

HSEQ Management System

Community Feedback Report
Second Quarter 2017

Version 01



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	17-17-2017	Original Issue	Jennifer Stevenson	Blair Moses

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Community Feedback Report – Q2, 2017

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 2017 to 30 June 2017
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	3
Number of negative feedback events attributed to SICTL operations only	1 (33%)
Number of negative feedback events involving SICTL and another Port Botany lessee	2 (67%)
Number of negative feedback events involving vessels	1 (33%)
Total number of negative feedback events from this reporting period closed out	3 (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	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 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>

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.

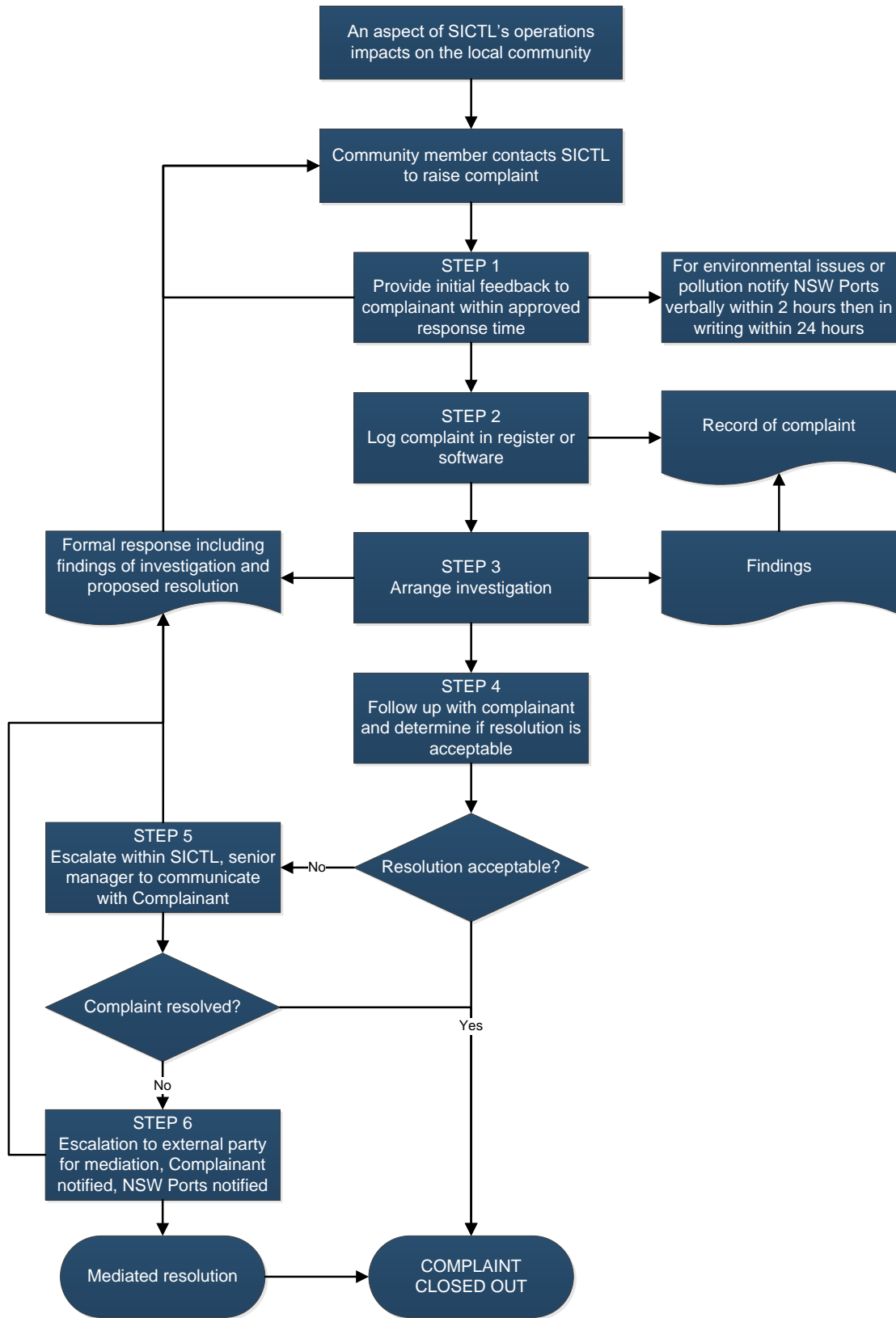
The commencement process is volume-driven and will be adjusted to meet operational demands.

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 and commissioning of three additional ASC blocks has been completed in mid-2015.

