

HSEQ Management System

Community Feedback Report
Second Quarter 2020

Version 02



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Register of Amendments					
Ver No	Page no	Date	Description of amendments	Prepared by	Approved by
1	All	31-07-2020	Original Issue	Dozie Egeonu	Dozie Egeonu
2	7	07-07-2023	Page 7 – minor change to the date in the title of the graph.	Jennifer Stevenson	Jennifer Stevenson

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Community Feedback Report – Q2, 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 April to 30 June 2020
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	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;

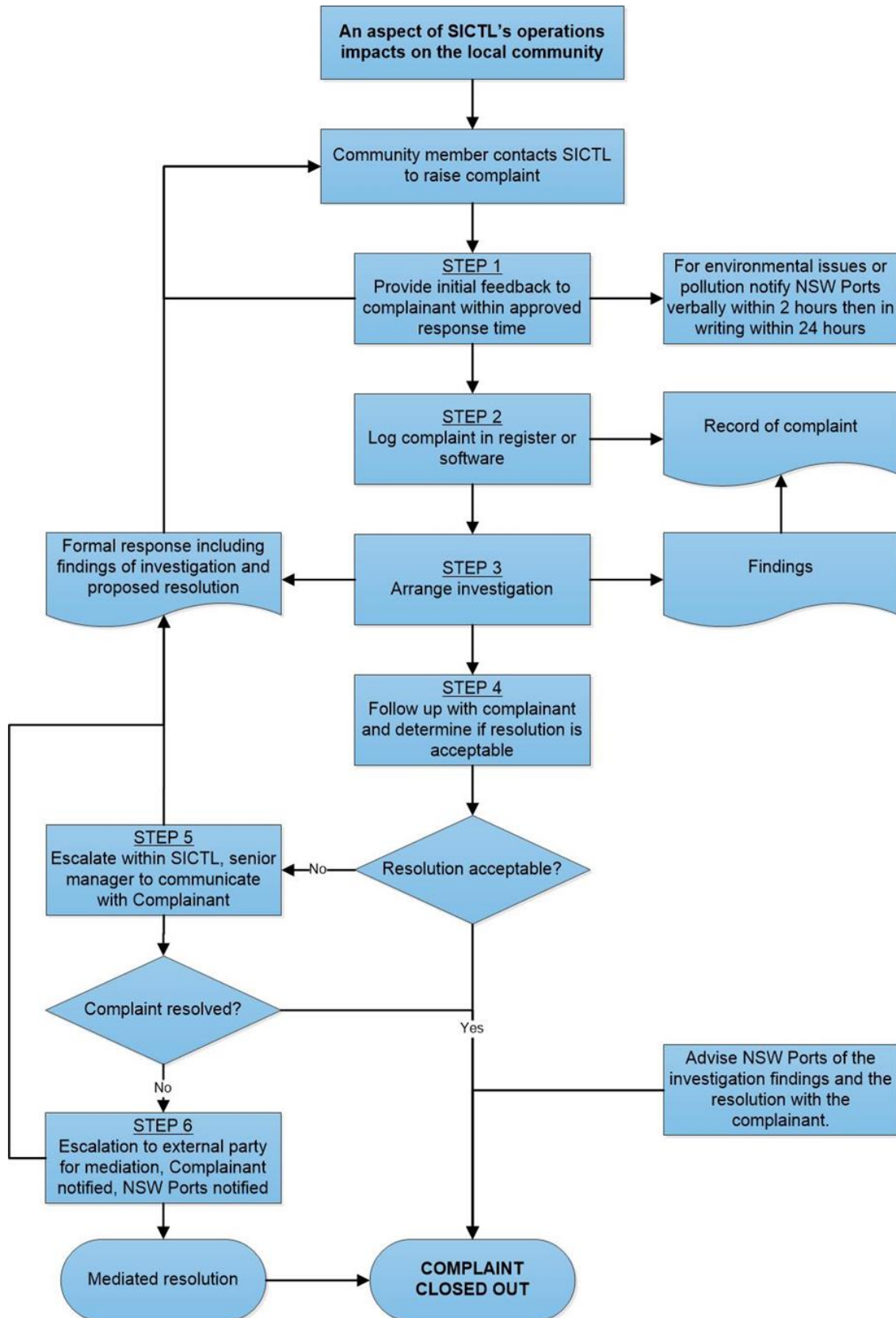
The commencement of future Phases is volume-driven and will be adjusted to meet operational demands.

