

**HSEQ Management System**

# **Community Feedback Report**

**First Quarter 2020**

**Version 01**



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	02-04-2020	Original Issue	Jennifer Stevenson	Jennifer Stevenson

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# Community Feedback Report – Q1, 2020

## 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 to 31 March 2020
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	4
Number of negative feedback events attributed to SICTL operations only	Nil (0%)
Number of negative feedback events involving SICTL and another Port Botany lessee	4 (100%)
Number of negative feedback events involving vessels	4 (100%)
Total number of negative feedback events from this reporting period closed out	4 (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 3.5.1 of the HSEQ5.7 Operational Environmental Management Plan (OEMP) – SICTL, this report shall be provided to the following stakeholders:

- NSW Department of Planning, Industry and Environment (DPIE)
- NSW Ports
- NSW Environment Protection Authority (EPA)

and, be made publicly available on the 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;

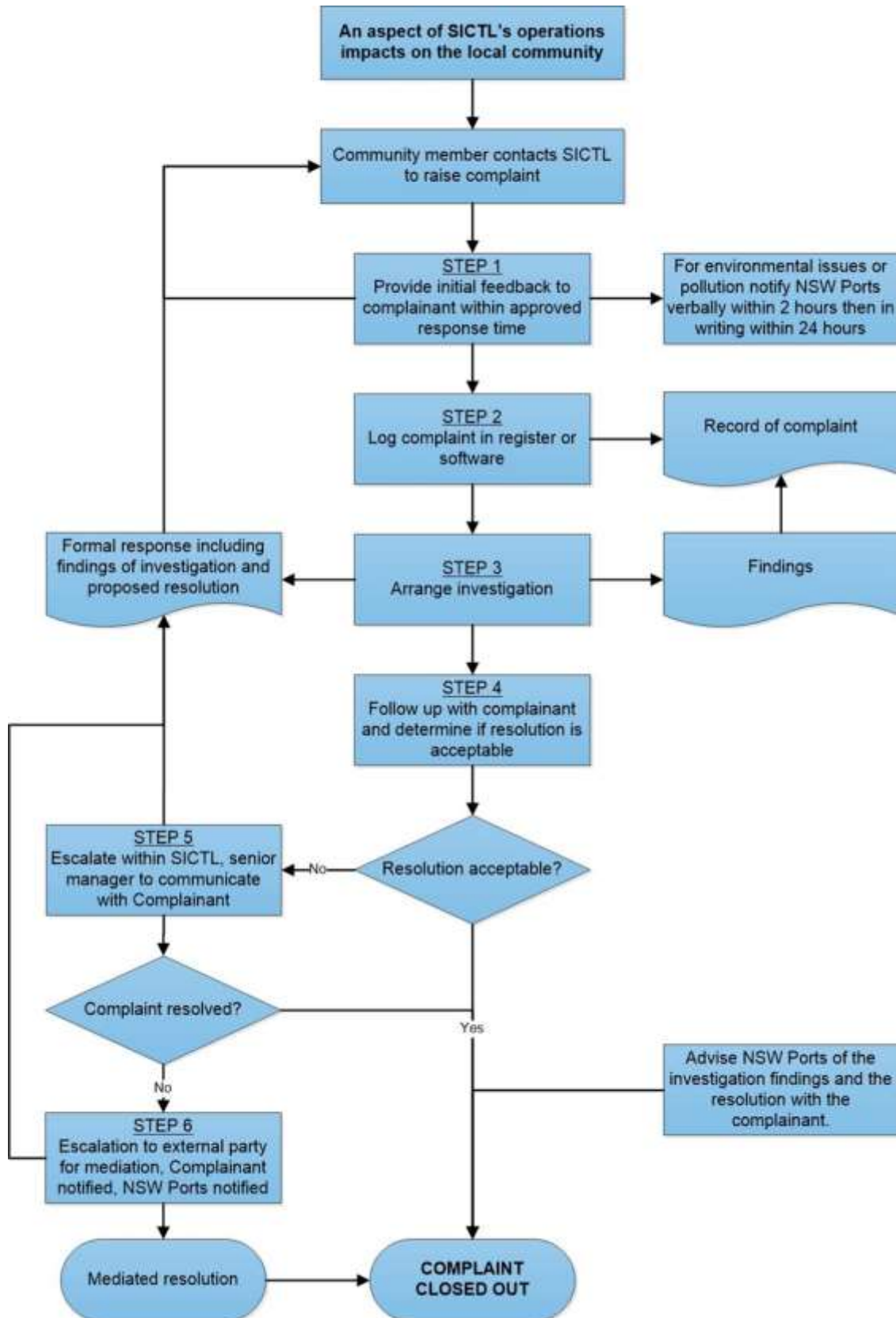
The commencement of future Phases is volume-driven and will be adjusted to meet operational demands.

