



**Hutchison Ports Australia**

**2014**

# HSEQ Management System

Community Feedback Report – SICTL  
Fourth Quarter 2014

Version 1



Telephone 02 9578 8500

Fax 02 9316 8305





### Document Control:

Document control shall be in accordance with the HPA Document Control and Records Management Policy (HSEQ9.1) and the Document Control & Information Management Procedure (HSEQ9.1.1), ensuring that:

- An up to date version of this HSEQ Management System document is maintained;
- Records of superseded versions of the document are retained for a minimum of 7 year; and
- Current version of the document is readily available to all Managers, Employees and Key Stakeholders.

Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	15 May 2015	Original issue	Jennifer Stevenson	Jessykah Miles

A person using Hutchison Ports Australia documents or data accepts the risk of:

- Using the documents or data in electronic form without requesting and checking them for accuracy against the original hard copy version; and
- Using the documents or data for any purpose not agreed to in writing by Hutchison Ports Australia

This document is Copyright, other than for the purposes of and subject to the provisions of the Copyright Act, no part of it may be reproduced in any form or by any process without the prior permission of Hutchison Ports Australia

The information contained in this manual is Confidential and is not to be used or disclosed to any person without the prior approval of Hutchison Ports Australia



**Community Feedback Report – Q4, 2014 ..... 4**

**1 Introduction and Purpose..... 4**

**2 Community Feedback Snapshot..... 4**

**3 Distribution of this Report..... 5**

**4 Progress of Operational Development ..... 5**

4.1.1 Milestones Achieved to Date ..... 5

4.1.2 Future Operational Development (Phase 2) ..... 5

**5 Complaints Management System – Outline ..... 6**

**6 Commentary on Community Feedback Received During this Reporting Period..... 7**

**7 Trend Analysis..... 7**

**8 How the Community can Contact Us..... 7**

**9 Copy of Complaints Register (with personal details redacted) ..... 8**



# Community Feedback Report – Q4, 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 October 2014 to 31 December 2014
Total number of days in this reporting period	91
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	1 (100%)
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	1 (100%)
Total number of negative feedback events 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);
- 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 additional ASC blocks commenced.

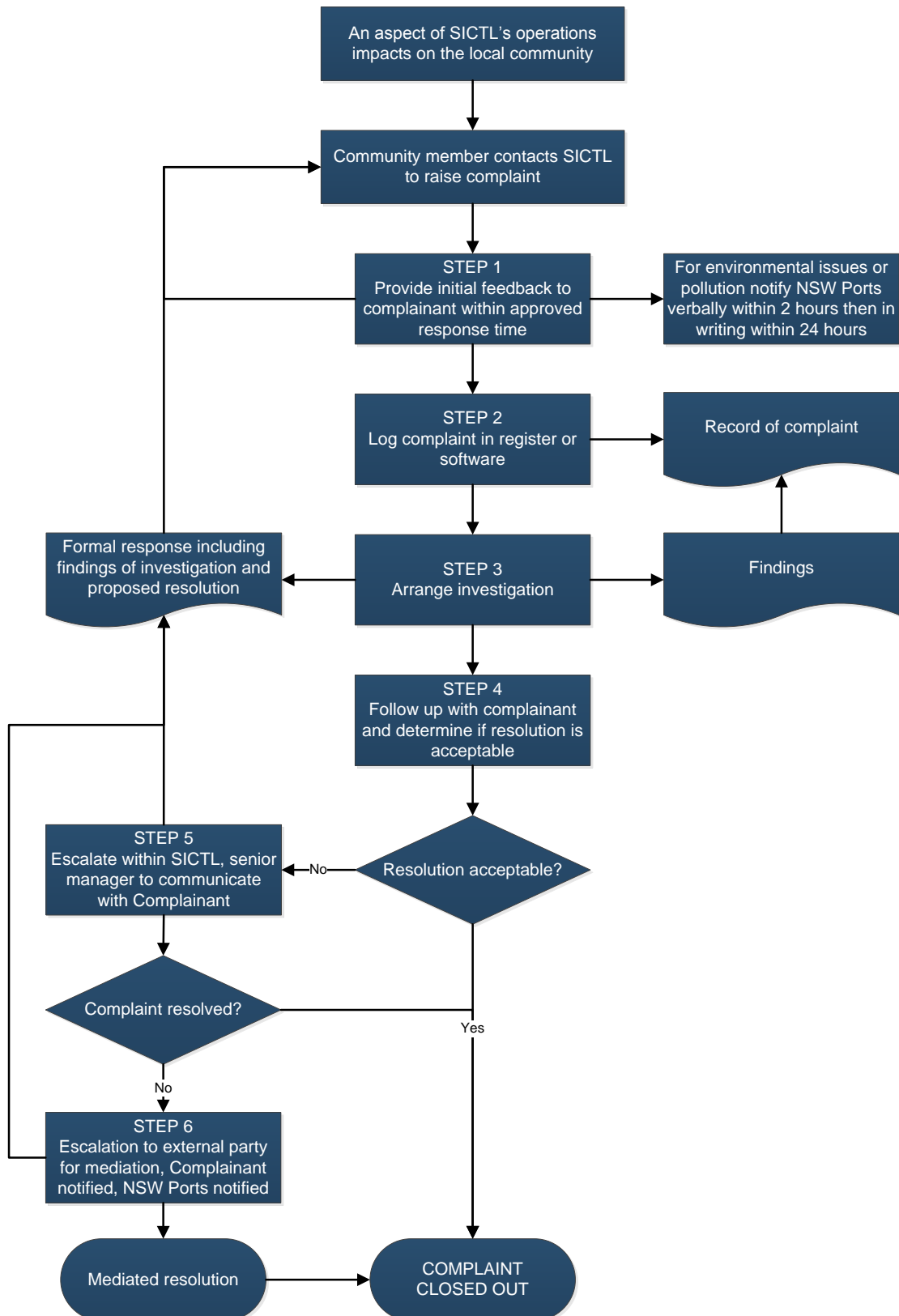
#### 4.1.2 Future Operational Development (Phase 2)

- Completion of additional ASC blocks;
- Purchase of additional terminal equipment.



## 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

There was one negative feedback event recorded during this reporting period. Feedback was communicated to SICTL in a letter 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 communicated with both NSW Ports and local Member of State Parliament in relation to the letter, and a meeting was subsequently proposed between NSW Ports and the office of the local Member of State Parliament for 12 November 2014.

SICTL had planned to present the findings of the recent Noise Monitoring and Compliance Assessment conducted in September/October 2014 to the local Member of State Parliament; however the report was delayed due to the volume of data and the complexity of the noise model. The report was finally completed on 4 February 2015.

It is understood from NSW Ports that the meeting did not take place due to conflicts in diary and commitments. A rescheduled date for this meeting has not been advised.

## 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.	SICTL had planned to present the findings of the recent Noise Monitoring and Compliance Assessment conducted in September/October 2014 to the local Member of State Parliament; however the report was delayed due to the volume of data and the complexity of the noise model. The report was finally completed on 4 February 2015.