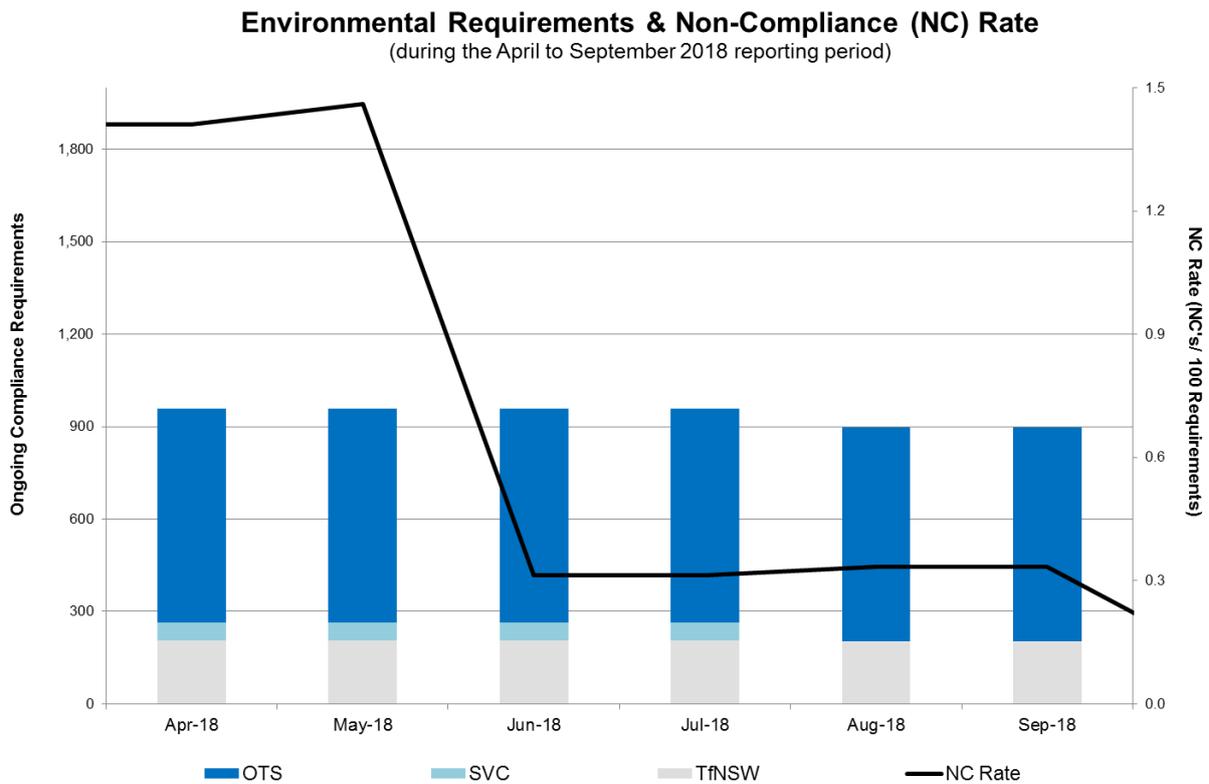


Figure 9 – Compliance Load and Non-Compliance Rate

4.2.1. Open from previous

Two non-compliances raised in previous reporting periods remained open during the current reporting period (refer to Table 8). Both these non-compliances were 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
31 Mar 2017 (April to September 2017 reporting period)	OTS	SSI-5414 D5 & E33 SSI-5931 D5 & E28	Management Systems	Processes for reporting and availability of monitoring records not in accordance with the Construction Environmental Management Plan and the Compliance Tracking Program.	Closed during this reporting period Evidence has been provided to the ER and Sydney Metro to demonstrate that the necessary monitoring reports have been issued. Final Business Monitoring Report provided to Sydney Metro and communicated to DP&E on the 23rd August 2018.
9 Feb 2018	Sydney Metro	SSI-5100 D4 SSI-5414 D5 SSI-5931 D4 SSI-5931 B5	Community Stakeholder and Business	Documents relating to the project have not been made publicly available (subject to confidentiality).	Closed during this reporting period The relevant documents were uploaded to the Sydney Metro publically-accessible online Document Library.

4.2.2. This reporting period

There were two (2) non-compliances raised during this reporting period, one of which remains open at 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
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.	Open <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 • Following weeks toolbox is focused on EPL hours of operations requirements
26 Sept 2018	OTS	SSI-5414 E33	Management System	Clearing of vegetation was undertaken without an approved clearance permit in place.	Closed during this reporting period <ul style="list-style-type: none"> • JHET incident was raised • All TRAs were reviewed and amended in accordance with the AMS • Training was prepared and delivered to ensure all relevant personnel are aware of NRT process.

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 41 environmental incidents occurred on the project during the reporting period and were all categorised as Class 3. These are depicted graphically in Figure 10. Figure 10 also displays the Issue Rate (number of issues per inspection).

The increase in the number of incidents reported by the OTS contractor in recent months is reflective of significant increased activity onsite following the handover of sites from the SVC contractor during the previous reporting period. Spills and Leaks incidents comprised over 88% of all incidents during the reporting period which were predominantly minor spills of hydraulic fluid (refer to Figure 11).

Incident Frequency & Monthly Issue Rate
(during April to September 2018 reporting period)

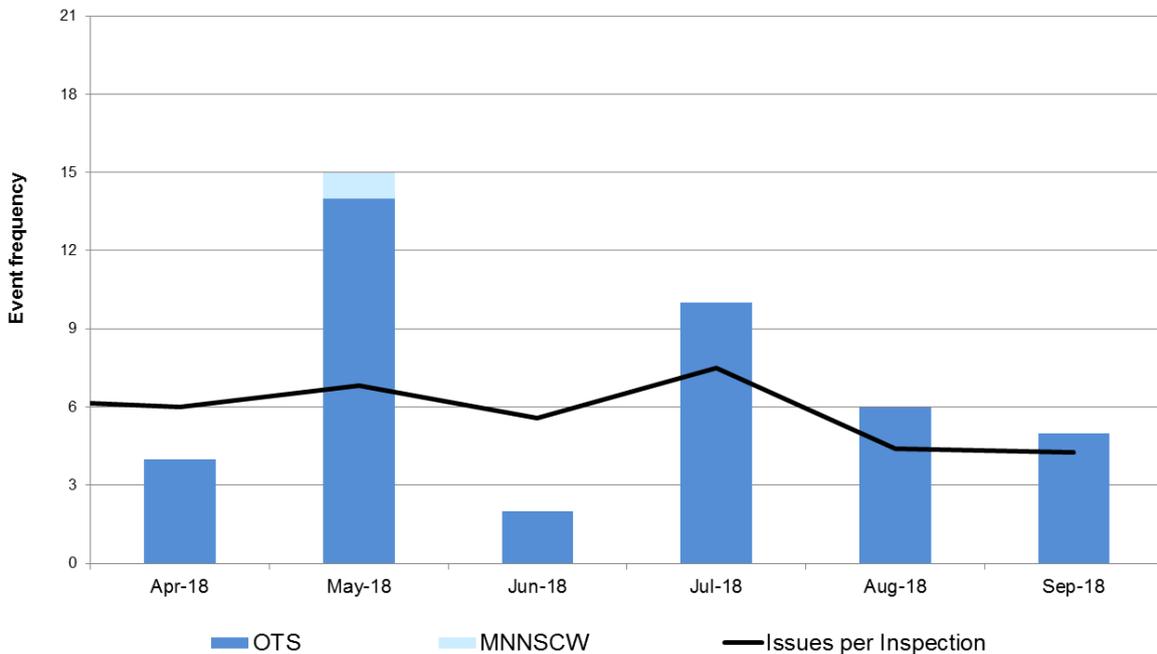


Figure 10 – Incidents (Class 3) and Issue Rate (Issues per inspection per month)

Class 3 Environmental Incidents by Type (During the April to September 2018 reporting period)

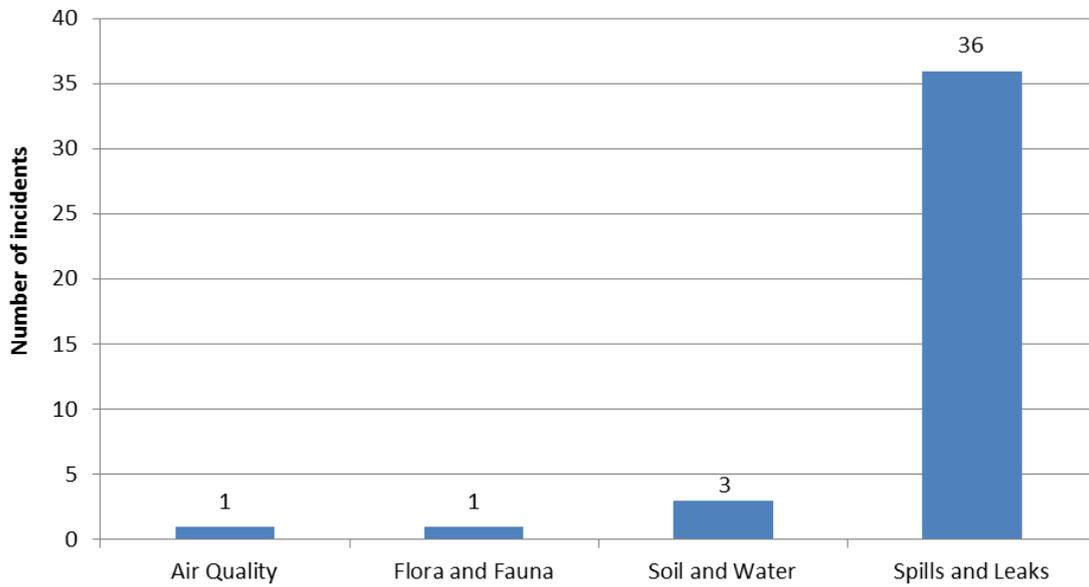


Figure 11 – Class 3 Environmental Incidents by Type during the reporting period

4.4. Independent Environmental Representative Inspections

The Independent ERs conducted a total of 25 environmental inspections and raised 210 issues. During the reporting period, the monthly ‘Issue Rate’ generally was stable (as indicated in Figure 10).

