



Hutchison Ports Australia

2016

HSEQ Management System

Community Feedback Report – SICTL
First Quarter 2016

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- Records of superseded versions of the document are retained for a minimum of 7 year; and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	14 April 2016	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 – Q1, 2016 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

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 – Q1, 2016

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 2016 to 31 March 2016
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	2
Number of negative feedback events attributed to SICTL operations only	Nil (0%)
Number of negative feedback events involving SICTL and another Port Botany lessee	2 (100%)
Number of negative feedback events involving vessels	1 (50%)
Total number of negative feedback events from this reporting period closed out	2 (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 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.

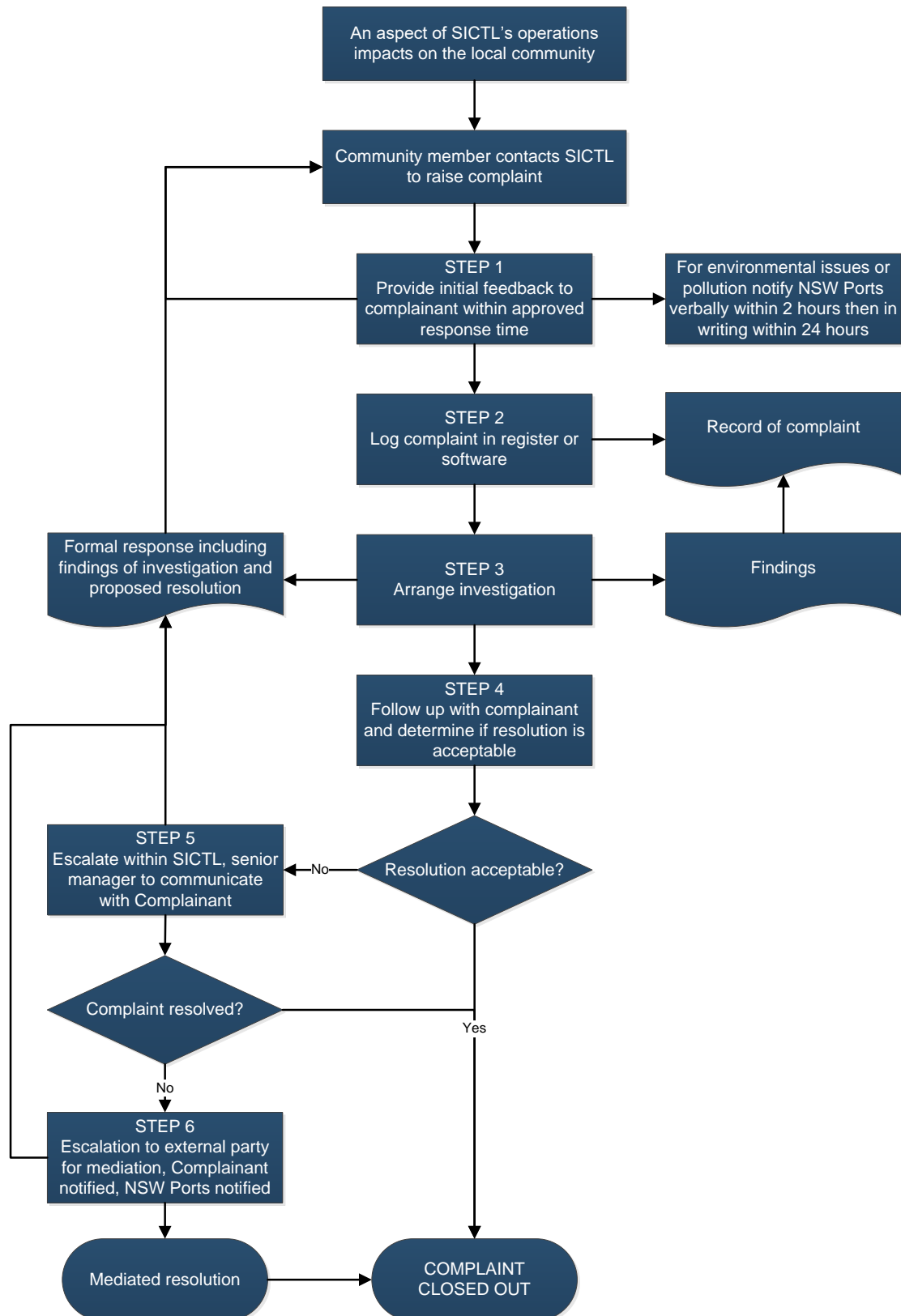
4.1.1 Milestones Achieved to Date

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



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 two negative feedback reports via email from NSW Ports on 24 March 2016. The feedback reports were related to separate noise complaints from residents in the local area.

SICTL has undertaken a review of the potential sources of the noise complaint and responded via email to NSW Ports on 24 March 2016.

The details of the complaints and the results of the investigation undertaken by SICTL can be found in Section 9 of this report.

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 02 9316 8305 or
- by email, 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
18-Mar-16, 11.30pm	Resident	Indirect	Phone	Negative	Noise	A resident of Wilson Street, Botany called the EPA at 11.30pm on Friday 18 March 2016 and complained of an ongoing noise "like a ship's engine" that had been causing annoyance since about 5.00pm that afternoon.	SICTL received the details of the complaint on 24 March 2016, via email from NSW Ports. SICTL has undertaken a review of the potential sources of the noise compliant and responded via email to NSW Ports on 24 March 2016.	The OOCL Le Havre was berthed at SICTL Hayes Dock 2 from 5.33am Thursday 17 March until 12.46am Saturday 19 March. Crane operations including container unloading were completed at 6.10pm on Friday 18 March. SICTL is unsure of what the "ship's engine" noise may have been as the vessel was stationary during the period of time described in the noise complaint and there were no reported noise concerns from the Operations teams during this time. During the late afternoon and early evening there was a southerly change which may have augmented the distance which noise may travel from the Port precinct to the resident.
20-Mar-16, 6.19am	Resident	Indirect	Phone	Negative	Noise	NSW Ports and EPA received a complaint from Wassell St, Matraville at 6:19 am on Sunday morning 20 March regarding overnight tonal alarms/beeps and clunks.	SICTL received the details of the complaint on 24 March 2016, via email from NSW Ports. SICTL has undertaken a review of the potential sources of the noise compliant and responded via email to NSW Ports on 24 March 2016.	SICTL terminal did not conduct any yard or vessel operations on Sunday 20 March, nor were any cranes or container moving equipment operated on this day.