



**Hutchison Ports Australia**

**2015**

# HSEQ Management System

Community Feedback Report – SICTL  
Second 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 – Q2, 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 April 2015 to 30 June 2015
Total number of days in this reporting period	90
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 (100%)
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	Nil (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;
- Construction of three additional ASC blocks in progress.

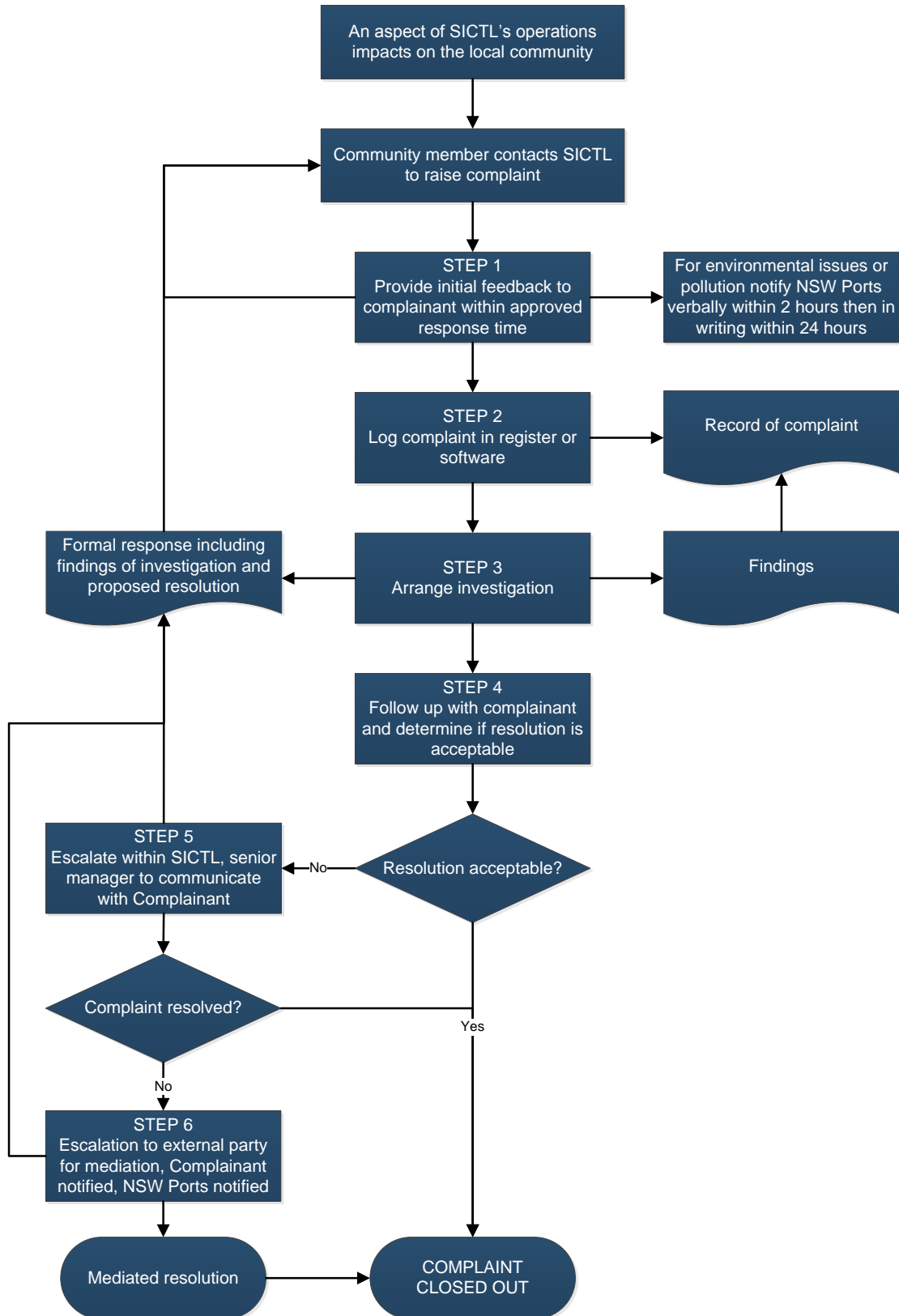
#### 4.1.2 Future Operational Development (Phase 2)

- 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 received one negative feedback event.

On 26 May at 11.00am, a Botany resident contacted NSW Ports in regards to a noise complaint regarding "container noise", eg loud banging, on the Port Botany Expansion area which was prevalent between 2.00am and 3.00am on 26 May 2015. NSW Ports responded to the complaint directly and confirmed that although on-ground operations are 24/7, there was not a ship in at SICTL during the times mentioned. The resident also asked about other potential noise sources in the Botany area and was advised to contact Botany Council regarding details for those.

SICTL has undertaken a review of the potential sources of the noise complaint. As confirmed by NSW Ports, during the time specified in the complaint there were no vessels under stevedore operation or moored at SICTL. SICTL has also reviewed other activities that could potentially cause "container noise" or "banging" and have concluded that the truck loading or unloading services (using ReachStacker or ASC equipment) is not likely to have caused any "banging" due to the nature of the machine speed and operation of the equipment. During the time specified in the complaint no rail operations were undertaken.

## 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
26 May 2015 at 11.00am	Resident	Direct	Phone (direct)	Negative Feedback	Noise	<p>A resident Botany contacted NSW Ports in regards to a noise complaint regarding "container noise" e.g. loud banging, prevalent between 2am and 3am on 26 May. NSW Ports has responded to the resident and confirmed that on-ground operations are 24/7, however there was not a ship in at SICTL during the times mentioned.</p> <p>The resident also asked about other potential noise sources in the Botany area and was advised to contact Botany Council regarding details for those.</p>	<p>SICTL has undertaken a review of the potential sources of the noise complaint. As confirmed by NSW Ports, during the time specified in the complaint there were no vessels under stevedore operation or moored at SICTL. SICTL has also reviewed other activities that could potentially cause "container noise" or "banging" and have concluded that the truck loading or unloading services (using ReachStacker or ASC equipment) is not likely to have caused any "banging" due to the nature of the machine speed and operation of the equipment. During the time specified in the complaint no rail operations were undertaken.</p>	