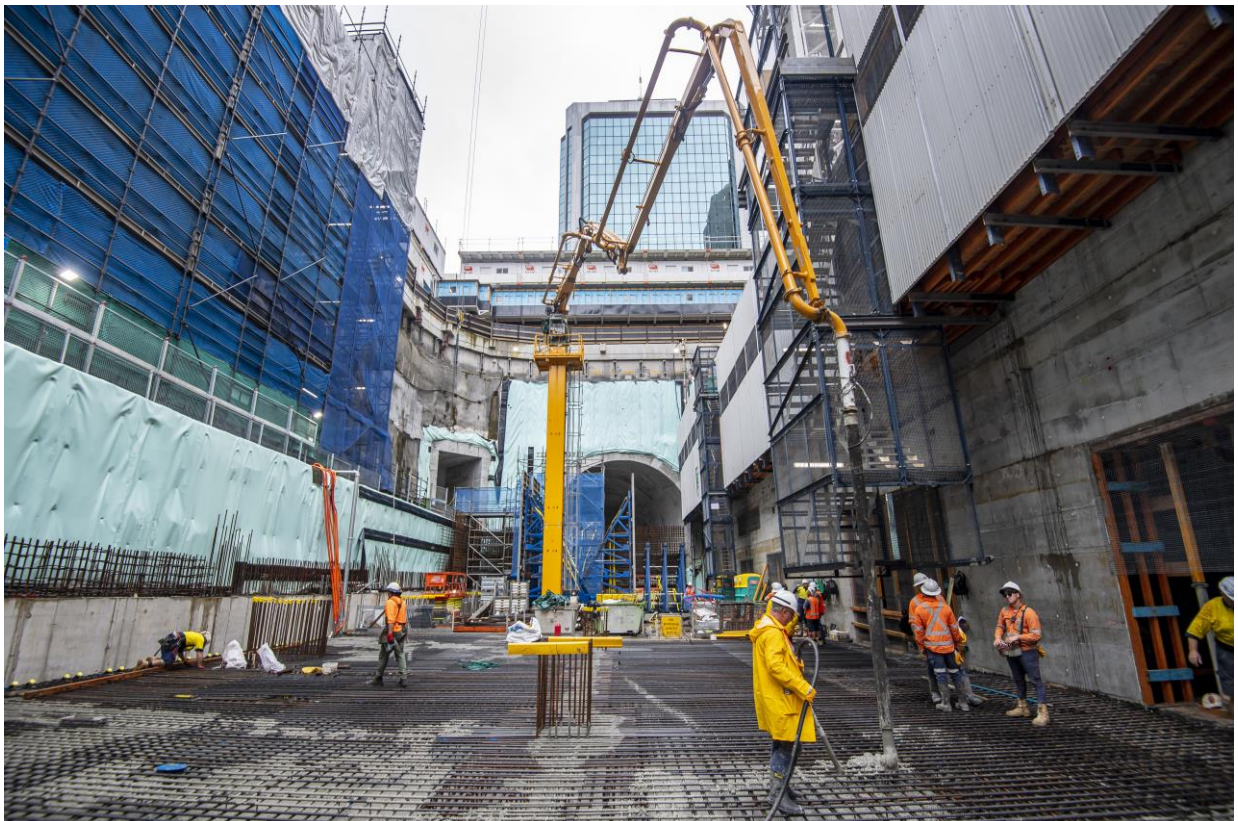


Construction Compliance Report #10

(1 October 2021 to 31 March 2022)



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Author:	Environmental Coordinator, City & Southwest
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1 Executive Summary

This City & Southwest Construction Compliance Report #10 documents Sydney Metro compliance with the project's planning approvals granted by the Secretary of the NSW Department of Planning & Environment (the Secretary). This report covers the period from 1 October 2021 to 31 March 2022.

Construction continued across all three planning approvals, with a reduction from 4718 to 4238 ongoing requirements being tracked by Sydney Metro and its contractors. 33 non-compliances were raised during the reporting period. No incidents (as defined by the applicable SSI planning approval) were raised. A total of twelve environmental audits were undertaken.

A total of 274 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 234 complaints were determined to be attributable to project works following investigation. The Linewide Stages were attributable for the majority of complaints, followed by Waterloo and Southwest Metro Package 4 (20%, 16% and 14%, respectively of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 119, or 51%, of all complaints attributable to project works. This was followed by 43 relating to Traffic, Transport and Access and 24 relating to Worker behaviour (representing 18% and 10% respectively of all complaints attributable to the project).

Works at the Waterloo Station, Crows Nest, Blues Point, and Victoria Cross Station sites generated the greatest number of complaints during the reporting period (41, 24, 23 and 19 respectively, combined representing 46% of all complaints attributable to the project).

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	1 (1)
CN ISD	176 (3)	0	2 (3)	24 (17)
VC ISD	211 (2)	0	1 (0)	19 (15)
BS	218 (0)	0	0	13 (10)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (0)	4 (3)
PS ISD	198 (0)	0	1 (0)	5 (5)
CSM	240 (0)	0	1 (0)	5 (5)
W ISD	215 (2)	0	2 (1)	37 (22)
SSJ	216 (0)	0	1 (0)	1 (1)
SWMC	248 (2)	0	1 (0)	9 (8)
SMEW	217 (0)	0		0
LW (SMTF)	123 (0)	0		0
LW (C2S)	212 (3)	0	0	32 (20)
LW (S2B)	196 (1)	0		15 (11)
TSOM	591 (0)	0	0	0
SW P4 MCL	250 (8)	0	2 (0)	32 (24)
SW P5 DCP	250 (6)	0	1 (0)	15 (14)
SW P6 HBW	250 (5)			22 (16)
Sydney Metro (including non- staged works)	201(1)	0	0	0
Total	4238 (33)		12 (4)	234 (172) <274>
Total from Previous Report	4,718 (44)	0	12 (21)	319 <376>

Definitions and Abbreviations

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

2 Introduction

2.1 Purpose of this Report

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

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

This report covers the reporting period for all C&SW works subject to the CSSI planning approvals from 1 October 2021 to 31 March 2022. Table 1 cross-references sections in this report that address each applicable planning approval requirement relating to CCRs.

Table 1 CCR Planning Approval Conditions Cross-References

Planning Approval Condition	Condition Requirement(s)	CCR Section
C2S A34	Construction Compliance Reports must be prepared and submitted to the Secretary for information every six (6) months from the date of the commencement of construction or within another timeframe agreed with the Secretary, for the duration of construction. The Construction Compliance Reports must include:	This report.
C2S A34(a)	A results summary and analysis of environmental monitoring;	Section 5.5
C2S A34(b)	The number of any complaints received, including a summary of main areas of complaint, action taken, response given and proposed strategies for reducing the recurrence of such complaints;	Section 5.7 and Appendix 1
C2S A34(c)	Details of any review of, and minor amendments made to, the CEMP [Construction Environmental Management Plan] as a result of construction carried out during the reporting period;	Section 3.2
C2S A34(d)	A register of any consistency assessments undertaken and their status;	Section 2.3.3
C2S A34(e)	Results of any independent environmental audits and details of any actions taken in response to the recommendations of an audit;	Section 5.4
C2S A34(f)	A summary of all incidents notified in accordance with Condition A41 and Condition A44 of this approval; and	Section 5.3
C2S A34(g)	Any other matter relating to compliance with the terms of this approval or as requested by the Secretary.	As of the date of this report, the Secretary has not requested that any other compliance matter be included in the CCRs.
C2S E64(f)	... The [Business Management Plan] must be prepared before construction and must include but not necessarily be limited to... provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5.6
S2B A30	Compliance reports of the CSSI must be carried out for the duration of Construction and for a minimum of one (1) year following commencement of Operation...	This report.

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

2.2 City & Southwest Project Overview

Sydney Metro currently comprises of four rail projects:

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

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

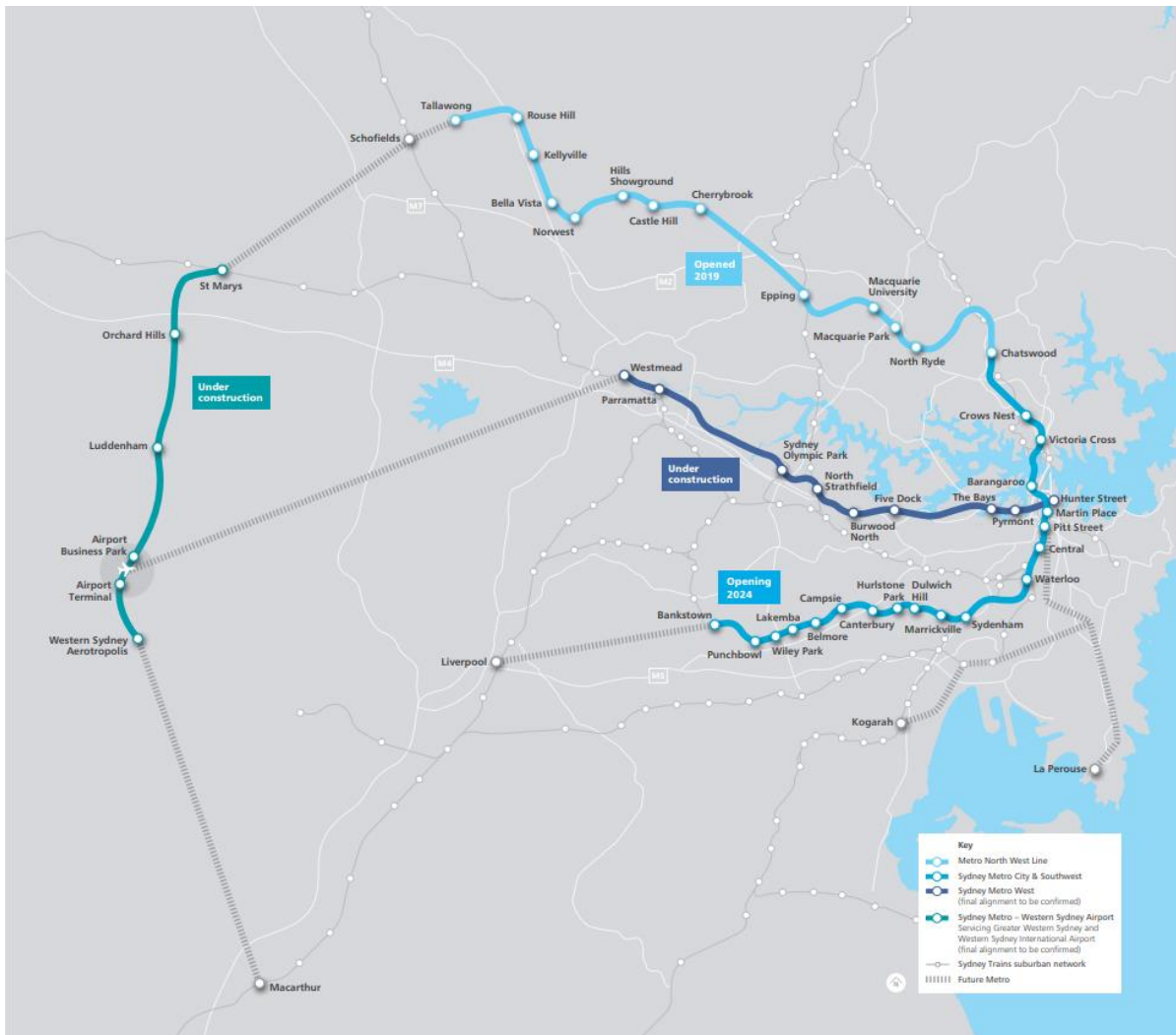


Figure 1 Sydney Metro Project Alignments

2.3 Project Planning Approvals

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

2.3.1 CSSI Planning Approvals

The C&SW project comprises three CSSI planning approvals:

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

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

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

Chatswood to Sydenham

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

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

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

Sydenham to Bankstown

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

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

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

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

Sydney Metro Trains Facility

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

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

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

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

2.3.2 Planning Approval Register

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

Table 2 Planning Approval Register

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

2.3.3 Consistency Assessments

A total of 119 Consistency Assessments have been endorsed by either Transport for New South Wales or Sydney Metro under the CSSI project planning approvals as of the end of this reporting period. Sixteen of these were endorsed by Sydney Metro during the reporting period.

