

HSEQ Management System

Community Feedback Report

First Quarter 2018

Version 01



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	18-06-2018	Original Issue	Jennifer Stevenson	Blair Moses

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Community Feedback Report – Q1, 2018

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 2018 to 31 March 2018
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	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	Nil (0%)
Total number of negative feedback events from this reporting period closed out	1 (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	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 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 a series of phases outlined below.

- Phase 1 – November 2013 to March 2014;
- Phase 2 – fourth quarter 2014;

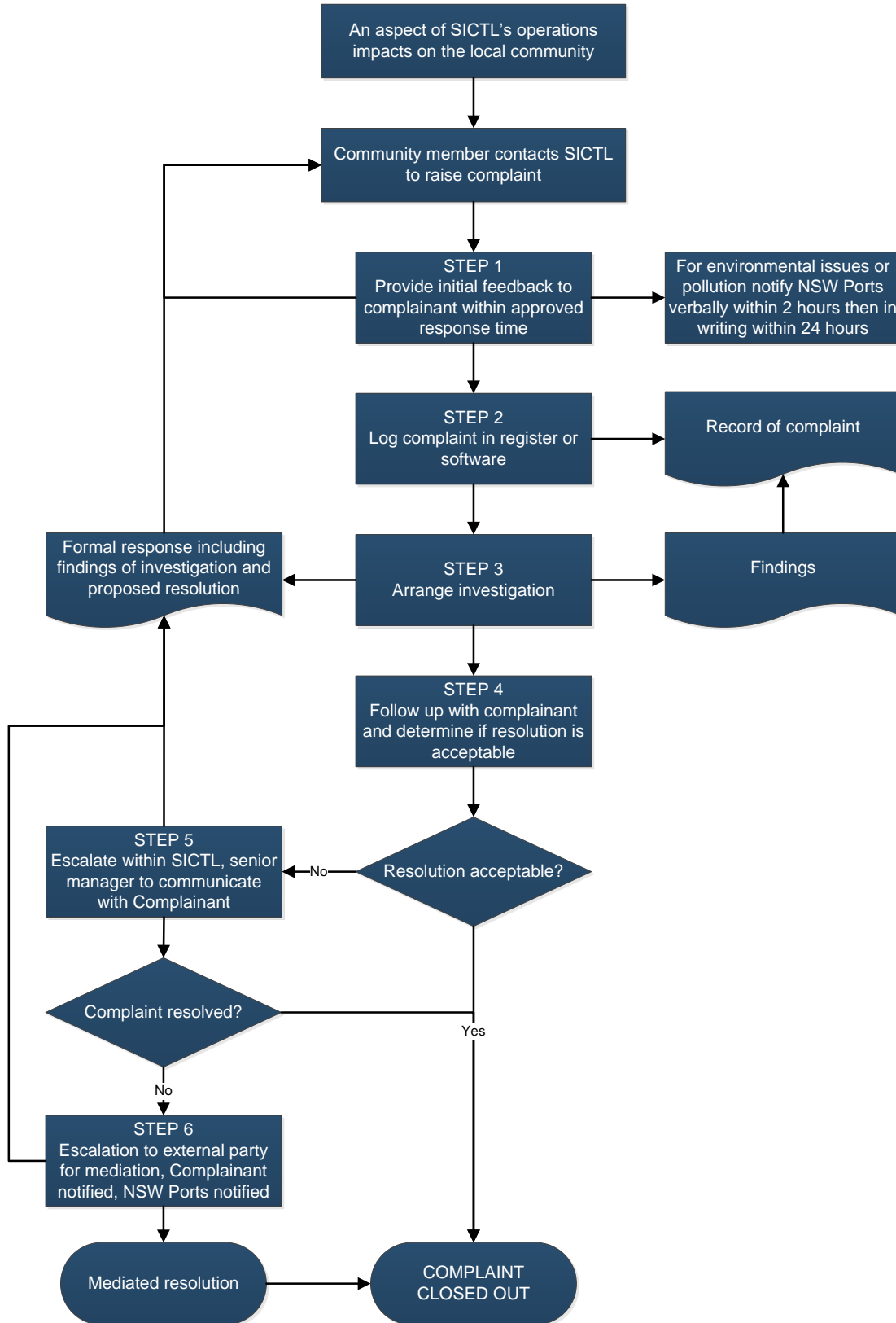
The commencement of future Phases is volume-driven and will be adjusted to meet operational demands.

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

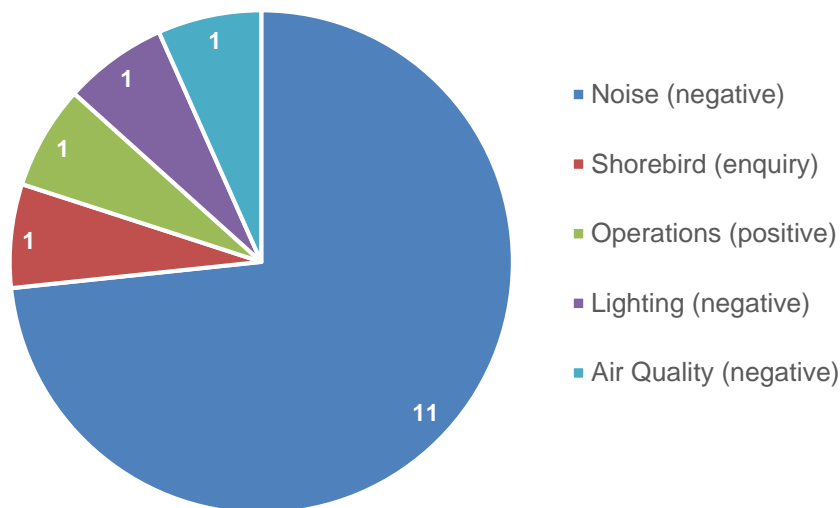
SICTL received one negative noise complaint during this reporting period. The noise complaint originated with three residents of Matraville and was communicated from the originators to the EPA and then to SICTL via NSW Ports. SICTL has investigated the operations and activities of the terminal at the time of the noise complaint, and provided a response to NSW Ports.

There is one negative feedback event carried over from the previous period relating to the receipt of a report of dust accumulation originating from the SICTL terminal. SICTL has communicated with NSW Ports in relation to this matter and remains committed to taking the necessary actions to control any sources of dust originating from the terminal.

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 Dec 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
28 February 2018, 12.23pm	NSW Ports	Indirect	Email	Noise	NSW Ports has advised SICTL that the EPA was contacted by three residents of Matraville, relating to noise complaints received over the weekend of 23-25 February 2018. The complainants described a loud droning, continuous industrial noise that was heard at night. It was said to sound like an engine or heavy machinery, possibly something that was not functioning properly. The EPA is also considering potential sources outside of the Port.	SICTL conducted a review of the operations and activities of the terminal for the period 23-25 February and responded to NSW Ports on 28 February 2018.	SICTL's investigation of the potential noise sources, established that during the period 23-25 February, there were no maintenance activities (generators, pumping, banging, drilling etc) or rail operations during the night or evening. SICTL did have one vessel which commenced stevedore operations on the evening of 24 February and departed on the morning of 26 February. A review of the SICTL Shift Logs did not identify any concerns relating to noise that could be considered a factor in the complaints. SICTL has concluded that the loud droning/continuous industrial noise did not originate at the terminal. Noise sources for these dates are presumed to have originated from another location
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