



**Hutchison Ports Australia**

**2014**

# HSEQ Management System

Community Feedback Report – SICTL  
Third Quarter 2014

Version 1



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	20 October 2014	Original issue	John Ieroklis	Trevor Ballantyne

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# Community Feedback Report – Q3, 2014

## 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.

## 2 Community Feedback Snapshot

Table 1: Community feedback key parameters.

Key Parameter	Data
This reporting period	1 July 2014 to 30 September 2014
Total number of days in this reporting period	92
Total number of positive feedback events logged in this reporting period	0
Total number of negative feedback events logged in this reporting period	1
Number of negative feedback events attributed to SICTL operations only	Nil (0%)
Number of negative feedback events involving SICTL and another Port Botany lessee	Nil (0%)
Number of negative feedback events involving vessels	1
Total number of negative feedback events from this reporting period closed out	1 (100%)
Total number of negative feedback events from this reporting period escalated	Nil (0%)
Total number of negative feedback events from this reporting period unresolved	Nil (0%)
Total number of negative feedback events carried over from a 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 Environment (formerly the NSW Department of Planning and Infrastructure);
- The Port Botany Community Consultative Committee;
- NSW Ports;
- NSW Office of Environment and Heritage (if required);
- NSW Environment Protection Authority (if required), and
- Hutchison Ports Australia’s corporate website:

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

### 4 Progress of Operational Development

The SICTL terminal commenced operations on 1 November 2013 and serviced its first ship on 6 November 2013. Overall the terminal will become progressively operational over five phases outlined below.

- Phase 1 – November 2013 to March 2014;
- Phase 2 – fourth quarter 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

- Construction of the terminal office building was completed and handed over;
- Construction of the maintenance workshop building was completed and handed over;
- the first Automated Stacking Crane (ASC) blocks are commissioned and are operational;
- Construction of the rail sidings was completed and handed over;
- Rail operations commenced mid-2014

#### 4.1.2 Future Operational Development (Phase 2)

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



## 5 Commentary on Community Feedback Received During this Reporting Period

There was one negative feedback event recorded during this reporting period. This feedback was communicated from the originator to NSW Ports and involved a resident believing that a vessel berthed at SICTL was emitting exhaust noise that could be heard at the resident's dwelling on Anniversary St in Botany. Although one vessel was alongside SICTL during the time of this feedback event, the originator's dwelling is situated over 1400m north of where the vessel was berthed. This separation distance between the vessel and the dwelling would suggest that the noise may originate from a source closer to the dwelling rather than from SICTL. Given that no similar feedback events were received about this alleged event and that the source of the alleged noise was not from within the SICTL lease area, the feedback was closed out.

**N.B:** Future complaints involving vessels will be forwarded to the Port Authority of NSW.

## 6 Trend Analysis

Given the infrequent feedback encountered in the initial operational period and the variety of issues, 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 as mentioned in the SICTL OEMP. 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, 1 Sirius Rd (off 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 FEEDBACK & ENQUIRIES REGISTER**

Date & time of notification	Source	Direct or indirect feedback	Method	Type of feedback	Nature of feedback	Details of enquiry or feedback	Action taken by SICTL & follow up	SICTL Comments
14 July 2014 2:07pm	Ext. Stakeholder	Direct	Email	Enquiry	Shorebirds	PBCCC member emailed SICTL requesting a photograph of Shorebirds nesting within the terminal.	Photo provided in return email.	No additional comments.
1 September 2014 1:12pm	NSW Ports	Indirect	Email	Negative Feedback	Noise	Resident reported that they could hear a droning noise that they believed was from a ship's generator.	SICTL unable to take any action because the ship that was the potential source of the noise had already left.	One vessel was alongside on the morning of 1 September. Resident reported to NSW Ports at 1:50am on 1 September 2014 but was not certain of the origin of the noise. Resident speculated that the noise was from a ship's generator.