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

Table 3 Consistency Assessments Register for the Reporting Period

Consistency Assessment	Planning Approval	Approval Date
Lakemba Station - Temporary use of parking spaces	S2B EIS	15-Oct-21
Lakemba Station - Railway Pde single lane closure	S2B EIS	15-Oct-21
Lakemba Station - Temporary use of parking spaces	S2B EIS	15-Oct-21
Sydney Metro Station precinct design updates	S2B EIS	04-Nov-21
Southwest Metro Corridor - Duke Street footbridge work site Albemarle Street bridge road closure	S2B EIS	11-Nov-21
Southwest Metro Corridor - Duke Street footbridge work site Additional land for laydown Carrington Road	S2B EIS	11-Nov-21
Waterloo Station - temporary use of additional land	C2S EIS	12-Nov-21
Southwest Metro Corridor - Full road closures	S2B EIS	30-Nov-21
Canterbury Station - Crane set up	S2B EIS	10-Dec-21
Lakemba Station - Temporary use of parking spaces on The Boulevard	S2B EIS	17-Dec-21
Lakemba Station - Temporary use of car parking spaces - Railway Pde	S2B EIS	22-Dec-21
Canterbury Station - Temporary use of car parking spaces - Charles Street	S2B EIS	23-Dec-21
Canterbury Station - Crane set up and closure of Broughton Street	S2B EIS	27-Jan-22
Waterloo Station - Cope Street temporary road closure	C2S EIS	31-Jan-22
Southwest Metro Corridor - Duke Street footbridge work site	S2B EIS	15-Mar-22
Crows Nest ISD - Hume Street temporary closure	C2S EIS	31-Mar-22

3 Project Stages

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

3.1 Current Status of Stages

Table 4 lists the status of each C&SW stage as of the end of March 2022.

Table 4 Status of Project Stages

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

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

3.2 Construction Environmental Management Plan Reviews / Amendments

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

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

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SYAB	9 June 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
NCW	7 May 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition A	24 June 2017 (incl. Victoria Cross Site)	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
Demolition B	12 July 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
TSE	22 December 2017	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
CN ISD	24 February 2021	The CEMP was updated with amendments and was endorsed by the ER 17 November 2022.
VC ISD	11 August 2020	ER approved minor modification to EHS Plan (CEMP) Rev 9 endorsed by ER 8/12/21. VC-ISD Construction Groundwater Management Plan Rev G endorsed by ER 26/11/21.
BS	8 September 2021	The CEMP was updated prior to WTP and full site handover and endorsed by the ER 28 September 2021.
MP ISD Demo	19 December 2018	All physical works completed. The CEMP was made redundant prior to the reporting period commencing.
MP ISD	3 July 2020	MP-ISD Construction Groundwater Management Plan rev 5 approved by DPE Rev 9 approved by ER 02/12/21.
PS ISD	24 December 2020	The CEMP was updated with amendments and was endorsed by the ER 23 February 2022.
CSM	4 August 2018	Review 10. The CEMP was updated with amendments and was endorsed by the ER 18 August 2021.
W ISD	31 July 2020	The CEMP was updated with amendments and was endorsed by the ER 20/05/2021.
SSJ	28 August 2018	The CEMP was updated as part of a 6 monthly review on 11 March 2021 with minor editorial (revision 17).
LW (SMTF)	16 August 2019	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 28 April 2021.
LW (C2S)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.
LW (S2B)	4 March 2020	The CEMP was updated as part of a periodic review with minor amendments and was endorsed by the ER 21 October 2021.
TSOM	N/A	Not Principal Contractor.
SMEW	30 July 2019	The CEMP was updated as part of a periodic review on 17 September 2021 with amendments relating to the ongoing establishment of the Canterbury site compound. The CEMP was endorsed by the ER 21 September 2021.
Southwest Metro Corridor	26 February 2021	The CEMP was endorsed by the ER 23 September 2021. There were no updates in this reporting period.

Stage	Secretary CEMP Approval Date	Review / Amendment Comments
SWM Package 4 MCL	15 January 2021	The CEMP was updated with amendments and was endorsed by the ER on 9 March 2022.
SWM Package 5 DCP	4 March 2021 16 September 2021	Rev 6 - 23/02/2022: For Review 6 monthly update and incorporate revised risk assessment 07 Rev 7 - 23/03/2022: For Review Respond to comments from Sydney Metro and ER
SWM Package 6 HBW	4 March 2021 16 September 2021	Rev 6 - 23/02/2022: For Review 6 monthly update and incorporate revised risk assessment 07 Rev 7 - 23/03/2022: For Review Respond to comments from Sydney Metro and ER

3.3 Relationships between Planning Approvals and Stages

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

Table 6 Allocation of Planning Approvals to C&SW Stages

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

3.4 Environmental Protection Licences

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

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

Table 7 Status of C&SW Environment Protection Licences

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

4 Environmental and Compliance Management

4.1 Compliance Management

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

4.1.1 Tracking

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

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

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

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

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

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

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

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

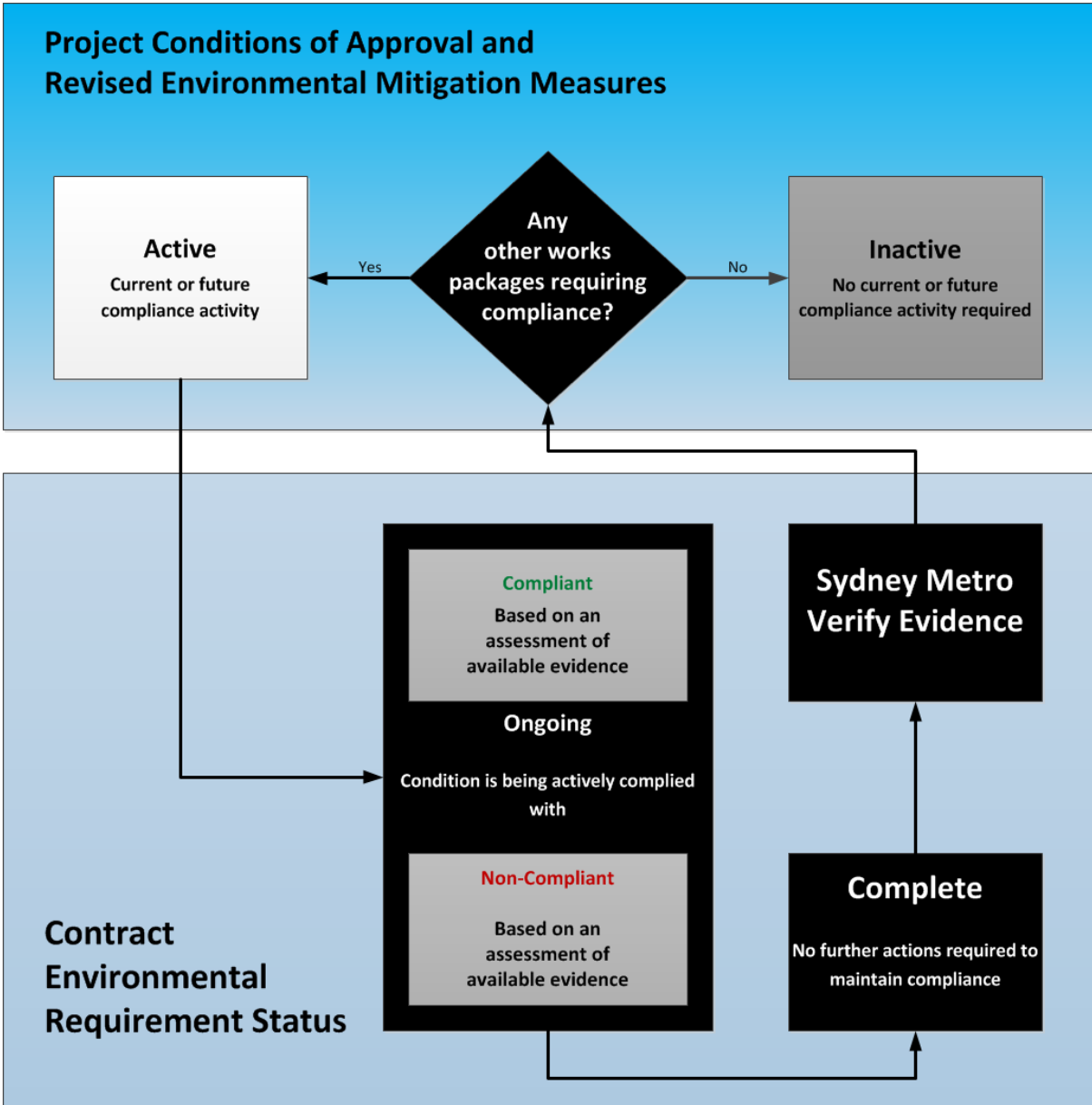


Figure 2 Tracking of Environmental Requirements

5 Environmental and Compliance Performance

The total number of C&SW CSSI ongoing compliance requirements at the end of the reporting period was 4238. There was a total of 33 non-compliances against these requirements that were raised during the reporting period. These are detailed in Table 10. There were no environmental incidents as defined under the applicable planning approvals during the reporting period.

5.1 Overview

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

Table 8 Compliance Summary for the Reporting Period

Stage	Ongoing Requirements - at end of Reporting Period (non-compliances raised)	Incidents - as defined by the applicable CSSI planning approval	Environmental Audit Reports (findings)	Complaints Attributable to Project Works (no. of stakeholders) <total complaints received>
SYAB	0 (0)	0	0	0
NCW	0 (0)	0	0	0
TSE	0 (0)	0	0 (0)	1 (1)
CN ISD	176 (3)	0	2 (3)	24 (17)
VC ISD	211 (2)	0	1 (0)	19 (15)
BS	218 (0)	0	0	13 (10)
MP Demo	Combined with the MP ISD Stage.			
MP ISD	226 (0)	0	1 (0)	4 (3)
PS ISD	198 (0)	0	1 (0)	5 (5)
CSM	240 (0)	0	1 (0)	5 (5)
W ISD	215 (2)	0	2 (1)	37 (22)
SSJ	216 (0)	0	1 (0)	1 (1)
SWMC	248 (2)	0		9 (8)
SMEW	217 (0)	0		0
LW (SMTF)	123 (0)	0		0
LW (C2S)	212 (3)	0	0	32 (20)
LW (S2B)	196 (1)	0		15 (11)
TSOM	591 (0)	0	0	0
SW P4 MCL	250 (8)	0	2 (0)	32 (24)
SW P5 DCP	250 (6)	0	1 (0)	15 (14)
SW P6 HBW	250 (5)			22 (16)
Sydney Metro (including non-staged works)	201(1)	0	0	0
Total	4238 (33)		12 (4)	234 (172) <274>
Total from Previous Report	4,718 (44)	0	12 (21)	319 <376>

5.2 Non-Compliances

There were 33 non-compliances raised during the reporting period, with one still open.