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

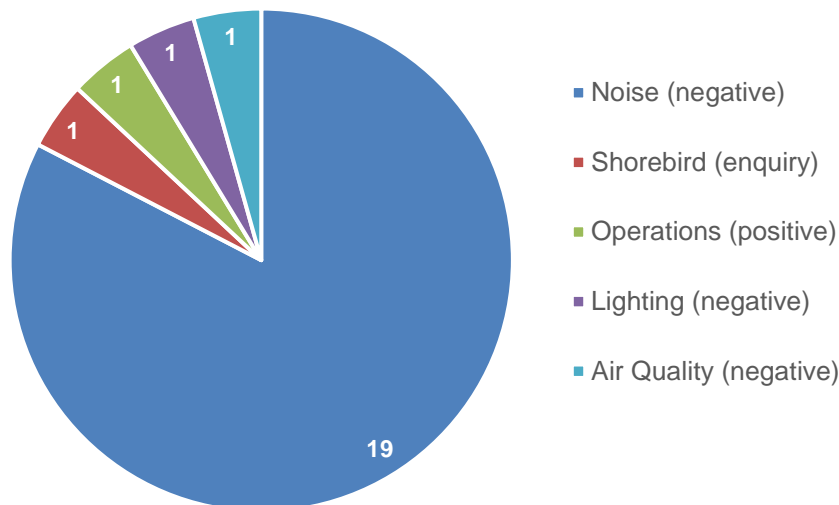
SICTL received Four (4) noise complaints during this reporting period. Three of the complaints were received directly from the NSW EPA and the other was from NSW Ports. The complaints were from surrounding residents who alleged unusual loud blowing of vessel horns, excessive beeping and loud clang sounds as well as vibrations and engine noises from berthed vessels at the Port.

Please see Section 9 – Copy of Complaints Register for details about the noise complaint and SICTL response.

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 June 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
15-Apr-2020 11.34am	NSW EPA	Indirect	Email	Negative	The complainant reported that a vessel at Port Botany was blowing its horn louder, including a supposed engine noise that was louder than usual. The complainant confirmed the noise definitely originated from the port.	SICTL reviewed the terminal operations and replied to the EPA on 17-04-2020. There were no vessel arrivals or departures in the 12 days prior to 15 th April 2020 at the SICTL terminal.	The noises described cannot have originated with the SICTL terminal as vessel operations do not coincide with the complainant's description of the complaint.
22-Apr-2020 12.12pm	NSW Ports	Indirect	Email	Negative	The complainant from Little Bay alleged that there were beeping and loud metallic clang sounds from the port which has been excessive between midnight and 6 am each night since Wednesday night of the previous week (i.e. 15 April). The complainant also reported that he and his wife had been woken on several occasions by the noise.	SICTL reviewed the terminal operations and replied to the NSW Ports on 24-04-2020 The SICTL terminal had vessels in during the reported 8 day period, however there were no rail operations for the timeframe of concern (midnight to 6am). The location of the resident (Little Bay) is a considerable distance from SICTL terminal, and there are potential sources of industrial noise between SICTL and Little Bay which may have been operating at that time	Considering the location of Little Bay to SICTL terminal, the noises described are likely to have been originated from the other potential port and industrial activities within the immediate Precinct.
22-Jun-2020 06.14pm	NSW EPA	Indirect	Email	Negative	With reference to the noise complaint email notification to SICTL (dated 22.06.2020), the NSW EPA informed an increased complaint about night-time noise from stevedoring operations at Port Botany. Most of the complaints refer to a low, idling vibration, allegedly from a ship's engine. SICTL received an audio noise file from the NSW EPA which was noise recorded by an Anzac Parade, La Perouse resident in the early morning of 22-06-2020. NSW EPA inquired if the noise from the audio file was a recognisable sound from ship engine.	SICTL reviewed the terminal operations and replied to the NSW EPA on 23-06-2020 SICTL confirmed the last vessel on the terminal left the berth on Monday 22nd June 2020 at approximately 05:00hrs. However, all berthed vessels on our terminal do not run their main engines. They are allowed only to operate the generators as part of our noise reduction measures.	Considering the location of Anzac Parade, La Perouse from SICTL terminal, the noise can possibly be generated from any other operations within the immediate precinct.
24-Jun-2020 12.20pm	NSW EPA	Indirect	Email	Negative	Night time noise from stevedoring operations at Port Botany, in particular a deep, diesel engine noise & vibration. NSW EPA requested a review of the terminal's operation since 1 April 2020.	SICTL reviewed the terminal operations during the requested review period and replied the NSW EPA on 25-06-2020 Operation at the terminal has been reduced since April with limited vessel services. In April alone, there were numerous shifts with no operations at all including a week at the start of the month due to the COVID-19 risk that had the entire terminal closed for a week.	The noises described are likely to have been originated from the other potential port and industrial activities within the immediate Precinct.