

2014

HSEQ Management System

Community Feedback Report – SICTL First Quarter 2014

Version 1



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Register of Amendments							
Ver No	o Page Date		Description of amendments	Prepared by	Approved by		
1	1 All 3 Apr 2014		HSEQ document number assigned, minor corrections	John leroklis	Trevor Ballantyne		

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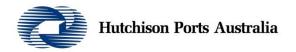
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Community Feedback Report – Q1, 2014

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.

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 January to 31 March 2014
Total number of days in this reporting period	90
Total number of complaints logged in this reporting period	Nil
Number and proportion of complaints attributed to SICTL operations only	Nil (0%)
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	Nil (0%)
Total number of complaints carried over from a previous reporting period	1

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

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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

- 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;

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: The complaints logged from August to December 2013 (one operational and two pre-operational) have been included in the Operational Complaints Register for this reporting period because they have not been resolved and closed yet.

There were no complaints recorded during this reporting period however the visual amenity complaint caused by the aviation obstacle lights installed on SICTL's Quay Cranes lodged in December 2013 remains outstanding.

SICTL is currently investigating the resolution of these complaints collaboratively with NSW Ports. Mitigation measures such as partial shielding that may be installed on the aviation obstacle lights must be assessed and approved by the Civil Aviation Safety Authority as these lights are mandated by the Manual of Standards Part 139 – Aerodromes (under the Civil Aviation Safety Regulations 1998 (Cth)).

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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@hutchsionports.com.au on the HPA website http://www.hutchisonports.com.au under the 'Contact' page.

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8 Copy of Complaints Register (with personal details redacted)

SYDNEY INTERNATIONAL CONTAINER TERMINALS LIMITED

COMMUNITY COMPLAINTS & ENQUIRIES REGISTER

COMMUNITY COM	PLAIN 15 &	ENQUIRIES REC	<u> </u>	_			
		Direct or					
Date & time of		indirect		Nature of	Details of enquiry or	Action taken by SICTL &	
notification	Source	complaint	Method	complaint	complaint	follow up	SICTL Comments
							Pre-operational complaint
							Resident complained by phone and in writing to Botany
							Bay City Council on 19 August 2013 attention Steven
						Pending action/ advice	Poulton
						from Civil Project	Resident complainted in writing to DP&I on 21 August
					Resident complained that	Manager	2013
					SICTL's quay cranes impact	SICTL has tried to meet	SICTL operating under the construction complaints
					his visual amenity from his	with the resident.	procedure (CEMP) during this time where complaints
20 August 2013	NSW				residence in Anniversary St	Cranes moved south	about operational activities are forwarded thr
7:29pm	Ports	Indirect	Email	Visual amenity	Botany.	away from resident.	ough the construction team
					Resident complained that		***Pre-operational complaint***
					the obstacle lights that are	Cranes moved south,	Resident complained to NSW Ports on 8 October 2013
					fitted to SICTL's quay	away from resident.	SICTL operating under the construction complaints
					cranes are bright and	Shielding of lights and	procedure (CEMP) during this time where complaints
9 October 2013	NSW				shining into his bedroom	CASA approvals being	about operational activities are forwarded through the
9:02am	Ports	Indirect	Email	Visual amenity	at night.	investigated by SICTL.	construction team
							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
						NSW Ports has	As QC1 was not near the north end of the wharf on the
						indicated they will	night of the complaint but the MCP Hamburg was
					Resident complained that	attempt to meet with	alongside.
17 December					SICTL's quay cranes lights	the resident and that	NSW Ports have offered to visit the residence to
2013	NSW				shine onto his property in	no action is required	understand the problem however the resident declined
8:25am	Ports	Indirect	Email	Visual amenity	Anniversary St Botany.	from SICTL.	this offer.

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