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

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

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

Stage	Non-Compliances raised during Reporting Period	Currently Open Non-Compliances	Compliance Load at end of Reporting Period
SYAB	0	0	0
NCW	0	0	0
TSE	0	0	0
CN ISD	3	0	176
VC ISD	2	0	211
BS	0		218
MP ISD	0	0	226
PS ISD	0	0	198
CSM	0	0	240
W ISD	2	0	215
SSJ	0	0	216
Southwest Metro Corridor	2	0	248
SMEW	0	0	217
LW (SMTF)	0	0	123
LW (C2S)	3	0	212
LW (S2B)	1	0	196
TSOM	0	0	591
SWMSU Package 4 MCL	8	0	250
SWMSU Package 5 DCP	6	0	250
SWMSU Package 6 HBW	5	0	250
Sydney Metro (including non-staged works)	1	1	201
Totals	33	1	4238

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

Table 10 Non-Compliances raised during the Reporting Period

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
05/10/21	SWM Package 5 DCP	Management Systems		Shoring boxes were being delivered and assembled in the carparking spaces on Urunga Parade, Punchbowl Station, an area outside of the rail corridor/project boundary.	Closed: All works outside the project boundary stopped, all material and equipment moved and placed within the project boundary and the area cleaned. The project team toolboxed on project boundaries and project.
08/10/21	Waterloo ISD	Management Systems	SSI15_74 00 - MCoA - E47	Concrete pour started later than planned and continued into hours not approved under an Out of Hours Works application.	Closed: Review current OOHW permit and construction schedule to assess against COVID-19 workplace restrictions whether an amendment is required to compensate for the splitting of day/night work crew shifts.
20/10/21	SWM Package 5 DCP	Traffic, Transport and Access	SSI8256 - REMM - TC14	A Traffic controller was incorrectly positioned. It is considered that this constitutes insufficient directional signage and guidance to direct and guide drivers around works sites as requires within the SPIR REMM TC14.	Closed: Review the provision of traffic control to determine how the matter could have been avoided and how to prevent the matter occurring again. Toolbox the project team the findings of the review.
22/10/21	Sydney Metro	Management Systems	SSI8256 - MCoA - E32; SSI8256 - MCoA - E31	Construction commenced on 21 April 2021, and the appropriate operational noise mitigation measures have not been implemented at the identified x2 properties at Bankstown and Punchbowl, within the 6 months following the commencement of Construction. Further, no approval had been granted by the Planning Secretary regarding a refined timeframe for the implementation of Operational mitigation measures, in accordance with A9.	Open: Continue with the current A9 Letter process, in which Sydney Metro are seeking an extension to commence installation of the ONVR mitigation by end of Q2 2022. Provide interim ONVR to stakeholders (including DPIE) for review and comment Submit the finalised ONVR for approval by the Planning Secretary In the interim until the ONVR is compiled, continue to maintain the existing construction noise mitigation measures.
25/10/21	Waterloo ISD	Management Systems	SSI15_74 00 - MCoA - E47	Completing work (saw cutting) out of hours occurred that was not approved in the out of hours permit. This resulted in a community complaint.	Closed: Actions implemented to prevent re-occurrence, including improved communication on the approved works to be completed during night works, re-iterated on pre-starts.
28/10/21	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A20	Sydney Metro branded banner mesh not reinstalled along sections of the perimeter fence of	Closed: Install banner mesh to the sections of perimeter fencing

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
				the construction site after removal due to graffiti	where the banner mesh has been removed.
28/10/21	Crows Nest ISD	Community, Stakeholder and Business	SSI15_74 00 - MCoA - A18	Complaint received to comm's team stating stakeholder hit some materials that was stored in front of the site hoarding whilst accessing his car parking spot at Clarke Street and sustained vehicle damage. Site team has placed construction materials temporary while waiting for crane availability as tower crane is busy lifting other materials. The Material was stored on Clarke Lane in an area which was not within the site boundary as described in the EIS, and prior approvals was not obtained for use of this area.	Closed: Materials were removed immediately. Site team instructed not to place any materials until approval received, to apply for Road Closure permit for any planned future storage. Submit a Minor Ancillary Facilities assessment to the ER for approval. Apply for further ROLs from NS Council for approval of the use of the road.
06/11/21	SWM Package 4 MCL	Noise and Vibration	SSI8256 - MCoA - E27; SSI8256 - MCoA - E29; SSI8256 - MCoA - E30	A vibratory plant (Jackhammering) was operating in the heritage station building and no vibration monitoring was conducted as per the endorsed Out of House work application and CNVMP, given the potential for cosmetic damage. Environmental Advisor advised the team to cease works within 1m of the walls until vibration monitoring could be organised. Vibration monitoring had been organized, however a miscommunication led to the inadvertent cancellation of the monitoring.	Closed: Conduct toolbox talks across all three stations to discuss noise and vibration requirements, includes notifying the Environmental Team if any high impact activities are to be undertaken/ cancelled. Organise a structural engineer and the heritage specialist to assess any potential cosmetic / structural damages caused by the jackhammering (vibratory works).
11/11/21	Linewide	Traffic, Transport and Access	SSI15_74 00 - MCoA - E81	Concrete trucks were observed to be parking in a no-stopping zone by a local resident. An investigation found that Boral have not maintained the vehicle entry process as previously implemented at Blues Point. This resulted in the onsite traffic controllers also missing the number of trucks entering the site and failing to report this to site supervisors.	Closed: Reminder of requirements to traffic controlling company, report requested at the end of each shift Email to subcontractor emphasising the requirements for Blues Point deliveries. Daily toolbox for all drivers delivering to Blues Point, include notes from the Vehicle Movement Plan/ Entry Procedure Print and issue the VMP to all drivers with dockets each time they leave the batching plant to deliver to the Blues Point site and present it to the traffic controllers. Drivers to call and ask approval to enter Blues Point Road from the traffic controller. If the answer is NO, continue driving route on the Traffic Management Plan until access is granted

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
22/11/21	SWM Package 4 MCL	Heritage	SSI8256 - REMM - NAH16	Sydney Metro Engineer identified some damage done to the heritage canopy on Platform 2 at Canterbury Station; awning has been struck in one location. Minor to moderate damage.	Closed: Toolbox talk addressing heritage value of the station and awareness of plant movements near heritage items. Installation of flagging to clearly identify heritage awning on Platform 2. Implement methodology provided by the Heritage Consultant to repair damage
10/12/21	Victoria Cross ISD	Community, Stakeholder and Business	SSI15_74 00 - MCoA - E36	There was no out of hours approval for the clearing of water from access ways.	Closed: Construction Manager to communicate with construction personnel to ensure that noisy equipment (such as air compressors) is not used for clearing access ways, and if required they are used during standard construction hours. Manual methods for clearing access are preferred.
14/12/21	Crows Nest ISD	Management Systems	SSI15_74 00 - MCoA - A8; SSI15_74 00 - MCoA - C8	Concrete washout procedures specified in the relevant management plans and Out of Hours Work Applications were not adhered to. There were no additional controls emplaced, and there was not modification to the concrete washout methodology required for these works.	Closed: Toolbox the construction team on the need for sediment controls at the source. Place a spill kit in the minor ancillary facility and coir logs in gutters.
22/12/21	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A1; SSI8256 - MCoA - A16; SSI8256 - MCoA - A19; SSI8256 - MCoA - A2	During the regular ER inspection, it was observed that construction equipment and materials were stored outside the project boundary along Railway Parade, Lakemba	Closed: Assess the need for any additional laydown areas. Toolbox talks on use of the areas outside of the approved project boundaries Remove materials stockpiled outside of approve project boundaries
22/12/21	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A1; SSI8256 - MCoA - A2	During the regular ER inspection, it was observed that the closure of the car parks on Railway Parade was conducted earlier to dates approved under Consistency Assessment	Closed: Remove ATF fencing around car parking spaces outside possession and shutdown periods. Toolbox talk on use of these car parking spaces during shutdown/possessions only. No ATF is to be installed three days before and after shutdowns/possessions.
22/12/21	SWM Package 4 MCL	Soil and Water	SSI8256 - MCoA - C1	During the regular ER inspection, it was noted that sediment controls that were not adequate previously had been removed from the bottom of the main	Closed: Erosion and sedimentation practices toolbox to the Lakemba team.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
				compound at Railway Parade, Lakemba. The sediment controls were restored after completion of maintenance.	
22/12/21	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - C1	During the ER inspection it was noted that sediment was being tracked onto Railway Parade, an ongoing issue at this site.	Closed: More frequent Street sweeper operations. Develop and deliver a toolbox – Erosion and sediment control practices Stabilise main access point to the site compound at Railway Parade or establish a wheel washing station.
26/12/21	SWM Package 5 DCP	Management Systems	SSI8256 - MCoA - E20	Platform stair modifications were undertaken on Platforms 1 and 2 at night, using a handheld jack hammer and without acoustic barriers. The approved Out-of-Hours Works Application did not include the use of a jackhammer at that time.	Closed: Complete a memorandum to incorporate high impact works during out-of-hours period 1. Have the memorandum supported by Sydney Metro and the Independent Environmental representative for DPIE.
26/12/21	SWM Package 5 DCP	Management Systems	SSI8256 - MCoA - E20	Works conducted outside of the approved Out-of-Hours Works Application - Campsie. Night time footpath upgrade works conducted works had been scheduled to be Completed between 06:00-18:00. However, due to direction from Council via the TTLG and Transport for NSW the works were rescheduled to occur outside of this time.	Closed: Do not complete works until appropriate approval/endorsement/agreement has been obtained from Sydney Metro and ER.
27/12/21	SWM Package 5 DCP	Management Systems	SSI8256 - MCoA - E20	At 02:30 an excavator was loading a hi-rail truck with rails ballast for the construction of a rail access ramp, an activity not included in the approved Out-of-hours Works Application. The loading of the material caused a noise that woke occupants of a neighbouring residential premises.	Closed: Toolbox the project team on the environmental approvals for out-of-hours works and noise mitigation.
28/12/21	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - E20	A jackhammer was used outside of the approved times for high impact noise generating activities at Belmore Station. The jackhammer was used at 21:30 on 28 December 2021. The hammering was conducted on the platform stairs and was recorded by the acoustic consultant for Downer. It should be noted that the noise levels recorded at the time did not exceed the predicted level.	Closed: The endorsed Out-of-Hours Works Application amended with a Memorandum to permit extended use of high impact noise at Campsie, Belmore, and Punchbowl.

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
29/12/21	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - A1; SSI8256 - MCoA - A2	During the ER inspection it was observed that the disabled car spots adjacent to the MSB area were closed to the public without approval.	Closed: Remove traffic cones at the disabled car parking spaces to reinstate public parking Toolbox talk to remind Project Team/Traffic controllers not to close public parking when not approved.
30/12/21	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - E20	A jackhammer was used outside of the approved times for high impact noise generating activities at Belmore Station, at 21:30. The hammering was conducted on the platform and was recorded by the PC acoustic consultant. The noise levels recorded at the time did not exceed the predicted level.	Closed: The endorsed Out-of-Hours Works Application amended with a Memorandum to permit extended use of high impact noise at Campsie, Belmore, and Punchbowl.
01/01/22	SWM Package 5 DCP	Management Systems	SSI8256 - MCoA - E20	A jackhammer was used outside of the approved times for high impact noise generating activities at Punchbowl Station the Boulevard, Punchbowl.	Closed: Toolbox the project team on the environmental approvals for out-of-hours works and noise mitigation
05/01/22	SWM Package 4 MCL	Management Systems	SSI8256 - MCoA - E25	During the ER inspection it was observed that noise mitigation was not in place for the gurney pressure washer and cutting of tiles on the platform, which is not complying with the Noise and Vibration Management Plan and Out of Hours Work approval. ATF with noise blankets on platform should have been installed to block line of sight to sensitive receivers on Railway Parade.	Closed: Toolbox talk on requirement for the installation of noise mitigation measures when undertaking noisy work, where feasible. When using gurneys or generators, noise blankets to be used when equipment is operating (unless a trip/fall or obstruction for plant and equipment safety hazard).
18/01/22	SWM Package 6 HBW	Noise and Vibration	SSI8256 - REMM - NVC5	Plant was fitted with a tonal beeper, resulting in an informal complaint. Issue was not rectified, and formal complaint was then issued by resident.	Closed: Beeper in plant replaced Toolbox subcontractor on Noise and Vibration Mitigation (including the use of non-tonal movement alarms)
20/01/22	Linewide	Flora and Fauna	SSI8256 - MCoA - E5	A tree was removed during conduit bulk excavation works from lower end of Punchbowl TSS site, without approval/permit in place from the PC Environmental team. The intention to remove this tree in the future was communicated to the team on the ground but they incorrectly took this as permission to remove. PC were in the process of seeking an Arborist Report.	Closed: Daily prestart to all TSS crews included approval requirement for removal, clearing, pruning etc. of trees and vegetation Tool Box to be given to all workers on site to debrief the rules and procedures around the removal, clearing, pruning etc. of trees and vegetation in general. Delineation to be installed to clearly identify the parameters of the works site.
03/02/22	Victoria Cross ISD	Management Systems	SSI15_74 00 - MCoA - C1	NATA calibration of attended noise monitoring equipment not carried out within the required two-year period.	Closed: Submit the noise monitor and field calibration unit for NATA calibration, for use for the