During the reporting period, Soil & Water issues comprised of majority of all issues identified during independent ER inspections (seen in Figure 12), reflecting the relatively high investment of management effort required in this area for projects which involve substantial earthworks.

Environmental Issues by Type
(during April to September 2018 reporting period)

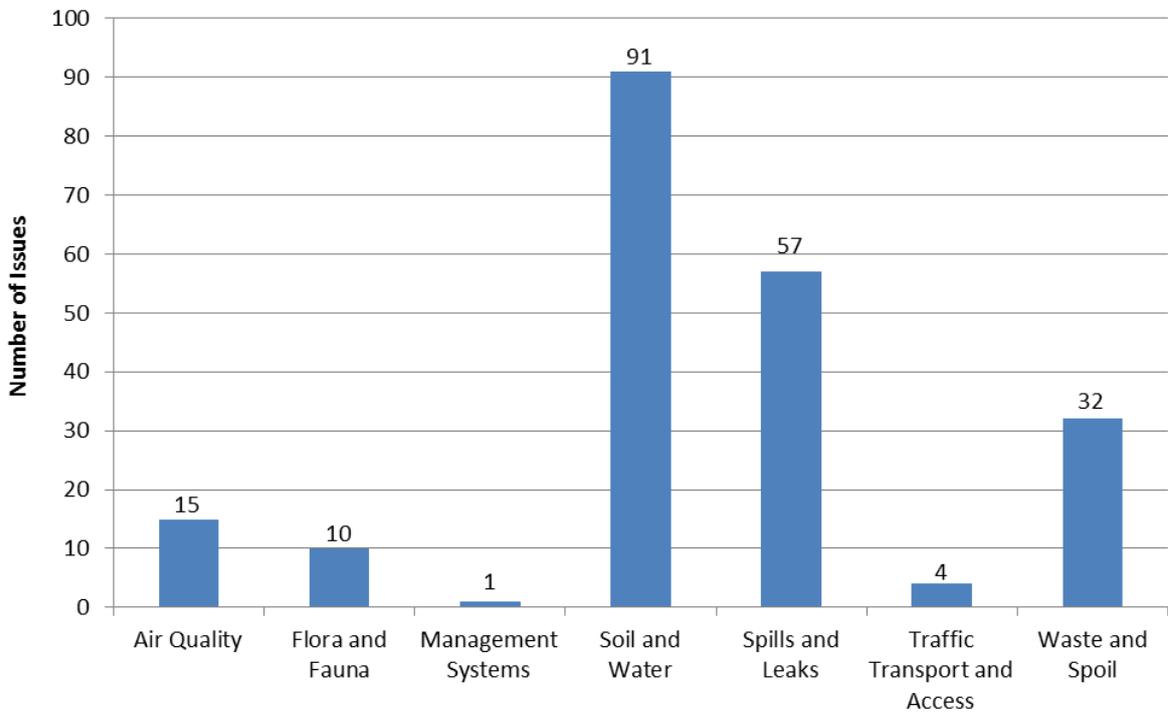


Figure 12 – Environmental Issues by Type during the reporting period

4.5. Environmental Audit Findings

4.5.1. Open from previous reporting period

The CCR for the previous reporting period (April 2017 to September 2017) indicated that two audit findings remained open. These findings were 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
Feb 2018	AUD-0001785	Hard copy of the IMP is maintained at the Showground HO.	Review each site to ensure the Appendix E is available with incident response board and duty cards.	CLOSED
Feb 2018	AUD-0001785	The Procedure for Notifying Agencies of a Pollution event (Appendix E) is publically available on the NRT Website - http://www.nrt.com.au/files/Procedure%20for%20notifying%20agencies%20of%20a%20pollution%20incident.pdf	Update the NRT website with the full IMP.	CLOSED

4.5.2. This reporting period

Two environmentally-relevant audits were conducted during the April to September 2018 reporting period. A summary of the audits is shown in Table 12. These audits generated a total of 9 findings requiring actions. These are detailed in Table 13. One environmental audit finding remains 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
SM17.18-044-OTS-NRT-ENV*	NRT (Independent Environmental Audit)	Contract Works: Construction of Operations, Trains and Systems infrastructure	28 March 2018	5	5	0
SM.17.18-039-NRT-OTS-SUST	NRT	Operational Readiness – Planning, Environment & Sustainability	5 July 2018	4	3	1
Totals				9	8	1

* Indicates that the audit report was finalised during this reporting period

Table 12 – Audit Findings during the Reporting Period

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
Mar 2018	SM17.18-044-OTS-NRT-ENV	Waste Management records Not all waste tracking certificates and/or dockets required by CEMP 5.9.3 had been collated in the NRT Waste and Material Reuse/Disposal Record database to demonstrate the management of hazardous materials and waste as outcome of Planning Approval MCoA E34 e) ix) requirements.	<ul style="list-style-type: none"> • Communicate waste management due diligence record requirements to project personnel concerned; • Conduct review of waste management database and report gaps in compliance records supporting hazardous waste and off-site movements; • Collect and upload supporting waste compliance records into database; and • Report compliance status moving forward 	CLOSED

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
			to project completion	
Mar 2018	SM17.18-044-OTS-NRT-ENV	Complaint related Corrective Action Consultation Manager and/or related Management System forms (records) did not always evidence definitive records of a "Complaint Management System" required by MCoA D3. In particular, required consistency with ISO 10002 Guidelines for Complaints Handling pertaining to investigation (clause 7.6) and tracking (clause 7.3) was not always evident, some recorded actions to justifiable community complaints not appearing to address the root cause, and there were some instances of intended actions not being tracked to ensure completion, closure and effectiveness.	<ul style="list-style-type: none"> • Consultation Manager, Corrective Action and/or Pollution Complaint forms to better evidence long-term preventive actions resulting from investigations, when required; and • Consultation Manager, Corrective Action and/or Pollution Complaint forms to reflect that proposed actions were tracked to ensure completion, closure and effectiveness. 	CLOSED
Mar 2018	SM17.18-044-OTS-NRT-ENV	Records of Revised Environmental Management Measure implementation. Compliance tracking systems did not always reference definitive records evidencing implementation of management measures to ensure compliance with specific or anticipated impacts identified in the project environmental impact assessment and consultation process.	<ul style="list-style-type: none"> • Conduct review of REMM record requirements and compile list of critical or specific information required; • Collect and update the Sydney Metro Compliance Tracking Spreadsheet accordingly; and • Continue updating compliance status moving forward to project completion 	CLOSED
Mar 2018	SM17.18-044-OTS-NRT-ENV	Some Noise Monitoring Forms whilst completed, were missing a few finer details on activities underway at the time of measurement and time stamp of noise level meter usage.	<ul style="list-style-type: none"> • Brief Environmental Coordinators on required standards for completing Noise Monitoring Forms and implement accordingly. 	CLOSED
Mar 2018	SM17.18-044-OTS-NRT-ENV	Noise assessment of plant (undertaken by Safety) were undertaken from an Occupational Health perspective, with no apparent correlation with the Construction Noise & Vibration Plan and specified community focused Sound Power Levels (SWLs).	<ul style="list-style-type: none"> • Brief WHS personnel on required Noise & Vibration Management Plan Methodology for conducting SWLs; and • Mobile Plant Pre-Start Inspection forms to record SWLs typically at 7m for particularly noisy plant and equipment. 	CLOSED
Jul 2018	SM.17.18-039-NRT-OTS-SUST	Planning Conditions Internal allocation of conditions within NRT (i.e. IJV, SJV, MTS) is not yet clearly defined. NRT to undertake an internal NRT review to start allocating on-going/operational condition requirements.	Provide timeline for completion of this task	CLOSED
Jul 2018	SM.17.18-039-NRT-OTS-SUST	Planning Conditions Ongoing responsibility for operational and post construction conditions needs to be documented. NRT/MTS to determine the best document to manage these requirements.	Provide timeline for completion of this task	CLOSED
Jul 2018	SM.17.18-039-NRT-OTS-SUST	Sustainability Responsibilities Deed compliant operational phase environment & sustainability plan is required to be submitted 120 days prior to	Provide timeline for completion of this task	CLOSED

Month	Audit ID (Auditee)	Finding	Agreed Action / Resolution	Current Status
		trial running. Auditor was assured it would be written in time (approx. 3 months to write). Action plan for meeting this timeline to be developed.		
Jul 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	OPEN

4.6. Complaints

The project received a total of 88 complaints during the reporting period:

- One (1) against Sydney Metro;
- 83 against the OTS contractor; and
- Four (4) that were not related to the Sydney Metro Northwest scope of works.

Refer to Figure 13 for a breakdown of the complaints received by site. Refer to Figure 14 for a breakdown of the complaints by type.

The number of complaints received during this reporting period decreased by 23%, when compared with the previous reporting period (from 117 to 88). This significant decrease in the number of complaints can be mainly attributed to the completion of precinct works requiring major earthworks together with the scope of works moving away from the open air work environment and into the actual station boxes and tunnels. Traffic, Transport & Access as well as Noise & Vibration were the main focus of complaints.

