



**Hutchison Ports Australia**

**2014**

# HSEQ Management System

Community Feedback Report – SICTL  
Second 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	4 July 2014	Original issue	John Ieroklis	Trevor Ballantyne

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# Community Feedback Report – Q2, 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 April to 30 June 2014
Total number of days in this reporting period	91
Total number of compliments logged in this reporting period	1
Total number of complaints logged in this reporting period	1
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	1 (100%)
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	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);
- 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 – 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.

### 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 complaint recorded during this reporting period. This complaint was communicated to NSW Ports and involved a resident believing that vibrations from containers landing abruptly at SICTL were being felt at the dwelling. This complaint was lodged the day after the alleged event. Although one vessel was alongside SICTL during the time of this complaint, the complainant's dwelling is situated over 1000m north of the SICTL terminal. This separation distance, combined with the variable ground conditions between the two sites would suggest that the vibrations experienced may originate from a source closer to the dwelling rather than from SICTL. Given that no similar complaints were received about this alleged event, the complaint was closed out.

The three visual amenity complaints related to the aviation obstacle lights installed on SICTL's Quay Cranes lodged in August, October and December 2013 have not progressed beyond the initial contact between the complainant and NSW Ports. Further and ongoing attempts by SICTL and NSW Ports to contact the complainant have not been successful. On this basis the complaints have been closed out pending a resumption of contact. Subsequently, these entries in the SICTL Community Feedback Register are no longer published in the Community Feedback Reports and will not be considered 'carried over' from a previous reporting period.

There was one compliment recorded during this reporting period. A Consignee (charity association) that shipped an aeroplane component from the US to Australia expressed their appreciation to SICTL for providing photographs of their cargo being unloaded. The Aeroplane component was a centre wing section from a World War 2- era PBY Catalina flying boat as used by the Royal Australian Air Force during the war. The consignee is in the process of restoring this type of aircraft for a memorial park on the Central Coast and intends to use the photos in a documentary of the restoration.



## 6 Trend Analysis

Given the few complaints 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. 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
3 April 2014 4:24pm	NSW Ports	Indirect	Email	Complaint	Other	Resident complained that they are experiencing vibrations in their building when containers were landed abruptly on two occasions on 2 April 2014	No action taken as SICTL believes this complaint was caused by others.	One vessel was alongside on 2 April. The residence is situated over 1000m from the active berths of the terminal. The attenuation over this distance would diminish the vibrations (if any) originating from the terminal. No vibrations from landing containers are felt at the Terminal Building which is much nearer.
16 April 2014 10:10am	Nonresident	Direct	Phone (direct)	Appreciation	Customer service	Consignee asked SICTL for photos provided of their OOG cargo being unloaded.	SICTL mailed the Consignee a CD of the photo set of this Out Of Gauge lift. Followup call on 24 April 2014 at 9:31am - satisfied	Consignee was in the process of assembling/ restoring a historic aeroplane and requested the photos for use in a documentary  Nonresident sent SICTL letter of appreciation dated 22 April 2014