Date Raised	Stage	Type	CoA	Description	Status and Actions taken or to be taken
					next round of attended noise monitoring.
17/02/22	Southwest Metro Corridor	Noise and Vibration	SSI8256 - MCoA - E19	A complainant from Warburton Road, Marrickville received complaining about after-hours noise from heavy duty drilling past standard construction hours, until 6:45pm	Closed: A tool box talk held with the subcontractor to address this unacceptable shortfall.
01/03/22	Linewide	Management Systems	SSI15_7400 - MCoA - E101	Finalisation and Works commenced on installation of external facades of the Covered Store building at SMTF south prior to the SMTF South Precinct Station Design and Precinct Plan being approved by DPE. The SMTF South SDPP has been in development since early 2021 however delays to completion of design and the SDPP have not impacted all elements of the precinct, as such construction of completed elements has continued without the approved SDPP in place.	Closed: The most recent draft version of the SDPP and the most recent DRP advice provided to DPE immediately to allow for the review process to begin. SDPP to be endorsed by DRP. The final SDPP and DRP advice is to be provided to DPE for approval.
19/03/22	SWM Package 6 HBW	Management Systems	SSI8256 - MCoA - A19	A Minor Ancillary Facility was moved to a location that while within the project boundary as indicated in the Submissions and Preferred Infrastructure Report (SPIR), was not assessed by the ER prior to establishment. The site office and sheds were moved to an area with reduced community impacts than the previous location.	Closed: All impacts were assessed in an A19 Sydney Metro Sydenham to Bankstown Ancillary Facility Checklist that was submitted to the ER for endorsement.
21/03/22	Linewide	Traffic, Transport and Access	SSI15_7400 - MCoA - E81	Failure to comply with road rules as well as the site traffic management plan. A vacuum truck was observed to be parked in excess of 30mins in East Crescent St in a 'no stopping zone', facing the wrong way on a one-way street.	Closed: A toolbox has been held with the P&M Galea operators to reconfirm requirements for access in/ around the Blues Point project. Instructions include to not park on Blues Point Rd or adjoining streets at any time, communicate via UHF, reduce speed to no more than 30km/h, do not idle vehicle when parked up
22/03/22	Southwest Metro Corridor	Traffic, Transport and Access	SSI8256 - MCoA - E47	Parking at Bankstown Bus overflow area used by project vehicles which is not permitted by CTMP or bus operator. No complaint received. Identified during ER Environmental Inspection.	Closed: The project team was reminded at pre-start not to use the area
26/03/22	Crows Nest ISD	Noise and Vibration	SSI15_7400 - MCoA - E44	A concrete pour from Clarke Lane (north) continued outside of the Out of Hour Works Approval. Due to failures in the concrete slump test, the concrete truck was returned, causing delays in the finish time of the pour. A complaint was received.	Closed: Notify subcontractor of requirement to notify PC if concrete pours are anticipated to run over the approved time.

5.3 Incidents

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

5.4 Environmental Audit Findings

5.4.1 Open from Previous Reporting Period

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

5.4.2 This Reporting Period

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

- Eleven were undertaken internally by Sydney Metro contractors or their associates, and
- One was undertaken by the Independent Environmental Auditor as a follow up of an audit undertaken in the last reporting period.

The eleven audits resulted in a total of 4 findings ('findings' include any items raised through an audit that are categorised as 'Low' or higher and do not include 'opportunities for improvement' or 'observations'). Several 'opportunities for improvement' and 'observations' were identified through these audits, which Sydney Metro and its contractors have actively addressed to close out (or are in the process of actively addressing to close out).

Table 1 summarises the environmental audits undertaken during the reporting period.

Table 11 Environmental Audits undertaken during the Reporting Period

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings *	Closed Findings	Open Findings
MP ISD	EHS Management Plan	Internal	20 Oct 2021	0	0	0
W ISD	Visual Amenity Management Plan	Internal	20 Oct 2021	0	0	0
PS ISD	Construction Environmental Management Plan Audit	Internal	27 Oct 2021	0	0	0
Package 4	Heritage Management Plan Audit	Internal	1 Nov 2021	0	0	0
Package 4	Post Original Audit (18 & 19 August 2021) Verification	Independent (Follow-up / close out of audit findings)	19 Nov 2021	0	0	0
CN ISD	ISO9001, ISO14001 and contract requirements based	Internal	23 Nov 2021	3	3	0

Stage	Audit Title	Audit Type	Audit Report Date	Total Findings *	Closed Findings	Open Findings
	on site activities at time of audit.					
W ISD	Subcontractor Waste Audit	Internal	2 Dec 2022	1	1	0
SSJ / SWMC Construction	EMS Audit – SSJ/SWMC	Internal	12 Jan 2022	0	0	0
SWM Package 5 and 6	Internal Audit 02	Internal	21 Feb 2022	0	0	0
VC ISD	EHS Management Plan	Internal	10 Mar 2022	0	0	0
CSMW	EMS Audit-Central Station Main Works	Internal	16 Mar 2022	0	0	0
CN ISD	Scope ISO 9001, ISO 45001, ISO 140001.	Internal	29 Mar 2022	0	0	0
Totals				4	4	0

5.5 Environmental Monitoring

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

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

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

A summary and analysis of the results of the environmental monitoring programs that were applicable during the reporting period is provided in Section 5.5.

Table 12 Environmental Monitoring Program Applicability to each Project Stage

Chatswood to Sydenham Stage	Noise and Vibration – CoA C9(a)	Blasting – CoA C9(b)	Surface Water Quality – CoA C9(c)	Groundwater Quality – CoA C9(d)
SYAB	All works completed prior to the reporting period.			
NCW	All works completed prior to the reporting period.			
TSE	All works completed prior to the reporting period.			

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

It is noted that whilst noise and vibration and surface water quality monitoring is applicable for the Sydenham to Bankstown SSI 8256 stages, it is not a requirement to report a summary of the results of the monitoring within this Construction Compliance Report. As such, a summary of environmental monitoring is provided for Chatswood to Sydenham only, in accordance with SSI 7400 CoA A34(a). Note also that TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions.

5.5.1 Noise and Vibration

During the reporting period, SSI 7400 noise and vibration monitoring programs were applicable on the CN, VC ISD, BS, MP ISD, PS ISD, CSM, W ISD, SSJ, and Linewide Stages. A noise and vibration summary and analysis at each Chatswood to Sydenham site for construction activities undertaken during the reporting period is provided in Table 13 and Table 14.

Table 13 Noise Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
CN ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 19/10/2021, 04/11/2021, 05/11/2021, 11/11/2021, 24/11/2021, 21/12/2021, 01/02/2022, 11/03/2022</p> <p>There were no exceedances of predicted levels or CSSI E38 criteria recorded as a result of CN ISD works. (please provide any exceedances recorded by date and the cause for them)</p> <p>Unattended noise monitoring was undertaken with real time monitors located adjacent to Site A. There were no exceedances of predicted levels or CSSI criteria recorded as a result of CN ISD works.</p> <p>Any NCRs or Incidents: 26 March 2022 - an out of hour concrete pour continued beyond the approved time limit</p>
VC ISD	0	<ul style="list-style-type: none"> • Continuous monitoring undertaken.

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
		<ul style="list-style-type: none"> • Attended monitoring undertaken periodically during the period in relation to specific OOHW activities. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
BS	1	<p>Attended noise monitoring was undertaken during the reporting period on 27/10/21, 16/11/21, 14/02/22, 16/02/2022 and 28/03/22.</p> <p>There was one incident of a minor (0.8dB) exceedance of a predicted noise level. A meeting was set up with the AA, Acoustic engineer and BR Contractor to address this.</p> <p>Real-time noise monitoring occurred on site throughout the reporting period via the permanent noise monitor installed on site. Noise levels generated on site complied with the requirements of CoA E38.</p>
MP ISD	0	<ul style="list-style-type: none"> • Continuous monitoring undertaken. • Attended monitoring undertaken periodically throughout the period. • No exceedances of predicted levels or CSSI criteria recorded. • No non-conformances raised.
PS ISD	0	<p>Attended noise monitoring was undertaken during the reporting period on 9/12/21, 10/12/21, 15/12/21 and 02/02/2022.</p> <p>There were no exceedances of predicted levels or CSSI E38 criteria recorded as a result of PSISD works.</p> <p>Unattended noise monitoring was undertaken with real time monitors located at the North site and the South site. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.</p>
CSM	0	<p>No exceedances of predicted levels or CSSI criteria recorded as a result of construction. One complaint received in regard to a radio playing 20/11/21 during a possession in day time OOH. No exceedance of predictions, but not best management practice.</p> <p>Toolbox provided to ensure best achievable noise performance objectives are met as identified in the CNVIS and that all required additional mitigation measures continue to be in place.</p>
W ISD	0	<p>New activity and monthly noise validation monitoring was undertaken during the reporting period to verify the construction activities against the Predicted Noise Level (PNL) outlined in the CNVIS and relevant OOHWA. During the reporting period a total of 63 monitoring events were conducted. Of these 34 were monitored during standard hours and 29 were monitored out of hours works. Of these monitored construction activities 14 events were observed to be greater than the PNL, with 10 of these occurring outside standard hours.</p> <p>Generally, where the PNL was below the actual noise level it was determined to be as a result of traffic along external roads. No exceedances of PNL were a result of WISD construction activities. Works compliant.</p>
SSJ*	0	<p>Attended noise monitoring was undertaken as required for a single instance of OOHW during the past 6 months, where noise modelling predicted significant exceedance of Rating Background Levels or otherwise required validation using this method.</p> <p>To date there have been no exceedances of predicted construction related noise levels assessed as relating to ongoing construction activities on the project. No recorded elevated noise levels above predicted levels recorded by attended monitoring have been attributed to extraneous noise rather than construction activity, Non-construction traffic continuous, passing trains during lower impact works with lower predicted exceedance easily impacted by external sources. This occurred on 26/10/2021</p>
LW – Northern Connection *	1	<p>12/10/21 & 6/11/21 - LW works compliant</p> <p>18/12/21 - LW works compliant, traffic noise dominant</p>

Site (North to south)	Management Level Exceedances	Noise Monitoring Results Comments
LW – Artarmon TSS*	2	26/2/22 - LW works compliant, traffic noise dominant
LW – BPS Artarmon*	0	8/10/21 - LW works compliant, traffic noise dominant
LW – Crows Nest Station*	10	11/09/21 -LW works compliant, daytime reading, traffic noise dominant 6/10/21 - LW works compliant, traffic noise dominant 14/2/21 - LW works compliant, traffic noise dominant
LW - Blues Point*	8	4 exceedances recorded 2/09/21, wind noise and background noise dominant. 4 exceedances recorded 9/09/21, background noise measured. LW works compliant
LW – Barangaroo*	3	27/10/21 - LW works compliant. Adjustments made to LW work methodology following noise monitoring. 16/11/21 - LW works compliant, traffic noise dominant 3/2/22 - LW works compliant, traffic noise dominant
LW – Pitt St Station*	0	20/09/21 - LW works compliant
LW – Waterloo Station*	2	12/11/21 - LW works compliant, traffic noise dominant
LW – Central Station*	2	1/12/21 - LW works compliant, light rail/train noise dominant
LW – Southern Dive*	3	15/11/21 - LW works compliant, traffic noise dominant

* Note LW and SSJ reporting is one month in front, so this report includes September 2021 – February 2022 results, March results will be provided in the next report.