#### 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

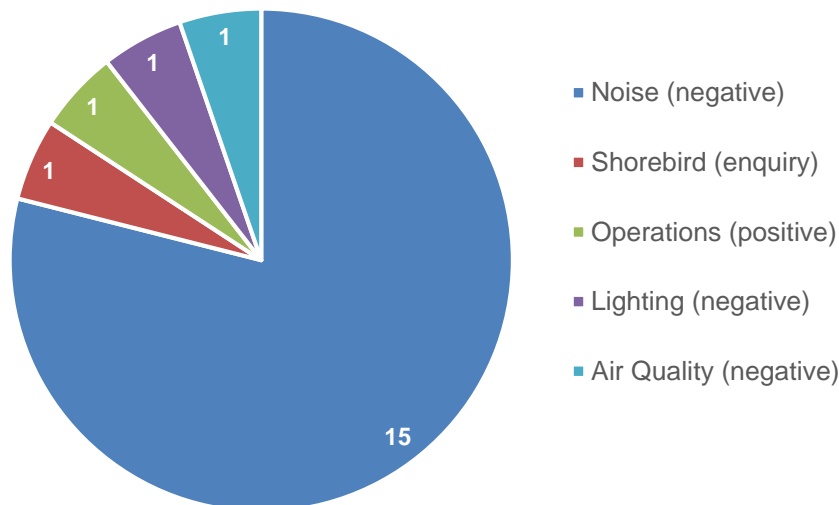
On 20 January 2020 SICTL received four complaints via the EPA regarding night time noises from a vessel(s) docked at Port Botany. The complainants allege that they were experiencing offensive noises that included vibration and a deep humming, as if a large engine was running on the 9<sup>th</sup>, 11<sup>th</sup> and 18<sup>th</sup> of January 2020. The complainants attributed this noise to vessels berthed at the Port, and not from any other nearby industrial source.

The time of the complaints were generally ranged from 10pm to 3am at night.

## 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 March 2020**



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
9-Jan-2020 8.29pm	EPA	Indirect	Phone	Negative	Caller advised that there is a loud motor humming from one of the boats at the Port Botany terminal for the past two and a half hours. Caller also advised that this is an ongoing issue. Name of vessel unknown.	SICTL reviewed the terminal operations and replied to the EPA on 20-01-20 and 31-01-20. At the time of the complaint there was no vessel berthed at the SICTL terminal. The <b>ANL Emora</b> had departed at 1.05pm on that day, and the <b>OOCL Texas</b> arrived at 9.42pm on that day.	The noises described cannot have originated with the SICTL terminal as vessel operations do not coincide with the caller's description of the complaint.
9-Jan-2020 10.30pm	EPA	Indirect	Phone	Negative	Caller reporting a running and echoing engine noise coming from a ship at port in the harbour. Caller advised the noise has been going all day. Loud banging noise coming from the ship. Caller made complaint with the Ports Authority however they were unable to escalate and transferred call to EPA. Caller advised he cannot see the ship from his home but advised he is sure the boat is also producing smoke or vapours.	SICTL reviewed the terminal operations and replied to the EPA on 20-01-20 and 31-01-20. The <b>ANL Emora</b> had departed at 1.05pm on that day, and the <b>OOCL Texas</b> arrived at 9.42pm on that day. Daily Stevedore Reports obtained for this period do not note any noise or smoke/vapours observed from vessel operations.	The noises described are unlikely to have originated with the SICTL terminal as ongoing vessel operations do not coincide with the caller's description of the complaint.
11-Jan-2020 00.34am	EPA	Indirect	Phone	Negative	Motor like sound which has been going on for a couple of months. Starts around 22:00 on a regular occurrence in the evening and can go through until around 02:00 or 03:00 the following morning. Deep vibrations also coming from site. Unsure if this is related to a boat or ship, but operator believed it was most relevant option due to being located at a port. Coming from Port Botany.	SICTL reviewed the terminal operations and replied to the EPA on 20-01-20 and 31-01-20. The <b>OOCL Texas</b> had arrived at 9.42pm on 09-01-20 and was under stevedore operations until 12.30pm on 11-01-20. During the late evening of 10 January to early morning of 11 January, there was a strong southerly wind. All operations ceased at approx. 1.30am on 11-01-20 due to the high winds, and the cranes were stowed.	The noises described are unlikely to have originated with the SICTL terminal as ongoing and regular vessel operations do not coincide with the caller's description of the complaint.
18-Jan-2020 06.08am	EPA	Indirect	Email	Negative	Is everyone hearing the same annoying noises day and night again because I know I am? It seems unfair that we have to keep enduring the same recurring annoying sounds not only during the day but all through the night which is not conducive to sleeping. How long is this boat going to be in for repair so I know how many sleepless nights I'm in for? I think it's about time the boats were repaired elsewhere.	SICTL reviewed the terminal operations and replied to the EPA on 20-01-20 and 31-01-20. There were no vessels berthed at SICTL terminal on 18-01-20. The <b>Chicago</b> had departed the terminal at 10.45pm on the day before. There were no vessels berthed at SICTL terminal for repair during January 2020.	The noises described cannot have originated with the SICTL terminal as vessel operations do not coincide with the caller's description of the complaint.