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 April to September 2018 reporting period, excluding complaints not related to project)

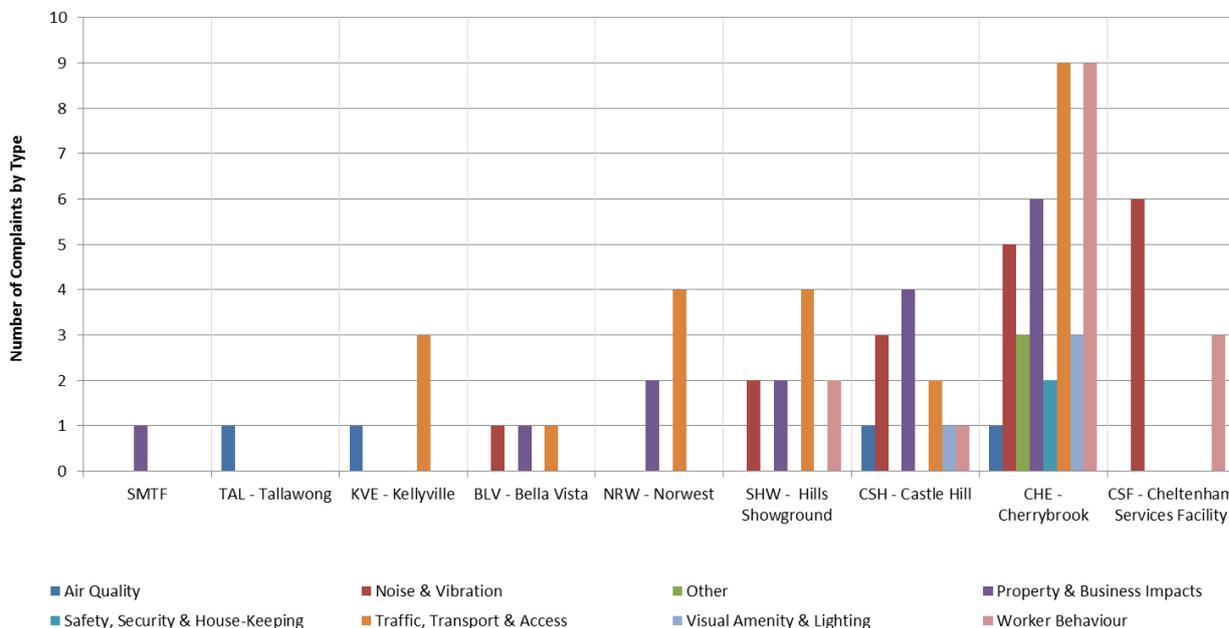


Figure 13 - Number and Type of Complaints Received by Site during the reporting period

Complaints by Type

(During the April to October 2018 reporting period)

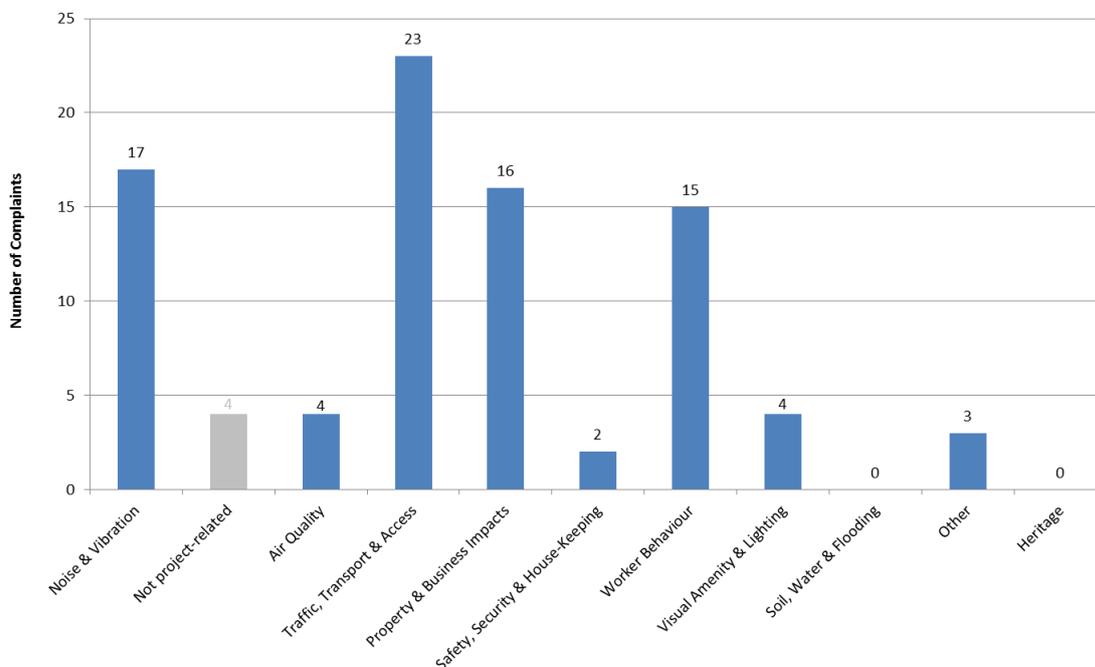


Figure 14 – Complaints by Type during the reporting period

Within this reporting period (April to September 2018) the north-west area of Sydney again experienced similar unseasonal dry and windy weather conditions as in previous reporting periods, only receiving 83.9mm of rainfall, compared to the average expected 277.7mm.

Prior to September 2017, complaints about dust were regularly received across the project and this was attributed to continued unseasonal dry and windy weather. However, since October 2017 the OTS Contractor has continued to work with the EPA to implement additional dust mitigation measures, with a particular focus on station sites undertaking major earth-moving works. As per the previous reporting period (October 2017 to March 2018), the number of dust-related complaints received during this reporting period was again minimal (four complaints during the current reporting period).

During both the current and the previous reporting period, Cherrybrook site has consistently continued to exhibit the highest number of complaints across the entire project site (43% during the current reporting period comparable to 42% in the previous reporting period). These complaints can be attributed to numerous factors including, the size and open nature of the site in addition to the proximity of the site to residential properties.

Comparison of Complaint Types between the Current and Previous Reporting Periods

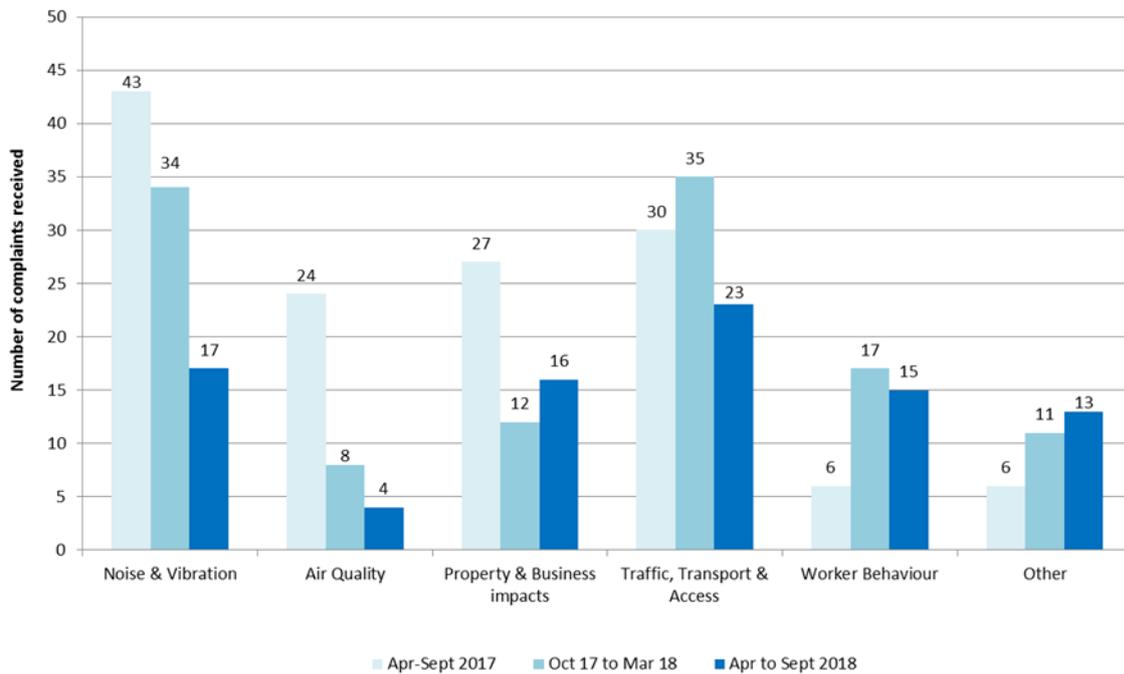


Figure 15 – Comparison of Complaint Types between the Current and Previous Reporting Periods

A comparison of the number and types of complaints received in this current and the two previous reporting periods indicates that complaints have generally either decreased or remained relatively stable across the range of complaint categories (refer to Figure 15).

The category with the largest number of complaints (23) recorded across the project during this reporting period was Traffic, Transport & Access.

The Cherrybrook site again recorded the greatest number of worker parking complaints with almost 50% of all Cherrybrook-focussed complaints related to either Traffic, Transport & Access or Worker Behaviour. This is attributed to:

- An increase in workforce numbers on-site at any one time due to the increased scope of works;
- The perceived illegal parking by workers;
- The subsequent reduced availability of public on-road parking spaces; and
- A physically-constrained site and surrounds.

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 16) is a status update of sustainability performance on the project that is measured and tracked on a monthly basis, as at 30 September 2018.

