

**HSEQ Management System**

# **Community Feedback Report**

**Third Quarter 2019**

**Version 01**



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	30-10-2019	Original Issue	Jennifer Stevenson	Blair Moses

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<b>Community Feedback Report – Q3, 2019 .....</b>	<b>4</b>
<b>1 Introduction and Purpose .....</b>	<b>4</b>
<b>2 Community Feedback Snapshot.....</b>	<b>4</b>
<b>3 Distribution of this Report .....</b>	<b>5</b>
<b>4 Progress of Operational Development.....</b>	<b>5</b>
4.1.1 Milestones Achieved to Date .....	5
<b>5 Commentary on Complaints Received During this Reporting Period.....</b>	<b>6</b>
<b>6 Commentary on Community Feedback received during this reporting period .....</b>	<b>7</b>
<b>7 Trend Analysis .....</b>	<b>7</b>
<b>8 How the Community can Contact Us .....</b>	<b>7</b>
<b>9 Copy of Complaints Register (with personal details redacted).....</b>	<b>8</b>

# Community Feedback Report – Q3, 2019

## 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 July 2019 to 30 September 2019
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	0
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	Nil (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	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 a series of phases outlined below.

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

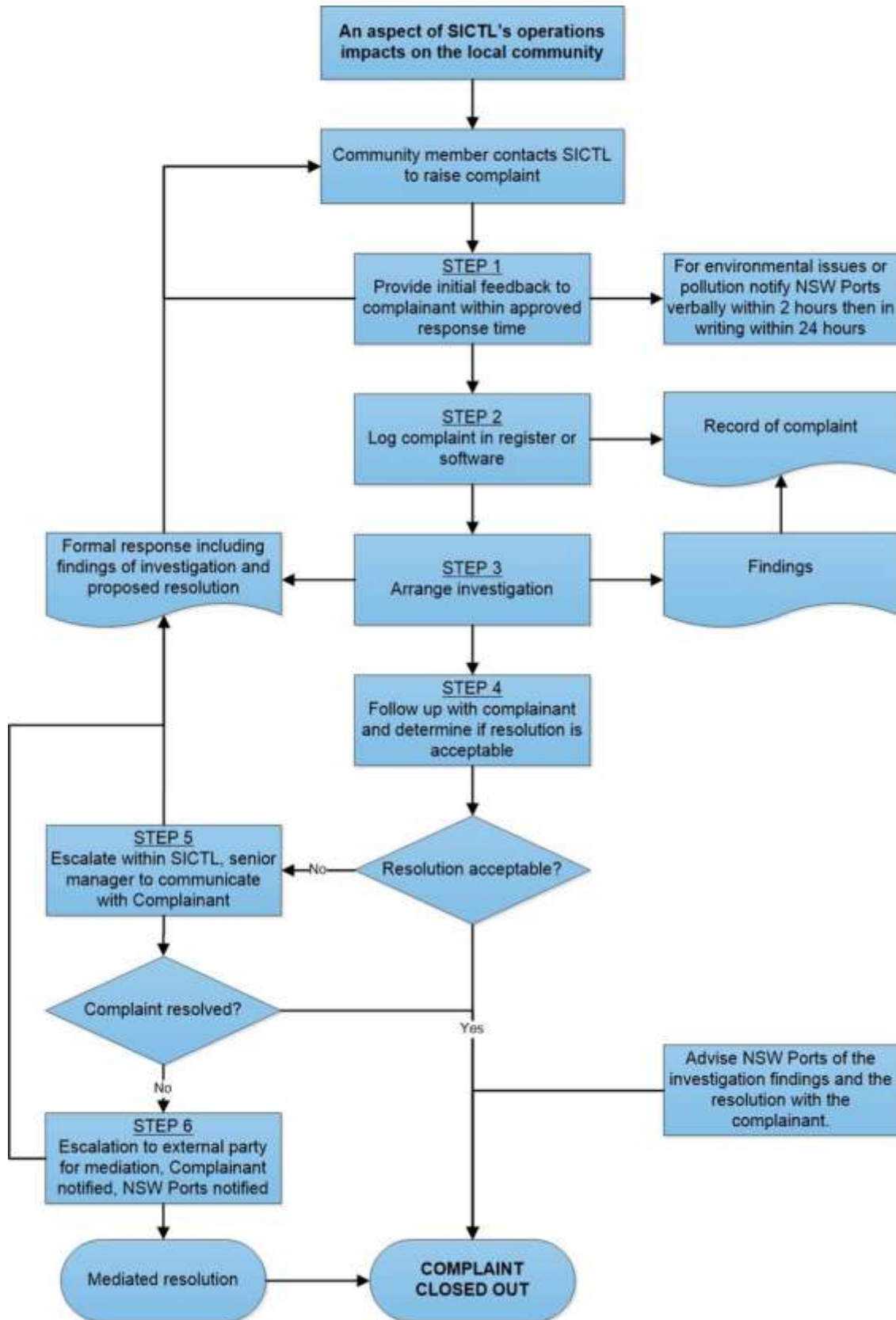
The commencement of future Phases is volume-driven and will be adjusted to meet operational demands.

#### 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:



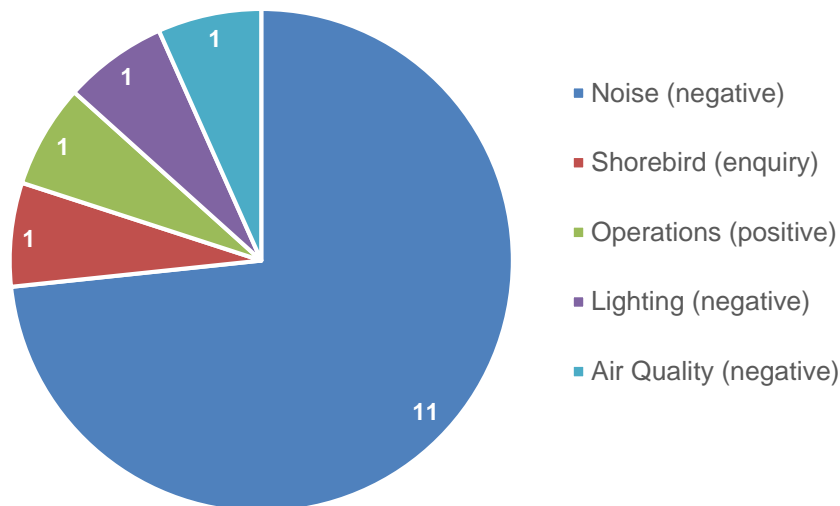
## 6 Commentary on Community Feedback received during this reporting period

SICTL did not receive any reportable community feedback relating to the Development Consent during this reporting period.

## 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 September 2019**



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 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
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-