



**Hutchison Ports Australia**

**2014**

# HSEQ Management System

Community Feedback Report – SICTL  
Final Quarter 2013

Version 1



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
DRAFT 0	All	30 Jan 2013	Internal Draft	John Ieroklis	Trevor Ballantyne
1	All	17 Feb 2014	HSEQ document number assigned, minor corrections	John Ieroklis	Trevor Ballantyne

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**Community Feedback Report – Q4, 2013 ..... 4**

**1 Introduction and Purpose..... 4**

**2 Community Feedback Snapshot..... 4**

**3 Distribution of this Report..... 4**

**4 Progress of Operational Development ..... 5**

4.1.1 Milestones Achieved to Date ..... 5

4.1.2 Future Operational Development (Phase 2) ..... 5

**5 Commentary on Complaints Received During this Reporting Period ..... 5**

**6 Trend Analysis..... 6**

**7 How the Community can Contact Us..... 6**

**8 Copy of Complaints Register (with personal details redacted) ..... 7**



# Community Feedback Report – Q4, 2013

## 1 Introduction and Purpose

This Community Feedback Report has been created as a means by which Sydney International Container Terminals (SICTL) can comply with the relevant conditions outlined in the Instrument of Development Consent DA-494-11-2003-I primarily Schedule C – Terminal Operations (referred to herein as the Development Consent). This report is an example of the commitment of Hutchison Ports Australia and Sydney International Container Terminals Pty Limited to comply with the Development Consent and manage community feedback in a manner that achieves good operational and community outcomes.

The SICTL terminal commenced operations on 1 November 2013 and serviced its first ship on 6 November 2013.

## 2 Community Feedback Snapshot

Table 1: Community feedback key parameters.

Key Parameter	Data
This reporting period	1 November to 31 December 2013
Total number of days in this reporting period	61
Total number of complaints logged in this reporting period	1
Number and proportion of complaints attributed to SICTL operations only	1 (100%)
Number of complaints involving SICTL and another Port Botany lessee	Nil (0%)
Total number of complaints from this reporting period closed out	Nil (0%)
Total number of complaints from this reporting period escalated	Nil (0%)
Total number of complaints from this reporting period unresolved	1 (100%)
Total number of complaints carried over from previous reporting period	0

## 3 Distribution of this Report

In accordance with Consent Condition C3.1 and Section 2.2 of the HSEQ5.1.7 Operational Environmental Management Plan (OEMP) – SICTL, this report shall be provided to the following stakeholders:

- NSW Planning and Infrastructure (formerly the NSW Department of Planning and Infrastructure)
- Port Botany Community Consultative Committee
- NSW Ports
- NSW Office of Environment and Heritage (if required)
- NSW Environment Protection Authority (if required)
- Hutchison Ports Australia’s corporate website

<http://www.hutchisonports.com.au/Sydney-Monitoring-Reporting>



## 4 Progress of Operational Development

The SICTL terminal is in the process of becoming progressively operational over five phases outlined below.

- Phase 1 – November 2013 to March 2014;
- Phase 2 – 2014;
- Phase 3 – 2016 – 2017;
- Phase 4 – 2018 – 2019;
- Phase 5 – 2021 – 2022.

The commencement process is volume-driven and will be adjusted to meet operational demands.

### 4.1.1 Milestones Achieved to Date

- temporary office sheds established on the North end of the quay until the terminal office building is completed;
- containers stacked on the quay until the Automated Stacking Crane (ASC) blocks are commissioned;
- the maintenance building is complete and awaiting handover;
- berths 1 and 2 commissioned;
- Quay Cranes (QCs) 1 - 4 installed and commissioned;
- the first shuttle carriers, reach stackers and small plant were delivered;

### 4.1.2 Future Operational Development (Phase 2)

- Construction of additional ASC blocks;
- Purchase of additional terminal equipment;

## 5 Commentary on Complaints Received During this Reporting Period

**\*\*NB:** This reporting period, although for the final quarter of 2013, only captures November and December as these were the only operational months of 2013 for SICTL, there were no operations held in October 2013. Excluding October 2013 from the final quarter also preserves the standard quarterly reporting cycle for subsequent years.