NORTHWEST - SUSTAINABILITY DASHBOARD

September 2018

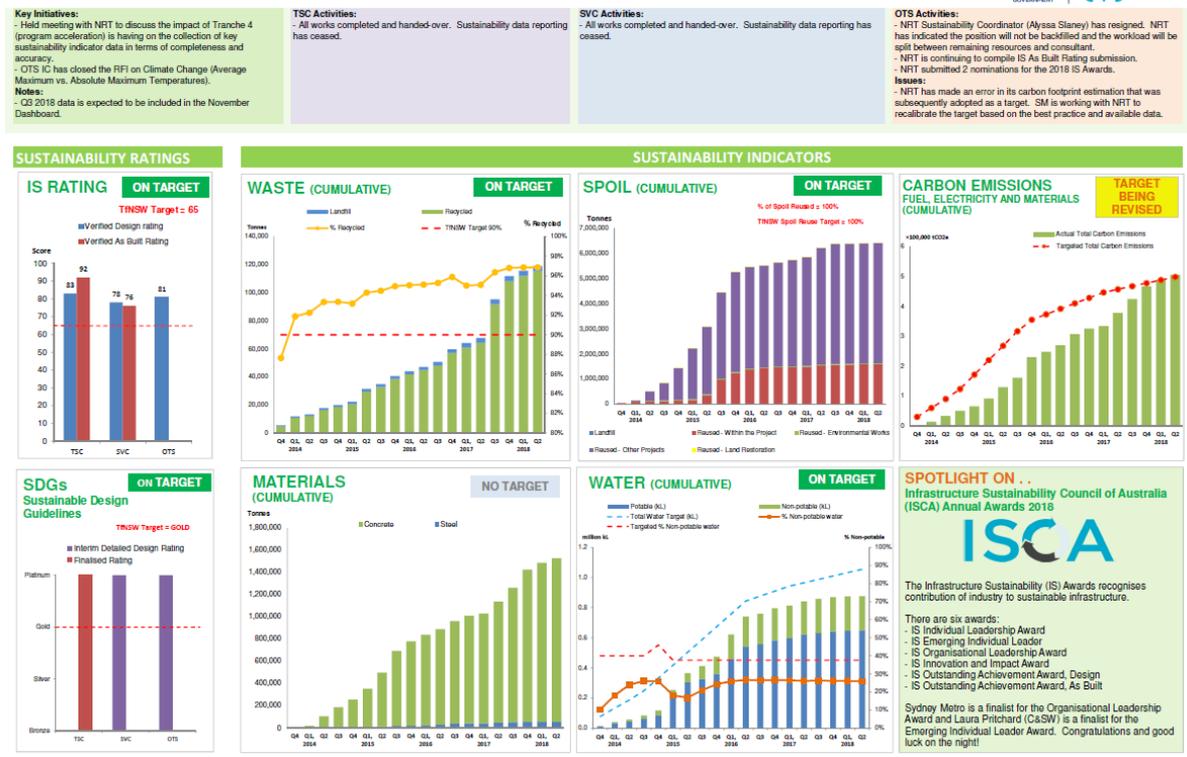


Figure 16 – Sydney Metro Northwest Sustainability Dashboard for September 2018

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. Infrastructure Sustainability Council of Australia (ISCA) Ratings

During this reporting period the OTS Contractor was awarded a ‘Leading’ Infrastructure Sustainability (IS) Design Rating (score of 81).

All three contractors on Sydney Metro Northwest have now received their respective IS Design Rating, hence the overall Sydney Metro Northwest project was awarded a ‘Leading’ IS Design Rating (score of 81 – the IS Design Rating of all three contracts are weighted

according to the contract value then combined). The 'Leading' IS Design Rating received for the whole Sydney Metro Northwest project is an Australian first, and demonstrates Sydney Metro's ongoing commitment to drive industry-leading sustainability outcomes

5.2. Beryl Solar Farm: Powering Sydney Metro Northwest

Sydney Metro is dedicated to mitigating climate risk for current and future generations. In 2013 the NSW Government committed to offset 100 percent of operational emissions from electricity used on Sydney Metro Northwest. The offset was realised in May 2018 through a Green Products Purchase Agreement (GPPA) to procure large-scale generation certificates (LGCs) from a new build solar farm, Beryl Solar Farm, located in regional NSW.

Through an industry-leading process, Sydney Metro is contributing to the NSW Government's objective to achieve net-zero emissions by 2050.

Beryl Solar Farm is currently under construction, in Gulgong in regional New South Wales. The farm utilises approximately 230,000 photovoltaic modules, and covers 145 hectares.

When operational in mid-2019, the solar farm has a capacity of 95 MW – generating enough electricity to power about 25,000 homes annually. Part of this annual generation will be used to offset 100 percent of Sydney Metro Northwest's operational electricity needs.

Sydney Metro started the electricity procurement process for Sydney Metro Northwest in mid-2015. This was a highly collaborative process which engaged the public and private sector. An innovative approach was developed to secure electricity supply, and to deliver a reliable service while meeting the 100 percent offset commitment. Several financial mechanisms were put in place to achieve this, namely:

- Securing a 20-month electricity supply agreement with ERM Power, this provides full flexibility on start date, electricity demand, intensity, and use and load shape.
- Procuring a synthetic Power Purchase Agreement (PPA), to enable Beryl Solar Farm to be constructed, consisting of two parts:
 - Green Products Purchase Agreement (GPPA) under which large-scale generation certificates (renewable energy certificates) will be procured (the offset); and
 - A Contract for Difference (CFD) for the electricity that the solar farm dispatches to the grid (the financial mechanism that underpins the offset arrangement).

Figure 15 explains the intricate relationship, which is a first for government in Australia.

Knowledge gained from the procurement process is transforming the way the NSW Government approaches electricity procurement, and the way public transport projects across Australia are powered and operated. This process has helped upskill industry and specialists in the PPA process, leaving a lasting legacy.

The procurement of Beryl Solar Farm also brings with it socio-economic benefits for the local community of Gulgong (150 local jobs during construction as well as other ongoing fulltime

positions) boosting the local economy. This innovation highlights Sydney Metro’s approach to minimising emissions and mitigating future climate risk, contributing to the long-term wellbeing of current and future generations. A similar offset commitment has been made on Sydney Metro City & Southwest.

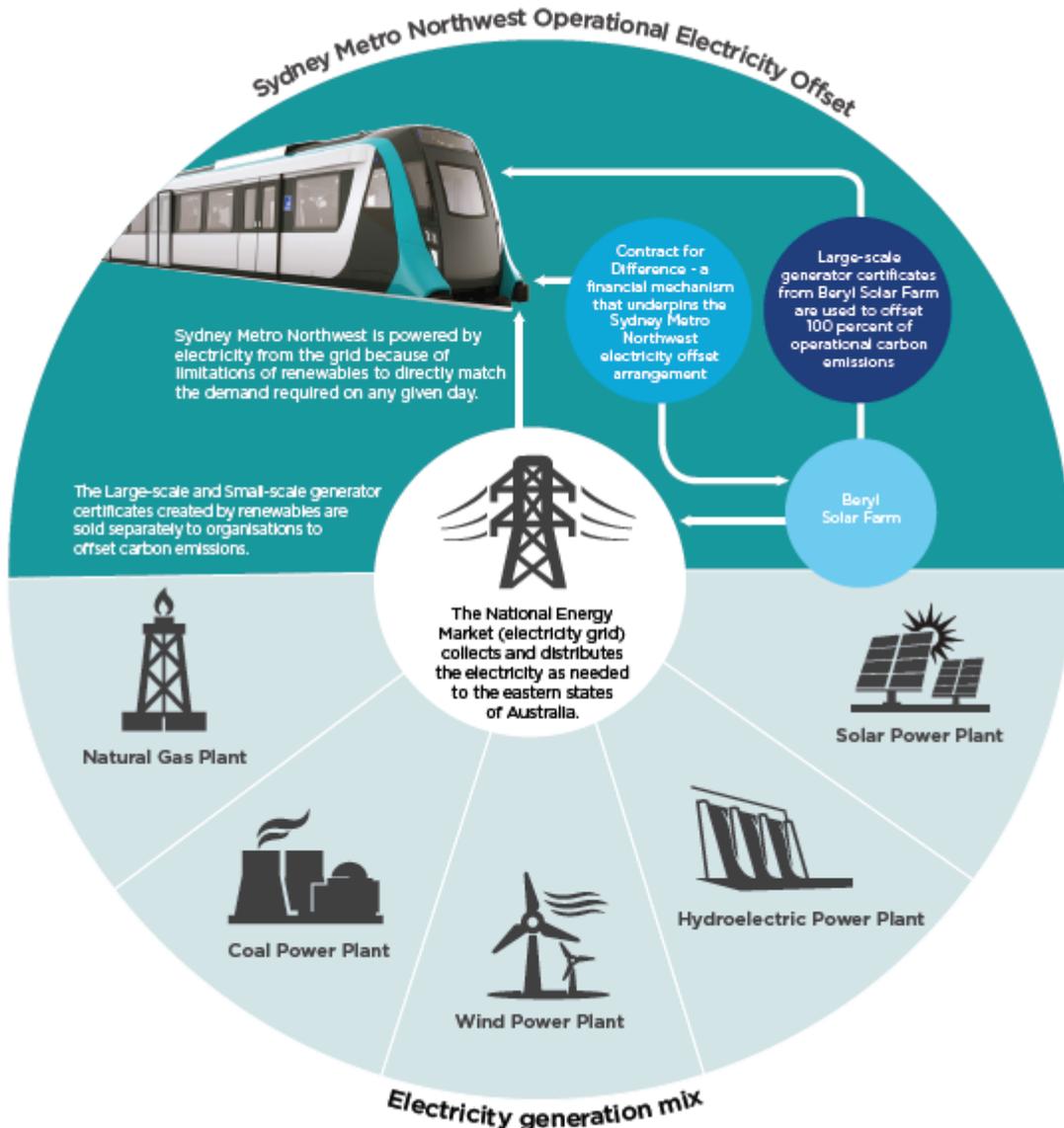


Figure 17 – The relationship between the NEM, Sydney Metro Northwest and electricity generators

5.3. 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.