Table 14 Vibration Monitoring Results Summary and Analysis

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
CN ISD	0	No attended vibration monitoring was undertaken during the reporting period as no vibration generating works were undertaken near sensitive receivers. There were no exceedances of predicted levels or CSSI E28 criteria recorded as a result of PSISD works. (please provide any exceedances recorded by date and the cause for them) Unattended noise monitoring was undertaken with real time monitors located at the local heritage building adjacent the work site, at 28 Clarke Street. There were no exceedances of predicted levels or CSSI criteria recorded as a result of PSISD works.
VC ISD	0	Continuous monitoring undertaken. Attended monitoring undertaken periodically during the period in relation to specific OOHW activities. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
BS	0	No attended vibration monitoring was undertaken during the reporting period as no vibration generating works were undertaken near sensitive receivers or within the minimum working distances nominated in the CNVIS (Civil). Unattended vibration monitoring was undertaken throughout the reporting period with the real-time vibration monitor installed at 25

Site (North to south)	Management Level Exceedances	Vibration Monitoring Results Comments
		Hickson Road. There were no exceedances of the 7.5mm/s screening criteria recorded resultant from construction activities on site
MP ISD	0	Continuous monitoring undertaken. No exceedances of predicted levels or CSSI criteria recorded. No non-conformances raised.
PSISD	0	No attended or unattended vibration monitoring was required during the reporting period.
CSM	0	No exceedances of building criteria observed attributable construction work. Occasional peaks of human comfort vibration criteria occurred adjacent to construction works within the Eastern Entrance footprint, however appropriate respite observed as required. Both real time vibration monitors were decommissioned in June.
W ISD	0	During the reporting period a total of 7 attended vibration monitoring events were conducted. Unattended vibration monitoring is continuously conducted at the Waterloo Congregational Church. No vibration levels were recorded above the vibration criteria as a result of construction activities during the reporting period.
SSJ*	0	To date, there have been no exceedances of vibration from construction activities, and recorded vibration (PPV in mm/s) has been below cosmetic vibration limits for affected structures. Continuous vibration monitoring has been undertaken during a representative period of works on two occasions of jackhammering near neighbouring properties at 11 Sydenham Rd during the reporting period, in order to demonstrate that vibration screening was within relevant criteria. Works during rail possessions conducted during the reporting period did not require monitoring due to work only taking place far from sensitive structures and receivers or due to limited scope.
LW – Blues Point*	0	Attended vibration monitoring was undertaken 3/02/22. Vibration Criteria 7.5mm/s. Compliant with Vibration Criteria / Monitoring Protocol
LW – BPS Surry Hills*	0	Attended vibration monitoring was undertaken 29/08/2021 - 2/09/2021. Vibration Criteria 7.5mm/s. Compliant with Vibration Criteria / Monitoring Protocol
LW - Waterloo	0	Unattended vibration monitoring was undertaken 29/08/2021 - 2/09/2021. Vibration Criteria 0.4 (Human comfort criteria). Compliant with Vibration Criteria / Monitoring Protocol

* Note LW and SSJ reporting is one month in front, so this report includes September 2021 – February 2022 results, March results will be provided in the next report.

5.5.2 Blasting

No blasting activities were undertaken during the reporting period.

5.5.3 Surface Water Quality

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

Central Station Mainworks

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

- During the reporting period, there have been 122 discharges to discharge point 2 (land) via the temporary WTP, of which one discharge event failed to meet the EPL discharge criteria.
- There have been 132 discharges to stormwater via the permanent WTP, of which all discharge events have met EPL discharge criteria. Note that the permanent WTP was decommissioned on 2/02/22 with no further discharges to stormwater planned.

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

Sydenham Station Junction

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

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

Location	Average Acidity (pH)	Average Electrical Conductivity (mS/cm)	Average Turbidity (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)	Average Total Suspended Solids (TSS) (mg/L)
Eastern Channel 1 (Upstream)	7.80 (7.49-7.91)	0.110 (0-0.259)	116.3 (71.3-184)	No visible oil or grease	82 (44-166)
Eastern Channel 2 (Downstream)	7.78 (7.68-7.94)	0.226 (0-0.621)	110.58 (62.2-169)	No visible oil or grease	71.25 (37-134)

Monitoring during the reporting period took place once per quarter at each of the two monitoring locations (EC1 and EC2), dated 06/10/2021 and 12/01/2022. In addition, sampling was conducted at EC1 and EC2 during two wet weather events on 11/11/2021 and 28/02/2022. – see results in above

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

Note, these results are for 01/09/2020 to 28/02/2022. SSJ 6-monthly monitoring reporting period is one month behind, and March results will be provided in the next report.

Linewide

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

From November 2021, the Water Treatment Plant at Marrickville became operational. This WTP takes water from the tunnels between Central and the Marrickville Dive.

A WTP Checklist is completed by the WTP operator daily (working days), where a range of WTP observations, parameters and chemical levels are noted. This includes water discharge parameters required for regulatory compliance. The compliance results from the checklists completed during the reporting period are described in Table 16. At each water treatment plant under Systems Connect control, the discharge parameters pH, TSS and NTU are to be sampled monthly.

Table 16 LW Results Summary of Key Surface Water Monitoring Parameters

Location	Acidity Range (pH)	Turbidity Range (Nephelometric Turbidity Unit)	Average Oil & Grease (Liquid – Liquid Extraction)
Chatswood Dive WTP	6.8 - 8.4	0.1 - 12.3	None visible
Marrickville Dive WTP	7.1 - 8.1	0.7 - 8.7	None visible

Note, these results are for 01/09/2021 to 28/02/2022. Linewide 6-monthly monitoring reporting period is one month behind, and March results will be provided in the next report.

The Soil, Water and Groundwater Management Sub-Plan C2B requires that monitoring of receiving waters will occur three-monthly, while WTPs are active and in SC control. Monitoring parameters are provided in Table 17 below:

Table 17 LW Sampling Point Information

Site ID	Site interaction	Relative location	Catchment	Sampling address	Easting	Northing	Type
SWSC-01	Receiving waters from Chatswood WTP	Down stream	Scott's Creek / Middle Harbour	Muston Park, access via Eden Street, Chatswood	330586	6245923	Fresh water
SWSC-02	discharges. Monitoring Location active while the Chatswood WTP is active and in SC control.			Access via North Arm Track, North Arm Road, Chatswood	332788	6246304	Estuarine / Marine
SWAC-01	Receiving waters from Marrickville WTP discharges. Monitoring Location active	Down stream	Alexandra Canal	Access via bicycle track from the end of Coward Street, Mascot	331342	6244783	Estuarine

while the Marrickville WTP is active and in SC control.

5.5.4 Groundwater Quality

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

Crows Nest Integrated Station Development

Dataloggers were previously installed in 2015 by Golder-Douglas in groundwater wells BH018 and BH019. BH018 is located near the intersection of Hume Street and Clarke Lane; BH019 is located on Oxley Street opposite Clarke Lane. The loggers were set to take a water level reading every two hours and have been recording since 2015.

Table 18 CN LResults Summary of Groundwater Monitoring Parameters

Monitoring Well	Surface Level (M, AHD)	Well Depth (M)
BH018	90.75	25.3
BH019	84.43	7.2

The data loggers were retrieved on 2no. separate occasions during the monitoring period:

- 24 November 2021
- 22 March 2022

A manual measurement of the water level was taken to calibrate the logger data during these events.

Table 19 CN measured depth to groundwater in the monitoring wells

Monitoring Well	Measured Depth (m) to Groundwater in Monitoring Well 24 November 2021	Measured Depth (m) to Groundwater in Monitoring Well 22 March 2022
BH018	21.15	20.47
BH019	3.37	1.94

A review of groundwater levels during the period 1 October 2021 to 31 March 2022 indicates the following:

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

Victoria Cross Integrated Station Development

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

No exceedances of project risk-based criteria recorded.

Monitoring of Sydney Harbour water showed no impact to receiving waters.

Martin Place Integrated Station Development

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

Two minor exceedances of project-based criteria for WTP discharge relating to TRH (0.5mg/L compared to criteria of 0.2mg/L) and turbidity (13.5 NTU compared to criteria of 5 NTU).

Monitoring of Sydney Harbour water showed no impact to receiving waters.

Pitt Street Integrated Station Development

Groundwater inflow into sites is captured and collected with onsite surface water and monitored prior to discharge. Attended monitoring undertaken prior to and during discharge events. No non-conformances raised.

Central Station Mainworks

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

- Metro Box excavation was completed in May. Groundwater inflow was reduced as waterproofing was largely completed in the reporting period.
- Groundwater is collected and treated on site via the WTP to meet EPL and ANZECC guidelines before discharge to stormwater.
- Monthly groundwater monitoring is undertaken from boreholes (deep and shallow) and gasworks wells. Results are published on the project website:
<https://centralstationmetro.com/documents/>
- A 6-monthly Construction Groundwater Monitoring Report was under development for the period of November 2021 until March 2022 and will provide results and recommendations.
- Groundwater continues to be sampled and tested monthly throughout the period of construction. Refer to website for monthly summary data.

5.6 Business Impact Monitoring

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

During the reporting period, business impact monitoring was undertaken as part of the CNISD, VCISD, BS, MP ISD, PS ISD, CSM, WL ISD, Linewide and SSJ, SMEW, SWM Packages 4, 5 and 6 Stages in accordance with the applicable C&SW Staging Reports. TSOM provide assistance and information to relevant Principal Contractors at the sites where they are active to meet the conditions. The following sections provides a summary of business impact monitoring results during the reporting period.

Crows Nest Integrated Station Development

Performance parameters	Monitoring	Reporting outputs	CN Status
Awareness of construction activity and likely impacts Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	25 notifications were issued to businesses within our catchment area during the reporting period. Summary: 4 monthly updates 1 newsletter 17 update slips 3 other
Number of business briefings, building based information sessions and face to face meetings prior to works	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time	100%
The objective is to make contact via these measures with 100% of businesses within 50m prior to works which have the potential to impact the owners.	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.	A total of 7 outgoing contact events were undertaken during the reporting period relating to doorknocks and business stakeholder briefings.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Zero during the reporting period.
		Lessons learnt.	Nil to report.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity Potential issues identified in advance and mitigation measures implemented in consultation with	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	109 businesses were consulted regarding mitigation measures to address access and amenity issues during the reporting period, eight of which agreed to these in advance measures in advance.

Performance parameters	Monitoring	Reporting outputs	CN Status
affected businesses to address access, parking, visibility and/or amenity issues.			
The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	100%
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented	7 businesses accepted offer of generators to maintain power during an outage. One business stakeholder has been provided with alternate parking to address access impacts.
		Business feedback on effectiveness of mitigation measures	All business stakeholders were accepting of the mitigation measures offered and feedback received for the most part was positive.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Zero during the reporting period.
		Lessons learnt.	Nil to report.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented	255 businesses identified as either being triggered by upcoming noise and vibration intensive works or in the immediate vicinity were consulted during the reporting period. Businesses and residents alike were provided with an opportunity to vote for preferred respite periods during these noise and vibration intensive works. The general consensus was to implement one longer respite break in the middle of the day rather than multiple smaller breaks throughout the day. This has been implemented.
Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses			

Performance parameters	Monitoring	Reporting outputs	CN Status
The objective is for zero referrals to Sydney Metro over a six-month timeframe during standard construction.	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro	Zero during the reporting period.
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.	Zero during the reporting period.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.	Nil to report.

Victoria Cross Integrated Station Development

Performance Parameters	Monitoring	Reporting	VC ISD Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	Total – 8 OOH notifications, 6 monthly notifications 1 bi-annual newsletter.
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings	Percentage of notifications issued on time Number of briefings, information sessions and completed doorknocks	100% of notifications issued on time Regular interface management meetings providing construction updates to Intera Group, Investa, Winten Group and Channel Nine. One information session/ Business connect forum took place in the 6-month period.
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Percentage of businesses within 50m contacted prior to works	100% of businesses within 50m have been contacted.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Number of complaints received from businesses relating to lack of information about construction activities and impacts Lessons learnt	One complaint received due to lack of information about impactful works. Nil complaints referred to Community Complaints Mediator. Provide warning of impactful work so businesses can request workers work from home those during that period. Regular interface meetings are valued by the business community.
-	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Supplying the business with proactive mitigation options are highly valued by local businesses.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed	Zero businesses with agreed mitigation measures regarding access, parking, visibility, or amenity issues
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity Lessons learnt	Nil No referrals to Sydney Metro. Zero repeat complaints Nil
Agreed measures to minimise noise	Consultation with businesses on noise and vibration impacts and	Number of businesses with agreed mitigation measures	Two business has discussed noise and vibration mitigation measures, one regarding

Performance Parameters	Monitoring	Reporting	VC ISD Status
and vibration impacts on noise and vibration sensitive businesses.	<p>mitigation measures documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>to address noise and vibration impacts</p> <p>Summary of non-standard mitigation measures implemented</p> <p>Number of referrals to Sydney Metro</p> <p>Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts</p> <p>Lessons learnt</p>	<p>Miller Street stormwater works and one regarding work on shared wall.</p> <p>Respite periods during critical operating times for Rag & Famish.</p> <p>Split up drilling on shared wall with 65 Berry Street from 1 x 6-hour block to 3 x 2-hour blocks over 3 days to reduce impacts on commercial tenants.</p> <p>Nil</p> <p>One repeat complaint due to mitigation measure not being complied to.</p> <p>Use respite periods and quieter works to support neighbouring businesses. Provide warning of impactful work so businesses can request workers work from home those during that period.</p>

Barangaroo Station Development

Performance Parameters	Monitoring	Reporting	BS Status
<p>Awareness of construction activity and likely impacts</p> <p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building-based information sessions and face-to-face meetings prior to works.</p> <p>Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	<p>Number of notifications issues</p> <p>Percentage of notifications issues on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>32 notifications in total</p> <p>4 OOHW specific notifications</p> <p>23 weekly email updates (9 included details of OOHW)</p> <p>6 monthly notifications (2 included details of OOHW)</p> <p>1 bi-annual newsletter.</p> <p>100% of notifications issued on time</p> <p>Three briefings to the Walsh Bay Precinct Association. One briefing to the Millers Point Community Residents Action Group (MPCRAG). More planned ahead of upcoming noisy works.</p> <p>100% of businesses within 50m have been contacted</p> <p>Nil complaints referred to Community Complaints Mediator</p> <p>Lessons learnt – Feedback received at meetings with local businesses has helped shape construction methodologies and mitigation measures.</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p> <p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p> <p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity</p>	<p>Zero businesses with required mitigation measures.</p>

		Lessons learnt	
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	Project respite hours previously agreed for noisy works between 9:30am and 10:30am and 12:30pm and 1:30pm Monday to Friday. These were agreed in consultation with three sensitive receivers namely KU Lance Childcare Centre, the Palisade Hotel, and the Langham Hotel.
Agreed mitigations implemented, including agreed respite, work methods, proactive engagement, and ongoing communication.	Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.	Summary of non-standard mitigation measures implemented	Nil non-standard mitigation measures implemented
Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses.	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).	Number of referrals to Sydney Metro	No referrals relating to businesses made to Sydney Metro.
	Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Zero repeat complaints from businesses
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt	
Zero referrals to Sydney Metro over a six-month timeframe during standard construction.			