**\*\*NB:** Two other complaints from August 2013 and October 2013 have been included in the Operational Complaints Register for completeness and upon advice from NSW Ports. These complaints were lodged during a non-operational period however were indirectly related to the installation of operational equipment (Quay Cranes).

The one complaint received during this reporting period (and the two before it) all relate to the issue of visual amenity of residents impacted by the obstacle lights installed on SICTL's Quay Cranes. The original complaints were directed to NSW Ports who have also logged these in their complaints management system. The relevant information was passed onto SICTL from NSW Ports.

SICTL is currently investigating the resolution of these complaints through the use of partial shielding that may be installed on the aviation obstacle lights. These lights are mandated by the Manual of Standards Part 139 – Aerodromes (under the Civil Aviation Safety Regulations 1998 (Cth)) any modifications to these obstacle lights must be assessed and approved by the Civil Aviation Safety Authority.



## 6 Trend Analysis

Given the few complaints encountered in such a short operational period, meaningful trends over time cannot be derived from this information. Trends and graphs would be developed and displayed in this section once enough operational data becomes available. SICTL anticipates at least 12 months of operational data will be necessary to establish trends and quantify patterns of complaints.

## 7 How the Community can Contact Us

- in Person at either the SICTL terminal building, Gate 150-160 Foreshore Rd Botany NSW 2019;
- by mail, sent to Sydney International Container Terminals Pty Ltd PO Box 734 Botany NSW 1455;
- by phone on 02 9578 8500 or the toll free community complaints line 1800 472 888;
- by fax on 06 9316 8305 or
- by email, [enquiries@hutchisonports.com.au](mailto:enquiries@hutchisonports.com.au) on the HPA website <http://www.hutchisonports.com.au> under the 'Contact' page.

## 8 Copy of Complaints Register (with personal details redacted)

### SYDNEY INTERNATIONAL CONTAINER TERMINALS LIMITED

#### COMMUNITY COMPLAINTS & ENQUIRIES REGISTER

Date & time of notification	Source	Direct or indirect complaint	Method	Nature of complaint	Details of enquiry or complaint	Action taken by SICTL & follow up	SICTL Comments
20 August 2013 7:29pm	NSW Ports	Indirect	Email	Visual amenity	Resident complained that SICTL's quay cranes impact his visual amenity from his residence in Anniversary St Botany.	Pending action/ advice from Civil Project Manager SICTL has tried to meet with the resident. Cranes moved south away from resident.	<p><b>***Pre-operational complaint***</b></p> Resident complained by phone and in writing to Botany Bay City Council on 19 August 2013 attention Steven Poulton Resident complained in writing to DP&I on 21 August 2013 SICTL operating under the construction complaints procedure (CEMP) during this time where complaints about operational activities are forwarded through the construction team
9 October 2013 9:02am	NSW Ports	Indirect	Email	Visual amenity	Resident complained that the obstacle lights that are fitted to SICTL's quay cranes are bright and shining into his bedroom at night.	Cranes moved south, away from resident. Shielding of lights and CASA approvals being investigated by SICTL.	<p><b>***Pre-operational complaint***</b></p> Resident complained to NSW Ports on 8 October 2013 SICTL operating under the construction complaints procedure (CEMP) during this time where complaints about operational activities are forwarded through the construction team
17 December 2013 8:25am	NSW Ports	Indirect	Email	Visual amenity	Resident complained that SICTL's quay cranes lights shine onto his property in Anniversary St Botany.	NSW Ports has indicated they will attempt to meet with the resident and that no action is required from SICTL.	Resident complained to NSW Ports on 5 December 2013 SICTL operating under the construction complaints procedure (CEMP) during this time where complaints about operational activities are forwarded through the construction team As QC1 was not near the north end of the wharf on the night of the complaint but the MCP Hamburg was alongside. NSW Ports have offered to visit the residence to understand the problem however the resident declined this offer.