5.3.1. 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 16. 100% of the spoil generated throughout the construction phase of the project has been reused. As of the end of Q2 2018 (Q3 2018 data not available for this report), 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.

5.3.2. Waste usage and recycling

A requirement of the Sustainability Strategy is that 90% of recyclable 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 Q2 2018, 97% of total waste material have been recycled which equates to over 115,000 tonnes of waste material.



Appendix 1 – Complaints during the Reporting Period

Report	Construction Complaints Management Report
Review Period	1 April – 30 September 2018

Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2018 Q2	Castle Hill	Avoidable	4/4/18	NRT	Parking impacts	Complainant advised that workers were parking in customer car parks. Place Manager advised that workers are reminded daily at morning pre-start meetings to only utilise designated parking spaces. Place Manager advised that the warning would be reinforced with workers but that NRT was not able to enforce parking restrictions on private property.
2018 Q2	Castle Hill	Avoidable	5/4/18	NRT	Noise	Complainant was concerned about noise from the site during the night. They questioned why the work had to be undertaken during the night. Place Manager explained that the noisy night work was due to crane use and why it needs to be undertaken at night. Place Manager offered to provide the complainant with more

Project:	Northwest	Date:	30 November 2018
Group:	Northwest Project Delivery	Status:	Final
Author:	Northwest Sustainability Environmental and Planning	Revision:	1.0
Company:	Sydney Metro	File number:	
File name:	Sydney Metro NW Construction Compliance Report 11 (April to September 2018)		



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						information going forward and they accepted. NOTE: Complainant advised that they had called the EPA prior to calling Sydney Metro. Additional noise monitoring is being considered by the site team.
2018 Q2	Norwest	Unavoidable	6/4/18	NRT	Community Liaison/ Notification Traffic impacts	Complaint advised that the roundabout at Brookhollow Avenue had been blocked off and they had to take a detour. Place Manager explained the works and the expected reopening of Brookhollow Avenue. Complainant understood.
2018 Q2	Cherrybrook	Unavoidable	6/4/18	NRT	Noise	The complainant advised that noise had been continuously impacting them for 10 nights. The complainant advised that they had been offered relocation but declined. They advised that if they had been made aware of the persistence and level of the noise, they would have accepted the offer. Place Manager advised the complainant that NRT had received approval to carry out the night works through a community agreement. Place Manager offered the complainant alternative accommodation again, and the offer was again declined. Place Manager advised that they would provide the complainant with information about upcoming works.
2018 Q2	SMTF	Unavoidable	9/4/18	NRT	Property impacts	Complainant living on Schofields Road advised that their footpath and nature strip had been dug up and not properly replaced. They advised that they were concerned about safety due to the condition that the footpath was left in. NRT representatives met with the complainant and agreed a resolution to permanently restore the nature strip once the works at that location were complete.
2018 Q2	Castle Hill	Avoidable	9/4/18	NRT	Dust	Complainant advised that dust was blowing onto their property. Place Manager contacted the site and the site watered down the dust. Place Manager attempted to contact the complainant with an update but was unsuccessful.
2018 Q2	Norwest	Unavoidable	11/4/18	NRT	Transport and traffic impacts	Complainant raised concerns about traffic queuing across both intersections/roundabouts next to the site and that it was creating traffic delays. NRT contacted the complainant and advised that beyond ensuring the road works are carried out in accordance with approved road occupancy licences, NRT is unable to provide any further assistance.



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2018 Q2	Castle Hill	Avoidable	12/4/18	NRT	Noise Community Liaison/ Notification Impacts to utilities and services Visual amenity	Complainant advised that light spill from the Castle Hill Station site was shining into their premises. They also mentioned excessive noise throughout the night. Place Manager contacted the complainant to explain the works and approved working hours and activities. Complainant advised that they understood the approval to work at night but would like the issue to be further investigated. Place Manager advised them that they would pass their concerns onto the site team. Complainant thanked the Place Manager.
2018 Q2	Tallawong	Avoidable	14/4/18	NRT	Dust	Complainant advised that dust was impacting their property. Place Manager called site to advise of issue and check that a water cart was onsite which could be used. Place Manager contacted the complainant however due to poor reception could not provide them with an update and left a message.
2018 Q2	Cherrybrook	Unavoidable	19/4/18	NRT	Biodiversity (plants and animals)	Complainant advised that they were concerned about the design of the Cherrybrook Station car park and surrounding landscaping. The complainant requested a meeting with Sydney Metro to discuss their concerns. NRT project team subsequently met with resident to discuss project works.
2018 Q2	Cherrybrook	Unavoidable	20/4/18	NRT	Noise Community Liaison/ Notification	Complainant advised that their property is being shaken by the works at the Cherrybrook Station site. Place Manager contacted the complainant and advised that the vibration caused by the construction work is within approved limits, and that respite periods are scheduled during machinery operation. The complainant advised that they did not care about reasonable limits, as the work was still impacting them. Place Manager advised that they would inform the site team of the complainant's concerns, however the machinery would continue to operate within the approved limits.
2018 Q2	Cherrybrook	Unavoidable	21/4/18	NRT	Project hours	Complainant advised of two cranes operating outside of normal work hours, noting crane operation after 1pm on a Saturday. They advised that only one crane should be in operation at that time and that they had seen two operating. Place Manager advised the complainant that two cranes were approved to operate due to there not being any impact on receivers. Complainant did not have a specific complaint and did not advise of a specific impact that the two cranes had caused. The complainant noted that their issue is with NRT not following the rules. Place



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						Manager advised the complainant that they would advise the site.
2018 Q2	Hills Showground	Not related to Sydney Metro	24/4/18	Sydney Metro	Property Impacts	Complainant advised Sydney Metro that a crack had developed in their property and requested an inspection. Property team assessed the matter and confirmed that damage reported was not associated with tunnelling works.
2018 Q2	Cherrybrook	Avoidable	30/4/18	NRT	Attitude/behaviour of workers	Complainant advised that workers are cutting in front of other motorists and are driving on the wrong side of the road in a one way street (Franklin Road). Place Manager advised the complainant that this information would be relayed to project team and that workers would be reminded of appropriate driving behaviour at pre-start meetings.
2018 Q2	Cheltenham	Not related to Sydney Metro	30/4/18	NRT	Property Impacts	Complainant advised that yellow spray paint used to mark a work area also got on their fence. Place Manager investigated the matter and identified that it was Hornsby Shire Council that spray painted. Place Manager advised the complainant, who said they would contact council.
2018 Q2	Castle Hill	TBD	30/4/18	Sydney Metro	Property impacts	Complainant advised that cracks had developed in their property and requested an inspection. Sydney Metro assessed pre and post condition reports completed for the property as well as ground monitoring data and advised that the reported damage was not associated with tunnelling works. Note: Project team is continuing to liaise with the complainant.
2018 Q2	Cherrybrook	Avoidable	1/5/18	NRT	Attitude/behaviour of workers	Complainant advised that their garbage bins were moved by workers so that they could park. They made several suggestions to NRT about how they could manage the matter, including monitoring parking in the morning peak. Place Manager apologised for the inconvenience and agreed to pass the suggestions onto the site team.
2018 Q2	Cherrybrook	Avoidable	7/5/18	NRT	Attitude/behaviour of workers Community Liaison/ Notification	The complainant advised that they contacted their State MP with concerns about works on Robert Road. They advised NRT that the road is narrow and already difficult for residents to navigate, and workers parking on Robert Road exacerbated the issue. They also expressed concern about the notification of works on Robert Road, advising that the work started before the notification was delivered. Place Manager contacted the complainant and offered to meet to discuss upcoming



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						works. The complainant declined and ended the call.
2018 Q2	Norwest	Avoidable	8/5/18	NRT	Parking impacts Attitude/behaviour of workers Community liaison	Stakeholder complained about workers parking on private property and occupying customer car spaces. They advised that the police had been alerted. Place Manager obtained vehicle details and had the owner move it.
2018 Q2	Cherrybrook	Avoidable	8/5/18	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking in residential streets and their vehicles were blocking residents' view of oncoming traffic when accessing their driveways. Place Manager advised complainant that workers would continue to be reminded at pre-starts and toolbox talks about parking, and that parking etiquette information would be displayed on site.
2018 Q2	Cherrybrook	Avoidable	15/5/18	NRT	Property impacts Community liaison/ notification	Complainant advised that the security fence was unsafe and that another panel should be added. Place Manager advised that NRT would investigate with the project team and update them. Site advised it would action same day, and the complainant was given an update. Complainant thanked Place Manager for the call.
2018 Q2	Cherrybrook	Avoidable	31/5/18	NRT	Worker behaviour	Complainant advised that a site worker's vehicle was obstructing their driveway. Place Manager apologised for the worker's behaviour and advised that Council would be contacted about the vehicle. Place Manager advised that NRT did not have the vehicle details on file but would remind workers about parking appropriately. Complainant thanked Place Manager for their call.
2018 Q2	Cherrybrook	Avoidable	4/6/18	NRT	Community Liaison	Complainant advised of a worker parking across their driveway, which has happened previously. Place Manager forwarded the details to council for its attention and action.