Martin Place Integrated Station Development

Performance Parameters	Monitoring	Reporting	MP ISD Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Number of notifications issued. Percentage of notifications issued on time.</p> <p>Number of briefings, information sessions and doorknocks completed: 1 information session (Community and Business Connect Forum) on 31 March 2022 at The Naked Duck Cade. 5 doorknocks to community and businesses (including 3 x doorknocks regarding community agreement OOH, 1 x doorknock to 38 businesses to hand deliver invitation to Community and Business Forum event, 1 x doorknock to local coffee shop to meet site manager and build relationship) 2 engagement events held on site, including International Women’s Day (38 University students) and RIEP Student Engagement Site Tour (20 high-school students) Adjoining business properties: 6 monthly online briefings with Dexus (60 Castlereagh Street) Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly community notifications and any additional notifications if subscribed to email distribution list. No of complaints received from businesses relating to lack of information about construction activities and impacts: 0</p>	<p>All interactions with businesses are documented in Consultation Manager. 15 notifications issued: 6 monthly OOH notifications 6 monthly work notifications 2 additional notifications regarding Community and Business Connect Forum 1 additional OOH notification for North site</p> <p>100% of notifications issued on time. 1 bi-annual community newsletters 6 complaints 0 complaints referred to Community Complaints Mediator. Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impacts to business operations and preventing complaints.</p> <p>2 additional emails out to community and businesses re community agreement OOH</p>
<p>Measures implemented to maintain business access, parking, visibility, and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Martin Place ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A</p> <p>Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity – 0</p>	<p>business requests received for coordination regarding property access, parking, visibility, or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p>

Performance Parameters	Monitoring	Reporting	MP ISD Status
			<p>MPISD site hoarding does not obscure business access or visibility.</p> <p>Lessons learnt - Businesses to be consulted ahead of any disruption to driveway or pedestrian access as requested by business operators should it be required to facilitate work in the future.</p>
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>Number of businesses with agreed mitigation measures to address noise and vibration impacts.</p> <p>Summary of non-standard mitigation measures implemented: short ad hoc respite periods enforced (in addition to required respite periods) as requested by business operator for noise sensitive filming events.</p> <p>Real-time noise and vibration monitors located at 50 Martin Place to alert Lendlease team if exceedances of allowable noise levels are registered.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts – 0</p>	<p>Lendlease developed initiatives for minimising impacts on nearby businesses during construction.</p> <p>Community agreement in place with businesses for extended working hours at MPISD (North site – 5am to 10pm, Monday to Saturday, South site – 6am to 10pm, Monday to Saturday). The extended working hours decreases construction traffic in area during business hours, minimising impacts on businesses.</p> <p>No. of referrals to Sydney Metro: 0</p> <p>No. of avoidable noise and vibration complaints from business stakeholders: 0</p> <p>No. of unavoidable noise and vibration complaints from business stakeholders: 0</p> <p>Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Pitt Street Integrated Station Development

Performance Parameters	Monitoring	Reporting	PS ISD Status
<p>Awareness of construction activity and likely impacts.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Number of notifications issued. Percentage of notifications issued on time.</p> <p>Number of briefings, information sessions and doorknocks completed: Face to face community interaction was limited during this reporting period due to Covid 19 restrictions from 1 October 2021 – 31 March 2022.</p> <p>North site adjoining business properties: monthly online business briefings with Castlereagh Boutique Hotel.</p> <p>South site adjoining business properties: Fire Rescue NSW – ad hoc meetings as needed Edinburgh Castle Hotel – ad hoc meetings as needed Percentage of businesses within 50m contacted during reporting period. All properties received monthly letterbox drop community notifications and weekly emails if subscribed to email distribution list. No of complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<p>All interactions with business stakeholders are documented in Consultation Manager. 100% of notifications issued on time. <u>16 letterbox drop notifications issued:</u> 7 monthly OOH notifications 6 monthly work notifications 1 South site evening shift commencement letter notification issued 3 Nov 2021 1 North Castlereagh Street Road closure notification Dec 2021 1 Continuation of weekend daytime work distributed 9 March 2022 26 weekly project email updates issued. 1 bi-annual community newsletter distributed January 2022. 6 specific notifications issued: 22/11/22 – traffic changes Pitt Street (North site) 09/12/21 – traffic changes Pitt Street (North site) 15/12/21 – long running pour 5am-7pm (North) 21/01/22 – specific impact notification hoarding 12/03/22 – update to work schedule (South) 11/03/22 – notification of work within business premises – scaffolding installation</p> <p>6 monthly business briefing held with key stakeholder Castlereagh Boutique Hotel. 1 ad hoc coordination meeting held relating to private business property double glazing works at site adjoining property.</p> <p>0 avoidable complaint from businesses. 0 complaints referred to Community Complaints Mediator. Lessons learnt – regular contact and the provision of timely, detailed information about possible construction impacts with business property managers is essential to reducing impact to business operations and preventing complaints.</p>

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

Central Station Mainworks

Performance Parameters	Monitoring	Reporting	CSM Status
<p>Awareness of construction activity and likely impacts. Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building- based information sessions and face-to-face meetings prior to works.</p> <p>The objective is to make contact via these measures with 100% of businesses within 50m prior to works that have the potential to impact the owners.</p>	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<p>Number of notifications issued</p> <p>Percentage of notifications issued on time</p> <p>Number of briefings, information sessions and completed doorknocks</p> <p>Percentage of businesses within 50m contacted prior to works</p> <p>Number of complaints received from businesses relating to lack of information about construction activities and impacts</p> <p>Lessons learnt</p>	<p>All interactions with businesses are documented in Consultation Manager. 12 notifications issued, (4) were monthly notifications* and (8) were specific work notifications</p> <p><i>*From December 2022, LOR, in agreement with Sydney Metro, is now issuing monthly notifications every two months, providing a two months lookahead to the community.</i></p> <p>Two quarterly newsletters issued. 100% of notifications issued on time. 1WLA weekly email to adjacent business owner (travel agent), a residential building manager and the Sydney Dental Hospital during specific work in Randle Lane, as required by engagement</p> <p>Re-establishing some face-to-face updates with local Surry Hills businesses by Place Manager following COVID restrictions and lockdown. No complaint received from businesses on this matter. One (1) business compliment for ongoing update on key and overall activities for Central Station Metro project overall. 100% of businesses within 50m have been contacted. Nil complaints referred to Community Complaints Commissioner. Lessons learnt – Combining communication to streamline the engagement process (where possible) (e.g., notification, regular meetings with key stakeholders).</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity. Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>The objective is 100%</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues</p> <p>Percentage of businesses where mitigation measures were implemented as agreed</p> <p>Details of mitigation measures implemented</p> <p>Business feedback on effectiveness of mitigation measures</p> <p>Number of repeat complaints received from businesses relating to vehicle and</p>	<p>Laing O'Rourke developed initiatives for minimising impact on nearby businesses during construction e.g., LOR Place Manager engaged early with businesses prior to any changes to traffic, accessor parking – particularly related to Randle Lane and the Railway Institute Driveway. Traffic controllers and staff/workers are briefed regularly appropriately to manage changes and ensure businesses had access as needed.</p> <p>One (1) complaint received (<i>not related to Sydney Metro</i>) from building manager due to blocked access.</p> <p>Ongoing engagement with building manager to time the adequate reinstatement of parking bollards / gates at a suitable time for both parties.</p>

Performance Parameters	Monitoring	Reporting	CSM Status
implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects.		pedestrian access, parking, visibility, and amenity Lessons learnt	No repeat business complaints. Lessons learnt – Continue to educate each subcontractor (and workers) on the community’s specificities via presentation and include subcontractor into decision process of mitigation strategies – e.g., particularly for the 20-28 Chalmers Street site. This was also undertaken with the subcontractor and staff working in the Railway Institute Driveway. Regular contact with business managers/owners to understand (where possible) how their business have managed lockdown and recovering from COVID-19 impacts (e.g., status of the business opening hours, hotel occupancy and for educational facilities, whether students are engaging virtually or in-class attendance)

Waterloo Integrated Station Development

Performance Parameters	Monitoring	Reporting	WL Status
Awareness of construction activity and likely impacts.	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings are documented in Consultation Manager.</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts if applicable.</p>	<p>Waterloo Congregational Church: 3 meetings held with Church representatives and WISD Project Director.</p> <p>3 calls - S&CLM actively communicating with Church monthly.</p> <p>Percentage of businesses within 50m contacted during reporting period: 100%. All properties received monthly letterbox drop community notifications and update emails if subscribed to email distribution list. The Cauliflower Hotel was visited to ensure they were aware of nearby external utility work. The Ethnic Communities Council (also near utility work) was close during this period due to Covid 19 restrictions. These businesses were visited to inspect connections for generators which were supplied for the power outage: Cauliflower Hotel (generator supplied) Kane Constructions (generator supplied) Darkstar Digital (generator declined)</p>	<p>All interactions with businesses are documented in Consultation Manager. 6 letterbox drop notifications issued; monthly work notifications which include OOH. 26 project email updates issued. 100% of notifications issued on time. Specific notification: work and upcoming impacts to directly impact business stakeholders, specific notifications issued: 2 doorknocks to businesses close to external utility work. 2 doorknocks to businesses potentially impacted by power outage. (1 cancelled due to inclement weather). 2 complaints from businesses (relating to workers parking in business carparks and the power outage). 0 complaints referred to Community Complaints Mediator. Lessons learnt – Requesting Ausgrid supply power outage information earlier so that businesses can be informed of outage and if generators will be supplied by CPM, rather than through Ausgrid’s notification. As requested Ausgrid supplied power outage information earlier for the outage due to take place</p>

Performance Parameters	Monitoring	Reporting	WL Status
		<p>Alexandria Vet Hospital (generator not required) Dens in Dente (generator not required) Mr Toast (generator supplied) Style Timber Flooring (generator declined) Dermal Boutique (generator supplied) Dreamgirl massage (generator supplied) Arclite (generator declined) Aztec Office National (generator supplied) Businesses on Raglan Street were visited to ensure they were aware of nearby external utility work. Redfern Surf Club was provided an update on utility work and provided updated opening hours No of complaints received from businesses relating to lack of information about construction activities and impacts: 1</p>	<p>this quarter. This allowed the community team to liaise with businesses about the outage and generator requirements early, avoiding complaints. Will request that Ausgrid continue this approach.</p>
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.</p>	<p>Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues: no business property driveway vehicle or pedestrian access are directly impacted as a result of the Waterloo ISD work.</p> <p>Percentage of businesses where mitigation measures were implemented as agreed – N/A Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity - 0.</p>	<p>0 business requests received for coordination regarding property access, parking, visibility, or amenity.</p> <p>0 business complaints received regarding property access, parking, visibility, or amenity.</p> <p>WISD site hoarding does not obscure business access or visibility. Lessons learnt - Businesses to be consulted ahead of any disruption to driveway access, should it be required to facilitate work in the future.</p>
<p>Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.</p>	<p>Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports. Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p>	<p>Real-time noise monitors on site will alert the project team if exceedances of allowable noise levels are registered. A vibration monitor is permanently located within the Waterloo Congregational Church and will alert John Holland to vibration exceedances.</p> <p>Number of repeat business complaints from noise sensitive receivers relating to noise and vibration impacts - 0.</p>	<p>No. of referrals to Sydney Metro: 0 No. of avoidable noise and vibration complaints from business stakeholders: 0 No. of unavoidable noise and vibration complaints from business stakeholders: 0 Procedure is in place for businesses to make complaints if the impact of construction activities becomes disruptive to business operations.</p>

