



**Hutchison Ports Australia**

**2015**

# HSEQ Management System

Community Feedback Report – SICTL  
First Quarter 2015

Version 1



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	06 July 2015	Original issue	Jennifer Stevenson	Jessykah Miles

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# Community Feedback Report – Q1, 2015

## 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 January 2015 to 31 March 2015
Total number of days in this reporting period	89
Total number of positive feedback events logged in this reporting period	0
Total number of negative feedback events logged in this reporting period	0
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	0
Total number of negative feedback events from this reporting period closed out	Nil (0%)
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	1 (100%)



### 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;
- Construction of three additional ASC blocks in progress.

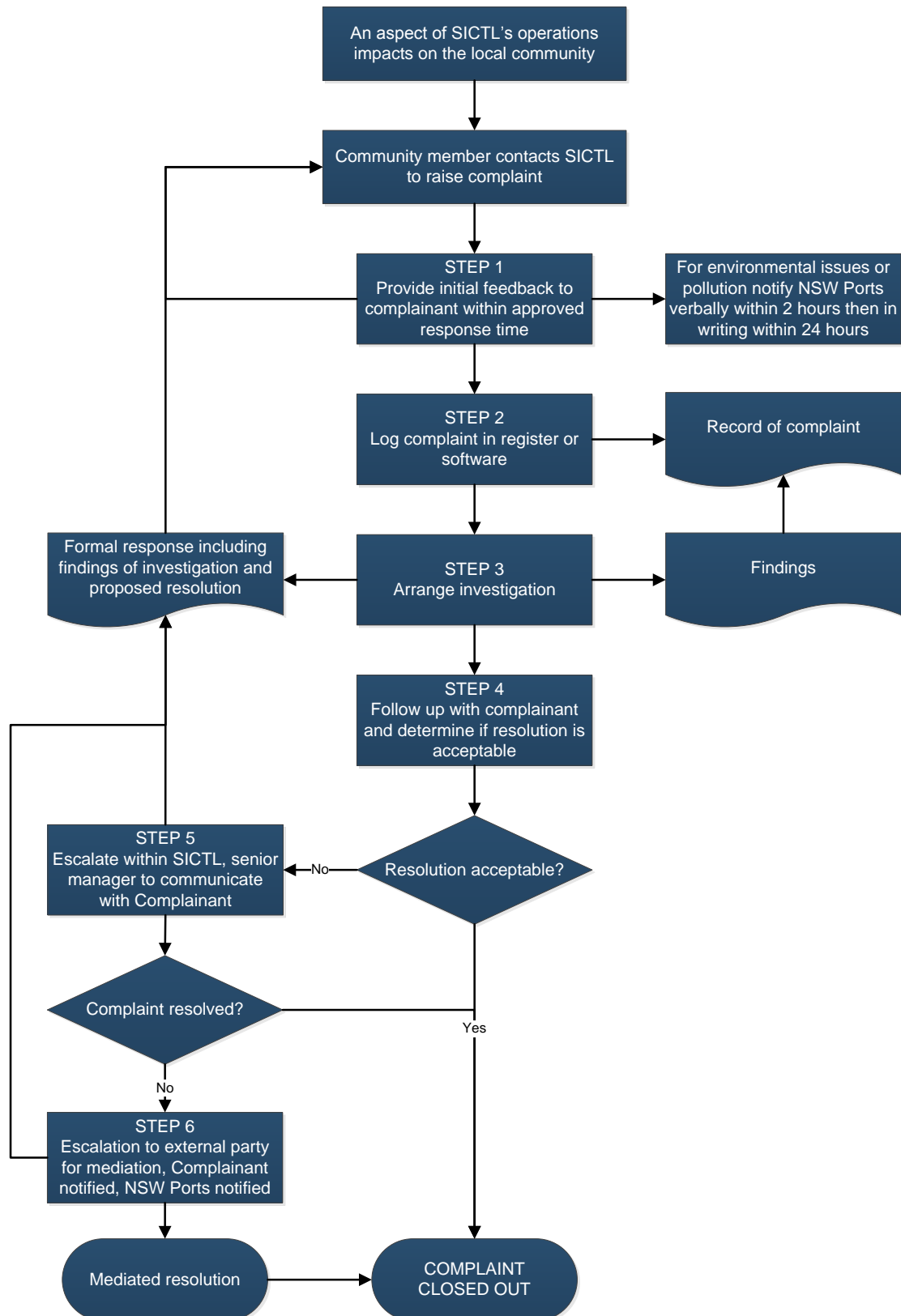
#### 4.1.2 Future Operational Development (Phase 2)

- Commissioning of three additional ASC blocks.



## 5 Complaints Management System – Outline

An overview of the complaints management and investigation process is outlined below:





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

SICTL did not receive any community feedback during this reporting period.

There is one negative feedback event carried over from the previous period relating to a letter received by SICTL dated 28 October 2014 from the local Member of State Parliament (Hon. Matt Thistlethwaite, Member for Kingsford Smith). The letter raised concerns from the local community about noise from the Port Botany area in general, and requested a meeting to discuss noise complaints.

SICTL had communicated with both NSW Ports and local Member of State Parliament in relation to the letter; however a follow-up meeting has not occurred to date.

SICTL remain open to discussions relating to any community concerns, and are available for any future meetings that may be proposed.

## 7 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.

## 8 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 & Feedback 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.

## 9 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
7 November 2014	External Stakeholder	Direct	Mail	Negative Feedback	Noise	In a letter addressed to SICTL (dated 28 October 2014), the Local Member of State Parliament raised concerns from local community about noise from the Port Botany area in general, and requested a meeting to discuss noise complaints.	NSW Ports notified at 9:27am on Monday 10 November. In response to the letter, SICTL contacted the office of the Local Member of State Parliament on 10 November and advised that SICTL was working in concert with NSW Ports on this issue. A meeting was subsequently proposed by NSW Ports with the Local Member of State Parliament for Wednesday 12 November, with an invitation for SICTL representative to attend or alternatively provide the latest noise monitoring report. Unfortunately due to diary and commitments the meeting did not go ahead, and a rescheduled date has not yet been advised.	Although the meeting with NSW Ports and the Local Member of Parliament has not occurred to date, SICTL remain open to discussions relating to any community concerns, and will be available for any future meetings that may be proposed.