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2018 Q2	Cherrybrook	Unavoidable	7/6/18	NRT	Noise Community Liaison	Complainant advised that they did not receive a community notification regarding night work and it was disrupting them. Place Manager contacted them and advised that the works were approved to occur outside of standard construction hours due to RMS restrictions, and that a notification mentioning the works was distributed on 25 May 2018. Place Manager also offered to add the complainant to the distribution list to ensure that they are kept updated on the work, which they accepted.
2018 Q2	Castle Hill	Avoidable	7/6/18	NRT	Noise Community Liaison	Complainant wished to make a formal complaint regarding noise and vibration being caused by an excavator with a jackhammer attachment. They advised that the machinery was operating 25 metres from their commercial premises and was disturbing staff and customers. The complainant expressed concern about the activity being undertaken near to their premises and raised concerns about it being in breach of health and safety standards. Place Manager apologised to the complainant and advised them that the site would look into the matter.
2018 Q2	Cherrybrook	Avoidable	7/6/18	NRT	Attitude/behaviour of workers Visual amenity	Complainant advised that site workers have left rubbish in their street. Place Manager contacted the complainant and apologised for the worker behaviour, and asked them to call if there were any further issues. The area concerned was subsequently cleaned by NRT.
2018 Q2	Castle Hill	Unavoidable	14/6/18	NRT	Community Liaison/Notification	Complainant advised that parking on Old Castle Hill Road had changed and that there was nowhere to drop off children. Complainant queried if people can drop off in the area that had been changed to a bus zone as part of NRT works, or if they would receive a fine. Place Manager advised they would look into the matter and contact them again with an update.
2018 Q2	Cherrybrook	Unavoidable	20/6/18	NRT	Noise	Complainant advised that loud noise began at 11pm. Place Manager advised them that NRT was permitted to carry out the work outside of standard working hours, and that a notification was distributed to residents to advise them of the out of hours work. Place Manager further advised that night works would be occurring again that night, and offered to relocate the complainant. They declined the offer.



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2018 Q2	Cherrybrook	Unavoidable	27/6/18	NRT	Vehicle/transport access Community Liaison/ Notification	Complainant advised that increased worker parking in Oliver Way was making it difficult for residents to access their street and properties as the street is already narrow. Place Manager advised that workers would continue to be reminded about parking appropriately. Complainant thanked Place Manager for their assistance.
2018 Q2	Cherrybrook	Avoidable	28/6/18	NRT	Attitude/behaviour of workers	Complainant advised that worker vehicles are being parked too close to resident driveways and were obstructing their field of view when exiting their driveway. Place Manager advised the complainant that Council has patrolled the area to issue sanctions to illegally parked vehicles and that NRT also reminds site workers at toolbox talks and pre-starts to be conscious of how they park.
2018 Q2	Castle Hill	Unavoidable	28/6/18	NRT	Noise Community Liaison/ Notification	Complainant advised that jackhammering sounds were impacting their café staff and customers, and that staff had threatened to resign due to the noise. Place Manager advised the complainant that noise monitoring did not indicate that acceptable noise levels had been exceeded, but that further noise monitoring would be undertaken on site during future jackhammering works. Place Manager apologised for the disruption.
2018 Q2	Cherrybrook	Avoidable	29/6/18	NRT	Attitude/behaviour of workers	Complainant advised that their rubbish has not been collected by garbage trucks as the trucks cannot access their bins due to worker vehicles parked close to and partially across residential driveways. Place Manager advised the complainant that Council has patrolled the area to issue sanctions to illegally parked vehicles and that NRT also reminds site workers at toolbox talks and pre-starts to park correctly. Complainant thanked Place Manager, and congratulated NRT for their work on the project.
2018 Q3	Cherrybrook	Avoidable	2/7/18	NRT	Visual amenity	Complainant advised that flood lights had been positioned to face in the direction of their property and expressed their anger about the situation. Place Manager advised that the lighting would be reviewed and amended if required.
2018 Q3	Cherrybrook	Avoidable	3/7/18	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking on their nature strip either side of their property and it was impacting the grass. Place Manager advised the complainant to contact Hornsby Council if the issue continued and that workers would also be reminded about parking etiquette.



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2018 Q3	Cherrybrook	Unavoidable	9/7/18	NRT	Attitude/behaviour of workers Community Liaison/ Notification, Biodiversity	Complainant advised that Ausgrid works to relocate the power lines out-front of their property to below ground would see their garden bed and trees removed. Site team discussed the works further with Ausgrid and advised the complainant that the trees would only be trimmed and that any trenching would avoid the tree roots.
2018 Q3	Cherrybrook	Avoidable	11/7/18	NRT	Parking impacts	Complaint advised that workers were parking in Ridgemont Close and other side streets, and that the vehicles were tearing up the grass verges. Place Manager contacted the stakeholder and the site team, and supervisors and subcontractors working at Cherrybrook Station were spoken to at the following prestart about the damage caused when parking/driving on nature strips.
2018 Q3	Norwest	Avoidable	11/7/18	NRT	Attitude/behaviour of workers Parking impacts	Complainant advised that workers at the Norwest Station site continue to park in their commercial, private car park. They advised they had complained several times. Place Manager advised that workers would be toolboxed about the matter, and apologised to the complainant.
2018 Q3	Hills Showground	Unavoidable	17/7/18	NRT	Noise	Complainant advised that noisy drilling works were occurring later during night work period and it seemed that no attempt was made to perform the noisiest works earlier in the evening. Place Manager contacted complainant and apologised for the noise disruption, and advised that no further higher noise activities would be carried out that evening. The complainant thanked NRT for the call and advised that the noise had stopped.
2018 Q3	Cherrybrook	Unavoidable	19/7/18	NRT	Visual amenity	Complainant advised that site lighting was shining into their property. The lighting placement was investigated by the site team and it was not found to be spilling. Place Manager advised the complainant that it would be monitored.
2018 Q3	Hills Showground	Unavoidable	20/7/18	NRT	Property access Community Liaison/ Notification	Complainant advised that newly installed barriers as part of the Hills Showground works were obstructing patient and staff access to the business. The complainant did not receive a response to their first call to NRT and advised that the issue had worsened, with barriers half covering both driveways, forcing vehicles to make u-turn to access the businesses carpark. The complainant advised that they were concerned about safety. NRT Senior Project Engineer advised that the barriers could



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						not be moved for safety reasons. Place Manager contacted the complainant and advised that barriers could not be moved as they are crash barrier protection. Place Manager arranged a meeting with the business owner for next week.
2018 Q3	Kellyville	Unavoidable	24/7/18	NRT	Community Liaison/ Notification	Complainant advised that Riley Tway bus stop users are having to wait for the bus on the road due to the fencing that is in place obstructing their view of approaching buses. They advised that it is difficult to see the bus numbers due to the shade cloth on the fence. Place Manager advised that NRT would remove the shade cloth to provide greater visibility of approaching buses.
2018 Q3	Cheltenham	Avoidable	24/7/18	NRT	Attitude/behaviour of workers	Complainant advised that workers spoke inappropriately to them. Place Manager contacted the site and requested that appropriate behaviour be reiterated at upcoming toolbox talks and pre-start meetings. Place Manager advised the complainant that it would be addressed and apologised for the behaviour.
2018 Q3	Cheltenham	Avoidable	24/7/18	NRT	Attitude/behaviour of workers	Complainant advised that workers had parked partially across their driveway and were obstructing them existing/entering their property. NRT located the owner of the vehicle and it was moved immediately. Place Manager updated the complainant, who thanked NRT for their action.
2018 Q3	Cherrybrook	Unavoidable	24/7/18	NRT	Visual amenity	Complainant requested lighting towers used at night be turned away from their property, and requested for NRT not to call back. Place Manager followed up with the site team, which ensured the lights were turned away from residential properties.
2018 Q3	Hills Showground	Unavoidable	25/7/18	NRT	Community Liaison/ Notification Safety	Complainant advised that due to construction and the temporary barriers placed outside Carrington Pre-school, they are concerned that it is dangerous entering and exiting the school. They requested that traffic management be arranged during peak times. NRT advised the stakeholder that they would look into this matter.
2018 Q3	Cherrybrook	Unavoidable	25/7/18	NRT	Noise Community Liaison/ Notification	Complainant advised that noise from the site was disturbing them and that they would like to accept NRT's offer of noise cancelling headphones/earplugs, but they had not heard back. Place Manager returned their call and arranged this, and also arranged for noise monitoring to be carried out.



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2018 Q3	Hills Showground	Avoidable	27/7/18	NRT	Attitude/behaviour of workers	Complainant advised that ongoing night works were causing them distress, in particular worker behaviour including parking on her driveway, talking on phones and to each other near their house, and positioning site lighting in the direction of their property. They advised that they had raised these concerns with their local MP as they could not remember the project number to call. Place Manager advised them to always call the 1800 number in the first instance so the team can action their concerns immediately, and reminded them that the 1800 number is 24/7. Place Manager advised that the lighting and worker behaviour matters would be raised with the site team that night and would be resolved.
2018 Q3	Cherrybrook	Unavoidable	27/7/18	NRT	Community Liaison/ Notification	Complainant raised several matters. They advised that their letterbox had not been reinstated in the correct location, and that they were concerned about missing postal deliveries. Place Manager advised that the letterbox was replaced as close as possible to the previous location but that it could not be replaced in the exact same location as previous, as it was on public land. Complainant made comments about NRT lying about the letterbox location. Place Manager attempted to clarify and confirmed that survey work had been completed about 3-4 weeks earlier. Complainant disagreed that survey work occurred. Complainant further advised that: NRT should replace the hedges that had been removed from in front of their property; due to worker parking, the area had a lack of street parking; the streets near to the site are messy, noting Robert Road; there were unsafe work practices on site, and advised she would call a friend that works for WorkCover; and that they considered the NRT Place Manager to be rude, and that they intended to make a formal complaint about their conduct. The complainant asked who they could escalate their complaint to, and Place Manager advised them to contact the NRT Communications and Stakeholder Relations Manager. The complainant made a complaint to NRT about the Place Manager.
2018 Q3	Norwest	Unavoidable	29/7/18	NRT	Transport and traffic impacts Road Safety	Complainant advised that with the closure of the entrance into the carpark of Norwest Marketown, the temporary roundabout is not adequate and is also not being used correctly. They advised that when travelling north on Norwest Boulevard, there is no indication of an upcoming roundabout, which is a safety concern for those trying to exit the car park. Place Manager advised them that the site and traffic team would look into the matter and get back to them.