Performance Parameters	Monitoring	Reporting	WL Status
	<p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>		

Linewide

Performance Parameters	Monitoring	Reporting	LW Status
Awareness of construction activity and likely impacts	<p>Records in Consultation Manager database on number and timing of notifications</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations, and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts</p>	Number of notifications issued	<p>Based on Consultation Manager records for the period covering 1 October 2021 – 31 March 2022 45 monthly notifications were issued, including:</p> <p>Bulk Power Supply (BPS): 3 x Surry Hills, 7 x Campsie; 6 x Artarmon 6 x Southwest Corridor 6 x Sydney Metro Trains Facility South (SMTF South) 6 x Northern Connection/ Chatswood Dive. 2 x SMTF North 6 x Blues Point</p> <p>20 specific notifications were issued, including:</p> <p>3 x Campsie Substation (1 Covid-19 impact and 2 substations lift related) 3 x Dulwich Hill substation 1 x Canterbury 1 x Lakemba 1 x Artarmon Power Supply Upgrade 2 x Northern Connection works. 1 x SMTF North 2 x Blues Point 3 x Surry Hills BPS 2 x Waterloo 1 x Barangaroo</p> <p>7 community consultation letters and accompanying collateral issued included:</p> <p>5 consultation letters for substation design (Dulwich Hill, Canterbury, Campsie, Punchbowl and Lakemba) 1 consultation letter for the Chatswood Dive Site Station Design and Precinct Plan 1 consultation letter was issued regarding respite period preference for high impact noise works at Blues Point</p> <p>63 email updates issued included:</p> <p>29 x email updates for Blues Point 11 x email updates for Artarmon Power Supply 2 x email updates for SMTF North 10 x email updates for the Northern Connection/Chatswood Dive 11 x email updates SMTF South</p> <p>3 newsletters:</p> <p>1 project newsletter: Marrickville Dive and SMTF South Bi-annual Newsletter 1 project newsletter: Artarmon Power Supply Upgrade 1 project newsletter: Chatswood Dive and Northern Connection</p>

Performance Parameters	Monitoring	Reporting	LW Status
			The above excludes combined monthly and weekly email notifications issued by other contractors, with content contributions from Systems Connect.
		Percentage of notifications issued on time	100%
		Number of briefings, information sessions and completed doorknocks	<p>Face to face consultation has resumed, following a period of significant reduction during the previous two reporting periods due to the impacts of Covid-19</p> <p>During this reporting period, there have been a total of 15 door knocks, comprising:</p> <ul style="list-style-type: none"> 1 door knock for BPS Surry Hills 1 doorknock for Blues Point 1 door knocks for BPS Campsie 1 doorknock for Artarmon Power Supply 1 doorknock for SMTF South 10 doorknocks across the SW Corridor relating to substation work
		Percentage of businesses within 50m contacted prior to works	100%
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil for the current period.
		Lessons learnt	<p>Alignment businesses appreciated Systems Connect teams' efforts in using their services. For example, for the Surry Hills power supply package of work, the use of Hotel 57 when work was underway on Randle Ln.</p> <p>Businesses in the vicinity of Artarmon Power Supply Works welcomed work scheduling on weekends as given the profile of the business they are either closed or operating in a reduced capacity.</p> <p>Businesses continue to highly value having a nominated contact that is available and accessible to them on a 24/7 basis.</p> <p>Email, telephone, and SMS updates outlining specific impacts a given business can expect along with a direct mobile number for any questions / issues so that they can be resolved quickly were welcomed.</p>

Performance Parameters	Monitoring	Reporting	LW Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager).	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues	Systems Connect agreed mitigation measures with: 2 businesses in advance of the commencement of its Surry Hills Bulk Power Supply package of work, including noise and vibration monitoring and use of services.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager).		2 businesses in advance of the starting the large module lifts for the Artarmon Power Supply Upgrade (Artarmon substation component). Early communication with businesses resulted in agreed mitigation measures such as alternative parking / traffic management and modified hours of work.
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue.		3 businesses in advance of the large module buildings delivery for the Marrickville Dive (SMTF South) site. Early communication with businesses resulted in agreed mitigation measures such as alternative parking / traffic management and minimal disruption to telco services.
			Mitigation measures also included use of services where possible as per above comment.
		Percentage of businesses where mitigation measures were implemented as agreed	100%
		Details of mitigation measures implemented	Per previous reporting periods, Systems Connect proactive contacted individual businesses who were impacted by works. Efforts were made to adjust working days and hours to better suit impacted business, where possible. Alternative parking and travel arrangements were made. Traffic management teams were briefing impacted business accordingly. As above, use of local business services, where possible.
		Lessons learnt	Continue to provide a contact available for 24-hour work and maintain relationships between site supervisors and business managers to allow for positive relationships with local businesses. Continue with a proactive approach, foreshadowing potential impacts early on, enabling the businesses to plan. This also allows for quick communication and timely adjustment of approach where possible, avoiding escalation of issues.

Performance Parameters	Monitoring	Reporting	LW Status
		Business feedback on effectiveness of mitigation measures	Positive feedback was received, generally based on businesses welcoming regular work updates and the willingness of the site supervisors and traffic teams to immediately address any issues arising onsite. Campsie RSL and businesses located in the vicinity of Artarmon Power Supply work were particularly appreciative of the proactive communication approach.
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity	Nil
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports.	Summary of nonstandard mitigation measures implemented	Systems Connect continues to implement a customised approach, including agreed respite, consultation, and email updates.
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment.	Number of referrals to Sydney Metro	Nil
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts	Nil
		Lessons learnt	Ongoing consultation and advance notification of activities continues to be key, allowing businesses to adjust operations based on important information such as the nature, timing, and duration of work. Differentiating the project from nearby / adjoining works is important particularly in areas such as the Southwest Corridor, with multiple interfacing contractors working alongside each other.

SSJ, SWMC, SMEW, SWM Packages 4, 5 and 6

Performance Parameters	Monitoring	Reporting	SSJ, SMEW, SWM Packages 4, 5 and 6 Status
Awareness of construction activity and likely impacts.	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued	96 email updates: includes a monthly email update for 9 sites between Sydenham and Bankstown 54 monthly notifications/newsletters letterbox dropped One alignment wide newsletter to promote Christmas/New Year shutdown
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.	Percentage of notifications issued on time	100%
	Feedback from meetings, presentations and briefings (documented in Consultation Manager).	Number of briefings, information sessions and completed doorknocks	Localised doorknocks and briefings took place regularly in advance of possessions and the Christmas Shutdown. As mentioned above, Place Manager conversations are not separated out as businesses in Metro's internal records database.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts	Percentage of businesses within 50m contacted prior to works	100% of businesses identified as being potentially affected by works
		Number of complaints received from businesses relating to lack of information about construction activities and impacts	Nil
		Lessons learnt	Translation services are advantageous when providing information to business tenants in Campsie. Post-Covid, briefings and
		Number of businesses with	Ongoing communication and the provision of notifications to

Performance Parameters	Monitoring	Reporting	SSJ, SMEW, SWM Packages 4, 5 and 6 Status
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	mitigation measures agreed in advance to address access, parking, visibility or amenity issues	registered businesses via email, has been the main method of ensuring businesses had full visibility of any work which may impact on their operation. Initial consultation prior to the pandemic from contractor teams with adjacent businesses built good relationships between the two parties
		Percentage of businesses where mitigation measures were implemented as agreed	100%
	Feedback on effectiveness of mitigation measures (documented in Consultation Manager)	Details of mitigation measures implemented	Traffic controllers briefed Coordination with approved traffic plans Additional wayfinding signage where required Individual contact made with businesses which might be impacted where possible Appropriate signage provided proactively where parking would be impacted
		Lessons learnt	Campsie properties are very appreciative of project impacts being communicated in a second language
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Business feedback on effectiveness of mitigation measures	Work is consistent with expectations
		Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity	No repeat complaints received.
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager.	Number of businesses with agreed mitigation measures to address noise and vibration impacts	100% compliance with CNVIS 100% compliance with agreed respite periods from high noise impact activities
		Summary of non-standard mitigation measures implemented	Respite measures Notification Consultation (where possible) Email updates
	Documentation of affected businesses, impacts and	Number of Ministerial escalations	0

Performance Parameters		Monitoring	Reporting	SSJ, SMEW, SWM Packages 4, 5 and 6 Status
		<p>mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p>	Lessons learnt	Metro and Contractor teams need to continue to be proactive in keeping positive relationships with impacted businesses.

5.7 Complaints

A total of 274 complaints associated with the C&SW project CSSI planning approvals were received during the reporting period. Of these, 234 complaints were determined to be attributable to project works following investigation. The Linewide Stages was attributable for the majority of complaints, followed by Waterloo and Southwest Metro Package 4 (20%, 16% and 14%, respectively, of all complaints attributable to project works).

Complaints during the reporting period were heavily dominated by Noise & Vibration, representing 119, or 51%, of all complaints attributable to project works. This was followed by 43 relating to Traffic, Transport and Access and 24 relating to Worker behaviour (representing 18% and 10% respectively of all complaints attributable to the project).

Works at the Waterloo Station, Crows Nest, Blues Point, and Victoria Cross Station sites generated the greatest number of complaints during the reporting period (41, 24, 23 and 19 respectively, representing 46% of all complaints attributable to the project).

191 stakeholders accounted for the 234 complaints; 132 were one-off complaints, 48 were from stakeholders who contacted Sydney Metro twice, and 54 were from stakeholders who contacted Sydney Metro more than three times. At Waterloo 24 stakeholders accounted for the 41 complaints, at Crows Nest 17 stakeholders accounted for the 24 complaints and at Blues Point 12 stakeholders accounted for the 23 complaints.

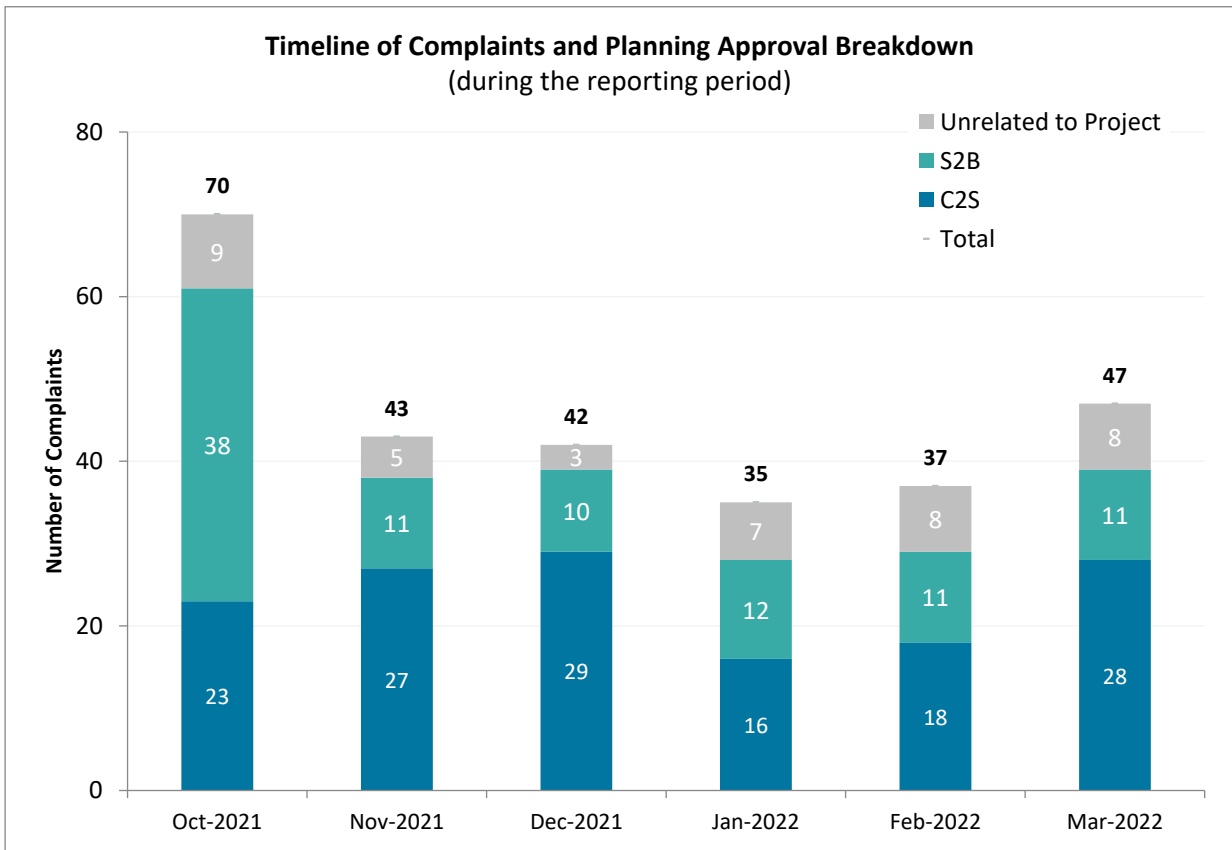


Figure 3 Timeline of Complaints and Planning Approval Breakdown during the Reporting Period