5 Commentary on Complaints Received During this Reporting Period

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



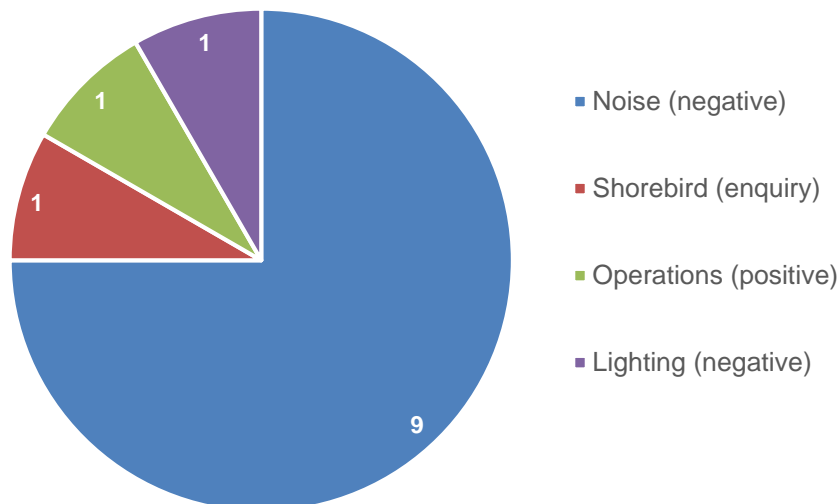
6 Commentary on Community Feedback received during this reporting period

SICTL received three separate negative community feedback reports relating to noise at the port precinct during this reporting period. SICTL has responded to and closed all three reports.

7 Trend Analysis

Given the infrequent feedback encountered by SICTL and the variety of issues, meaningful trends over time cannot be derived from the current collected information. The below chart depicts the type and number of Community Feedback received since the commencement of operations in November 2013.

**Operational Community Feedback
Nov 2013 to June 2017**



Further graphs and trend analysis will be developed and displayed in this section once enough meaningful operational data becomes available as mentioned in the SICTL OEMP.

8 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, on the HPA website <http://www.hutchisonports.com.au> under the 'Contact Us' page.

9 Copy of Complaints Register (with personal details redacted)

SYDNEY INTERNATIONAL CONTAINER TERMINALS LIMITED - COMMUNITY COMPLAINTS & ENQUIRIES REGISTER

Date & time of notification	Source	Direct or indirect complaint	Method	Nature of complaint	Details of enquiry or complaint	Action taken by SICTL & follow up	SICTL Comments
11 April 2017, 4.04pm	Resident	Indirect	Phone (direct)	Noise	The resident alleges that from 10.00pm on the 7 April 2017 to 6.30am on 8 April 2017, they heard a constant noise at their residence in Solander Street, Matraville which sounded like a large "motor/engine" and kept them awake all night. At 6.30am the resident investigated the source of the noise and found that the noise progressively got louder as they drove from Solander Street to the junction of Beauchamp Road and Botany Road. At this junction, the resident alleges that they determined the noise was coming from the direction of a container ship.	The complaint was first raised by the resident to the EPA's Metropolitan Branch on 11 April 2017 who then forwarded the complaint to SICTL. SICTL has undertaken a review of the potential sources of the noise complaint and responded via email to the EPA on 12 April 2017.	SICTL terminal did not conduct any construction works or other maintenance work, nor were there any vessels berthed at the SICTL terminal at the time of the complaint.
4 May 2017, 10.30pm	Resident	Indirect	Phone (direct)	Noise	NSW Ports received a complaint from a resident of Wilson Street, Botany at around 10.30pm on Thursday 4 May 2017 at night. The resident identified "beeping" noise similar to truck reversing alarms and felt that it was coming from the port.	SICTL received the details of the complaint on 8 May 2017, via email from NSW Ports. SICTL has undertaken a review of the potential sources of the noise complaint and responded via email to NSW Ports on 10 May 2017.	SICTL has reviewed the terminal operations and cannot identify any noise reports having origin with SICTL.
19 June 2017, 12.28pm	Resident	Direct	Phone (direct)	Noise	The resident called SICTL to report that on Sunday 18 June 2017 from 11.30pm through to 1.00am Monday 19 June 2017, there were loud "beeps" and the sound of "loud bangs" (presumed to be container landing on ground).	SICTL received the details of the complaint on 19 June 2017, and contacted NSW Ports by phone to advise them of the complaint (the complaint had also been received by the Port Authority of NSW). A review of potential sources of the noise complaint was undertaken by SICTL and a letter sent to the resident on 21 June 2017 (copy also sent to NSW Ports).	At the time of the complaint, SICTL terminal was undertaking waterside operations (comprising the loading and unloading of containers) to the XIN CHI WAN vessel. There were minimal movements of the Quay Cranes and the Automated Stacking Cranes during this time. A Reachstacker was operating in the landside yard area, loading containers onto trucks. SICTL cannot identify any particular normal stevedoring operation having caused the noise complaint, but observes that the SSW wind direction could have contributed to the increased clarity of any noise carried to the resident's home.
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