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2018 Q3	Cherrybrook	Avoidable	29/7/18	NRT	Dust	Complainant advised that Kayla Way at Cherrybrook does not have a street sign and asked when the street will have a sign. They also advised that their AM radio quality had degraded in quality over the week, and asked if this had anything to do with NRT works. The complainant also asked if they will receive compensation for dust that has affected their property, noting that their neighbours had received such compensation (offer of some cleaning) Place Manager advised the complainant that eligibility for compensation of this nature would be assessed in the coming months. They also advised that no NRT works could have impacted their radio service, and that the street sign had been located and would be reinstated in the next few days.
2018 Q3	Cherrybrook	Unavoidable	30/7/18	NRT	Attitude/behaviour of workers Community Liaison/ Notification	Complainant called to submit a second complaint about an NRT worker that they had been speaking previously with in relation to a letterbox issue. NRT liaised with the stakeholder and resolved the letterbox matter.
2018 Q3	Castle Hill	Unavoidable	3/8/18	NRT	Parking impacts Transport and traffic impacts Pedestrian access Road Safety	Complainant advised that the site office on Brisbane Road in Castle Hill was impacting traffic and causing concern for buses and parents needing to access St Bernadette's Primary School. They also advised that the footpath was closed and the car park was flooded. Advised they had also submitted a complaint to Council about the traffic arrangements. Place Manager raised the concern with the site team and advised the complainant that NRT would review the traffic arrangements.
2018 Q3	Cherrybrook	Unavoidable	7/8/18	NRT	Property impacts Transport and traffic impacts	Complainant advised that they had witnessed a worker moving their rubbish bins multiple times, and requested that a senior representative from NRT return their call. NRT Stakeholder Relations Manager called the complainant and advised that the staff is regularly toolboxed about parking in the area, but that NRT was not an authority that could enforce parking rules. They suggested to the complainant that they contact Council about the issue, as Council can issue parking infringements for illegal parking. Complainant advised that NRT should be directing workers to park in other streets, or lease vacant land for workers to park on. Stakeholder Relations Manager advised that even if alternative parking was sought that NRT could not



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						force workers to park in any particular location. They advised the complainant that the area would be monitored again by NRT.
2018 Q3	Cherrybrook	Avoidable	7/8/18	NRT	Attitude/behaviour of workers	Complainant advised that workers had moved their rubbish bins into their driveway, so that they could park their vehicles. They asked if the site's Project Manager or similar could stand in local streets to monitor worker parking. Place Manager advised that this was not possible, but that NRT did often inspect worker parking around the site. Place Manager advised the complainant that parking would be raised again at pre-start meetings. Complainant thanked Place Manager.
2018 Q3	Cherrybrook	Unavoidable	7/8/18	NRT	Noise	Complainant advised that they were not notified of out of hours work, and that they were disrupted by loud banging and drilling noises. They requested a call back the following day. NRT Stakeholder Relations Manager followed the complaint up with the site team as the work was not forecast, and was advised that it was emergency works by Endeavour Energy to restore power to local residents. Place Manager contacted the complainant the following day and advised of the emergency works by a third party. Complainant advised that they understood.
2018 Q3	Castle Hill	Unavoidable	10/8/18	NRT	Noise	Complainant advised that road sawing was being undertaken at the site and asked NRT to advise how long it would continue opposite their property. Place Manager contacted the site team for an update, and advised the complainant that the noisy work would be moving away from their property in an hour's time, and that noise curtains were installed around the immediate works area. Complainant thanked Place Manager for their assistance.
2018 Q3	Kellyville	Unavoidable	13/8/18	NRT	Air quality	Caller advised of a lot of dust hitting their residence, unable to sit outside due to the amount of dust. NRT Community Place Manger telephoned resident to discuss complaint and advised of NRT's control measures to mitigate dust including three water carts operating on site during construction hours, spraying and covering of stockpiles that are not currently in use and ceasing any activities that can cause dust in high wind conditions. Staff member advised that the NRT Environment Coordinator will continue to monitor site operations. Stakeholder advised line marking work was being undertaken on Norwest Boulevard on Tuesday night which closed road and prevented buses coming to bus stop. Stakeholder was not aware of the work and waited for two buses before asking some workers what was happening. Stakeholder was concerned as they were with a client in a wheelchair



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						and the delay meant they were waiting for more than two hours. Community Place Manager advised that NRT is doing road works directly in front of the new station and shopping centre, not in the area described by the caller.
2018 Q3	Castle Hill	Not related to Sydney Metro	16/8/18		Traffic and transport	Complainant emailed to advise they had been kept awake by B doubles and semis using residential streets (Crane Rd and then turning into Cecil Ave) with screeching brakes as they slowed to make the roundabout. NRT Community team member advised resident that NRT were not undertaking works that night that involved the use of trucks. Works were based on site and in particular down within the tunnels. They noted RMS were undertaking asphaltting works within the area, unrelated to Sydney Metro Northwest.
2018 Q3	Castle Hill	Avoidable	16/8/18	NRT	Worker behaviour	Complainant and her partner both called to advise that workers were parking in private parking spots on their property. When residents approached these workers to move, they became abusive, with bad language, finger gestures, refused to move after being informed that it was private property. NRT Community staff called site Project Manager about the complaint and asked that this be addressed on site, in particular worker behaviour. NRT called first stakeholder and left message to apologise for worker behaviour and advise site had been contacted for follow up and action. NRT called second stakeholder to discuss complaint. NRT apologised for worker behaviour, advised that site had been notified and suggested NRT may install signage indicating private property. Stakeholder was satisfied with the response. NRT PM went to site to inspect issue and spoke with first stakeholder directly. NRT PM offered to install signage identifying private property and advised behaviour would be discussed at pre-start meeting.
2018 Q3	Castle Hill	Avoidable	16/8/18	NRT	Worker behaviour	Complainant and her partner both called to advise that workers were parking in private parking spots on their property. When residents approached these workers to move, they became abusive, with bad language, finger gestures, refused to move after being informed that it was private property. NRT Community staff called site Project Manager about the complaint and asked that this be addressed on site, in particular worker behaviour. NRT called first stakeholder and left message to



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						apologise for worker behaviour and advise site had been contacted for follow up and action. NRT called second stakeholder to discuss complaint. NRT apologised for worker behaviour, advised that site had been notified and suggested NRT may install signage indicating private property. Stakeholder was satisfied with the response. NRT PM went to site to inspect issue and spoke with first stakeholder directly. NRT PM offered to install signage identifying private property and advised behaviour would be discussed at pre-start meeting.
2018 Q3	Bella Vista	Unavoidable	17/8/18	NRT	Property impacts	Caller lives alongside works near Bella Vista Station. Advised rubbish has been thrown out against caller's side fence in garbage bags on Sydney Metro property. A tree came down between the fence and the road on Sydney Metro property, and smashed the dividing fence. Also wished to advise that the grass on the Metro side of the fence needs attention. Requesting that these issues be resolved ASAP. Resident met NRT community team to discuss and Environment staff on site that afternoon to discuss concerns. Place Manager contacted the resident and arranged a time for NRT to attend the property and rectify the issues. NRT removed the fallen tree, repaired the fence and removed the rubbish.
2018 Q3	Cherrybrook	Avoidable	21/8/18	NRT	Parking impacts Land use impacts Attitude/behaviour of workers Property access Community liaison/ notification	Caller advised that workers were parking illegally in front of their property, encroaching on their driveway and making it difficult to enter and exit. They requested that NRT investigate more parking options to mitigate the issue. They also advised that they did not want to call council as they did not want fines issued, but Place Manager offered to advise Hornsby Shire Council on their behalf. Place Manager apologised for the occurrence, and advised that workers are frequently toolboxed regarding respectful parking and obeying the road rules. Place Manager requested images of the vehicles and contacted council with the details. Place Manager requested council rangers be sent to the complainant's street.