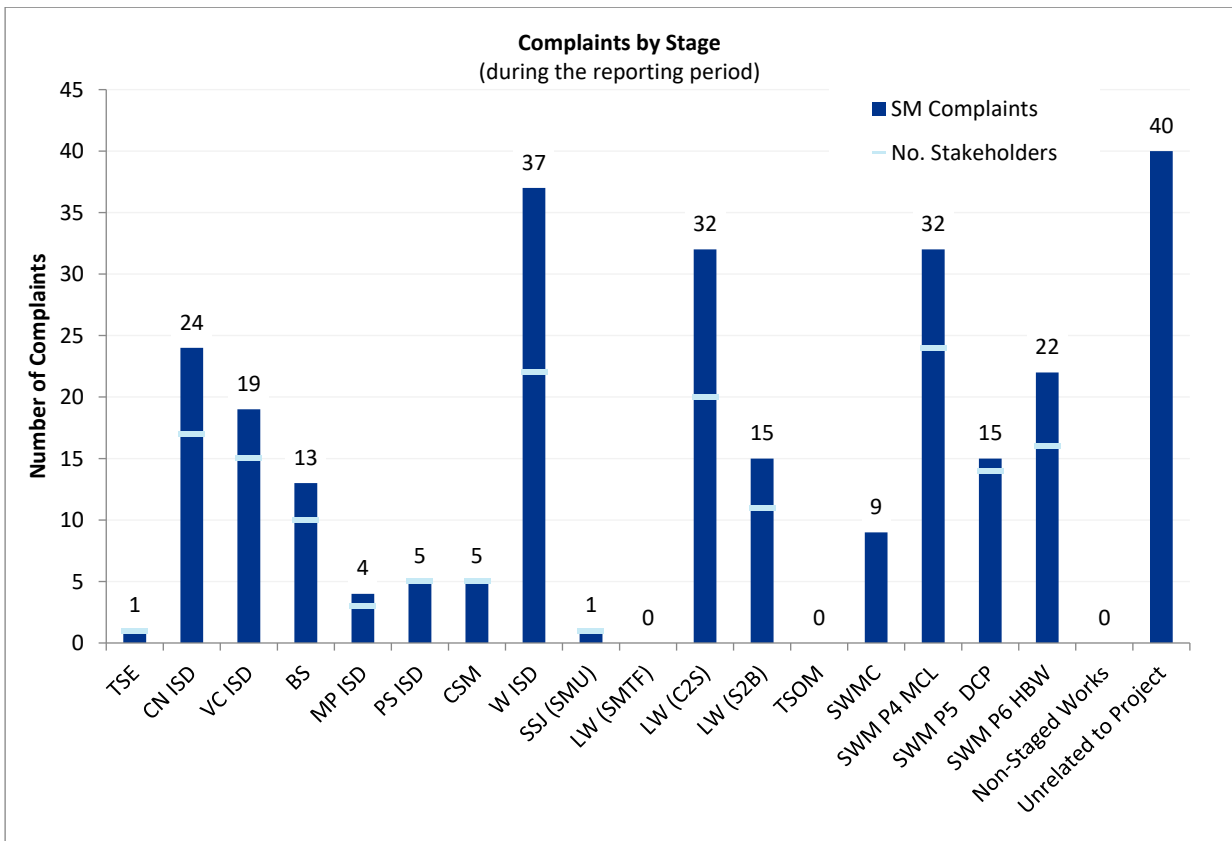


Figure 4 Complaints by Stage during the Reporting Period

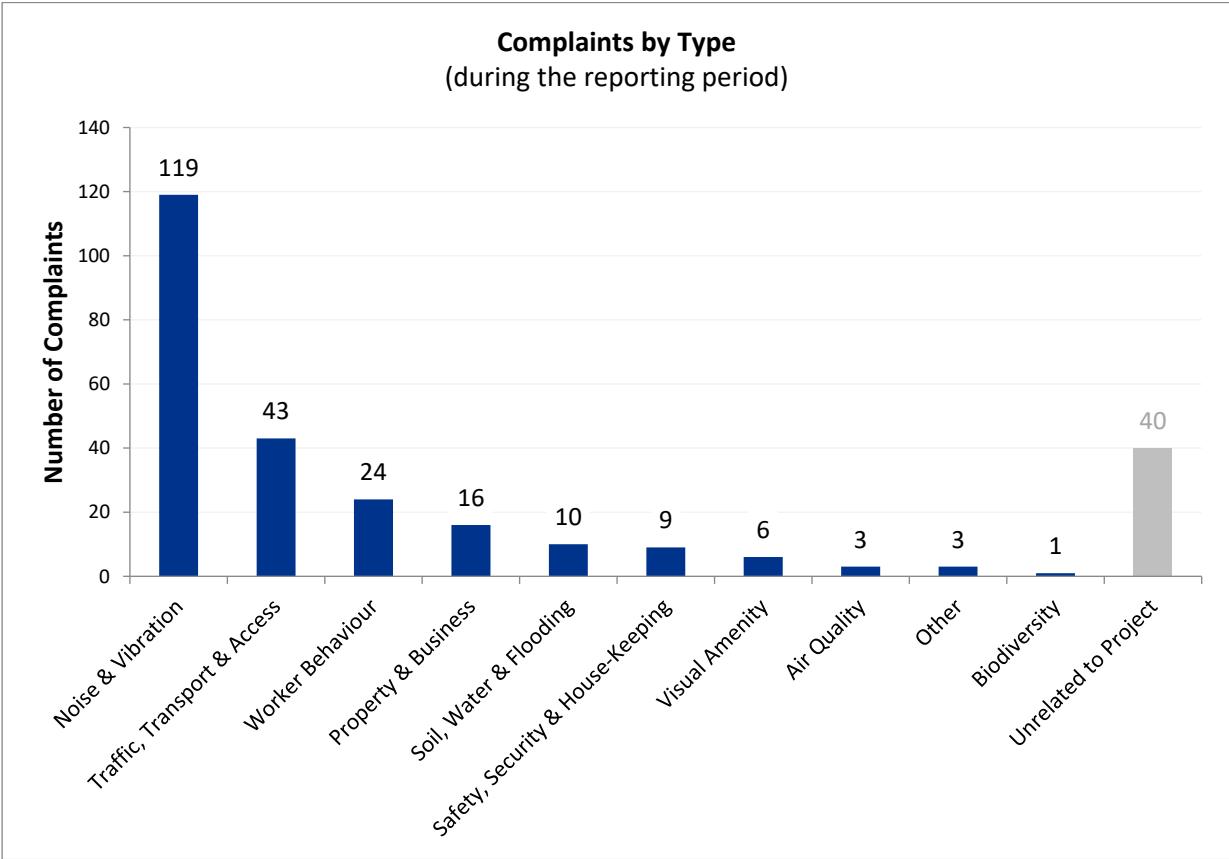


Figure 5 Complaints by Type during the Reporting Period

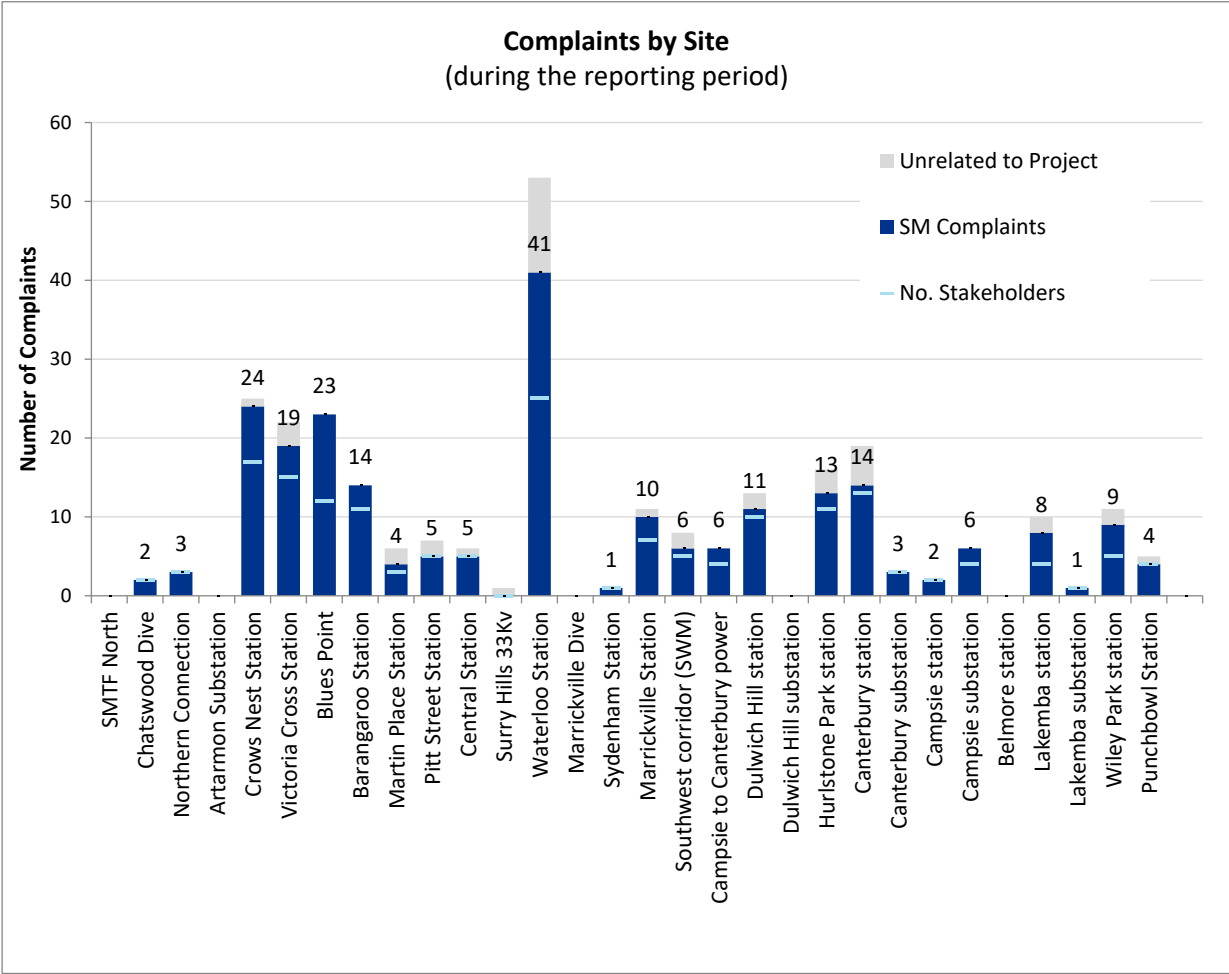


Figure 6: Complaints by Site during the Reporting Period

6 Sustainability and Environmental Initiatives

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

A combined 2019/2020 report was released July 2021. The combined 2021/2022 report is due in second quarter of 2023.



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

Appendix 1 – Complaints during the Reporting Period