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2018 Q3	Castle Hill	Avoidable	22/8/18	NRT	Property impacts	Complainant advised that construction work was causing the walls in their office to crack, and requested an urgent inspection by NRT. An NRT Senior Project Engineer and the Castle Hill Project Manager inspected the property that day. NRT is arranging a property condition survey and a structural engineering assessment. The complainant advised they were happy with NRT's approach.
2018 Q3	Hills Showground	Avoidable	23/8/18	NRT	Business impacts Community liaison/ notification	Caller advised that workers continue to park illegally in front of their business, and when they are asked to move their vehicles they oblige but then return minutes later. Complainant advised this behaviour is impacting their clients and business. Place Manager contacted the site team and advised of the ongoing issue with workers parking too close to the driveways of local businesses and residents, and requested a better, long term parking management solution by supervisors on site. The site advised that vehicles parking inappropriately would be moved along. Place Manager contacted the complainant with the site's response, and asked them to advise NRT if the vehicles were not moved along.
2018 Q3	Kellyville	Unavoidable	24/8/18	NRT	Community liaison/ notification	Complainant advised they were walking from Windsor Road to Old Windsor Road via Samantha Riley Drive and the footpath ended without warning, and there was no pedestrian crossing so they were forced to walk onto the road. They advised it was also very dark without any lighting, and they could not see where to go. Place Manager advised the stakeholder that signage is in place advising 'use other footpath' and 'use the underpass' as the footpath is closed. They also advised that the temporary closure was in accordance with an approved Traffic Control Plan. NRT carried out a post-implementation safety audit and found that the signage was adequate to direct pedestrians. Place Manager further advised that NRT had not installed lighting along the footpath as it is a council area, however NRT would assist and provide temporary solar lighting.
2018 Q3	Cherrybrook	Avoidable	29/8/18	NRT	Community Liaison/ Notification	Complainant advised that workers' vehicles were parked in their street and were making it difficult to access their property. Place Manager advised that NRT regularly inspects parking in local streets and would remind workers about correct parking at pre-starts.
2018 Q3	Cherrybrook	Avoidable	29/8/18	NRT	Parking impacts	Complainant advised that workers' vehicles were parked on both sides of the road in their street which was causing the road to become too narrow, and was



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
						obstructing the garbage collection. The complainant advised that Hornsby Shire Council would be happy to place no parking rules within their street but would not because State Government now controlled the streets surrounding the station. They also expressed concern that as soon as the station is built the construction workers parking in local streets would be replaced with members of public parking to catch the train. Place Manager advised that NRT regularly inspects parking in local streets and advises workers about correct parking at pre-starts. Place Manager contacted joint venture partners advising them to instruct their teams not to park in a manner which would cause the street to become too narrow and which could obstruct access to the street and properties. Place Manager further raised the matter at the next NRT team meeting.
2018 Q3	Norwest	Unavoidable	31/8/18	NRT	Transport and traffic impacts Road Safety Community Liaison/ Notification	Complainant advised that the works on Century Circuit are unsafe and that they had experienced several near misses on the street. They requested NRT reconsider the traffic arrangements currently in place. Place Manager advised the complainant that the works and temporary traffic arrangement would be in continuing for another 2-3 weeks, and that the traffic arrangements were in accordance with approved plans from Roads and Maritime Service and the Traffic Management Centre, with road safety and construction worker safety at the forefront.
2018 Q3	Cherrybrook	Avoidable	3/9/18	NRT	Attitude/behaviour of workers	Complainant advised workers were parking on grass verges. NRT submitted a parking complaint to Hornsby Council's online register. Place Manager contacted the complainant and advised that NRT would talk to workers and remind them about appropriate parking.
2018 Q3	Hills Showground	Avoidable	5/9/18	NRT	Community liaison/ notification	Complainant advised that workers were parking in a 'no parking' zone. Place Manager notified the site team of the complaint and the site was unaware. They advised NRT would continue to remind workers about parking legally and with consideration to local residents. Place Manager advised the complainant of this.
2018 Q3	Hills Showground	Avoidable	6/9/18	NRT	Parking impacts Road Safety Community liaison/	Complainant advised that road surfacing equipment and machinery was parked in a 'no parking' zone along Carrington Road, and was obstructing vehicles attempting to access the road. They advised it was creating a blind spot. Place Manager advised the complainant that NRT would locate the owner of the machinery and it would be moved shortly. The complainant was satisfied with this.



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					notification	
2018 Q3	Cheltenham	Avoidable	6/9/18	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking close to their property and making excessive noise when accessing their vehicles, including beeping horns, yelling and slamming car doors. Place Manager contacted the site team and was advised that workers would be re-briefed at the next shift about the importance of being respectful of the community, in particular keeping noise to a minimum when leaving site on night shift. Place Manager apologised to the complainant and advised that workers would be briefed.
2018 Q3	Hills Showground	Avoidable	10/9/18	NRT	Road Safety	Complainant advised of traffic issues due to temporary traffic changes on Carrington Road and Middleton Avenue, Castle Hill. The advised that the temporary roundabout had been knocked out of place and vehicles were no longer treating it as a roundabout and it was dangerous. Place Manager thanked the complainant for their call and followed up with the site team. The site team advised that they were aware of the issue and were amending it.
2018 Q3	Cherrybrook	Avoidable	11/9/18	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking on suburban streets and it was preventing garbage trucks from entering the street to carry out the collection. Place Manager advised that the matter would be raised with the site team. The complainant also advised that when speaking to Hornsby Shire Council, it deferred the parking matters to TfNSW. The complainant requested that TfNSW enforce a 'no parking' zone on one side of the street.
2018 Q3	Cherrybrook	Avoidable	12/9/18	NRT	Attitude/behaviour of workers	Complainant advised that workers were parking on both sides of the cul-de-sac and the garbage truck was unable to enter the street to carry out the collection. They also advised that they were only just able to get their own car out of the street. Place Manager advised that the site team had been notified of their complaint and would continue to address parking etiquette with the workforce. Place Manager asked the complainant to advise NRT of any future issues.



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2018 Q3	Bella Vista	Unavoidable	17/9/18	NRT	Noise	Complainant advised of traffic issues due to temporary traffic changes on Carrington Road and Middleton Avenue, Castle Hill. NRT advised that the temporary roundabout had been knocked out of place and vehicles were no longer treating it as a roundabout and it was dangerous. Place Manager thanked the complainant for their call and followed up with the site team. The site team advised that they were aware of the issue and were amending it.
2018 Q3	Hills Showground	Avoidable	17/9/18	NRT	Attitude/behaviour of workers	Caller contacted project re workers parking in Partridge and Middleton avenues, blocking motorist views. NRT Place Manager advised that any illegally parked vehicles can be reported to NRT or directly to Hills Council for parking rangers to monitor. NRT advised legally parked cars are able to park on the street but all staff would be reminded to show consideration to neighbours and requested to park on one side of the street only. Stakeholder understood the issues and is considering raising parking concerns with Council in preparation for the station opening. Stakeholder thanked NRT for feedback.
2018 Q3	Cherrybrook	Unavoidable	17/9/18	NRT	Community liaison	Complainant was not happy with offer of partial clean of the back outdoor area of his home, regarded it as inadequate. NRT Place Manager advised that the stakeholder's wish to decline the cleaning at this stage had been noted.
2018 Q3	Hills Showground	Unavoidable	18/9/18	NRT	Noise	Complainant contacted project re works at Hills Showground, advised jack hammering is non-stop all day every day, very loud and causing stress. NRT called the complainant and advised the work being undertaken, duration of works, that it was expected to be completed in a week, how it will be done in other areas, control measures in place and advised noise curtains had been requested to further assist with noise control. Complainant was satisfied with response.
2018 Q3	Cherrybrook	Unavoidable	18/9/18	NRT	Attitude/behaviour of workers	Complainant called re NRT worker moving his bin on council bin day onto his driveway so the worker can use it as a parking spot. NRT Place Manager advised that a team member was out on Edward Bennett Drive to monitor the parking/bins. NRT will continue to provide this support but unfortunately do not have the resources to monitor the street beyond the commencement of work each day.
2018 Q3	Bella Vista	Unavoidable	18/9/18	NRT	Noise	Complainant was not happy with excavator works occurring at Glenwood two hours after midnight causing excessive noise and disrupted sleep and threatened to sue. NRT gave complainant alternative accommodation near their residence and



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						relocated the family for the duration of the works
2018 Q3	Cherrybrook	Avoidable	20/9/18	NRT	Dust	Complainant lives behind the station site and advised that a large amount of dirt was left onsite and had not been watered down as promised by staff member. They advised it was causing large clouds of dust that was impacting their property and pool. Place Manager advised that NRT was looking at installing a sprinkler at the stockpile, and additionally the workforce had been advised at pre-start to cease all work on the stockpile in windy conditions, only conduct work on the stockpile when a water cart/sprinkler or watering system was in place to suppress dust, and cover the stockpile at the end of each shift.
2018 Q3	Cheltenham	Avoidable	20/9/18	NRT	Vibration	Complainant lives near M2 on Castle Howard Road and called about noise disturbance from the M2 all night that sounded like a diesel generator. They advised that they could feel the vibration in their house at night for the past four weeks and it was impacting their sleep. Place Manager contacted the resident to discuss their concerns, and advised them that NRT would look into the matter and how it could be rectified.
2018 Q3	Cheltenham	Unavoidable	20/9/18	NRT	Vibration	Complainant notified about tree removal works and believes trees are protected, wants to know the reason for the timing of works being completed OOH. NRT representative called complainant to discuss works, timings and reason for removal.
2018 Q3	Cheltenham	Unavoidable	20/9/18	NRT	Noise	Complainant states sounds like tree removal as chainsaw being used at the new Cheltenham Community Facility near Cheltenham Oval. Looks more than a branch being trimmed and concerned about losing unnecessary trees. Lights also on, close to Cheltenham residences. NRT called stakeholder to discuss work and advised branches being trimmed and due to proximity of M2, work could only be undertaken out of hours.
2018 Q3	Cheltenham	Unavoidable	21/9/18	NRT	Noise	Complainant was disturbed by chainsaw cutting noise going on during OOH work and had difficulty sleeping. Complainant was notified about the OOH work via email stating due to their proximity to the M2 motorway, NRT was required to seek Roads and Maritime Service approval, prior to works. This approval restricted the start of work to 10pm.



Quarter	Site	Classification	Date	Contractor	Nature of Complaint	Event description
2018 Q3	Cheltenham	Unavoidable	21/9/18	NRT	Noise	Complainant notified chainsaws being used at OOH to cut down trees in Castle Howard Rd. Asked why it had to be done at night to early morning. Complainant was advised RMS/TMC requirements with regard to work near the M2 which meant the activity had to occur at night. Complainant disagreed with this information and terminated the call.
2018 Q3	Cheltenham	Unavoidable	21/9/18	NRT	Noise	Complainant was disrupted by removal of trees out of hours and advised they were unable to sleep. NRT advised complainant that RMS restrictions for undertaking work on the M2 required the activity to occur out-of-hours. NRT advised them that most work would occur within business hours.

** 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.*