HUTCHISONPORTS

HSEQ Management System

Community Feedback Report

Fourth Quarter 2017

Version 01

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Register of Amendments					
Ver No	**Page no**	**Date**	**Description of amendments**	**Prepared by**	**Approved by**
1	All	05-01-18	Original Issue	Jennifer Stevenson	Blair Moses

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Community Feedback Report – Q4, 2017

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.

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2 Community Feedback Snapshot

Table 1: Community feedback key parameters.

Key Parameter	Data
This reporting period	1 October 2017 to 31 December 2017
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	1
Number of negative feedback events attributed to SICTL operations only	1 (100%)
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	1 (100%)
Total number of negative feedback events from this reporting period unresolved	1 (100%)
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 five phases outlined below.

- Phase 1 – November 2013 to March 2014;
- Phase 2 – fourth quarter 2014;
- Phase 3 – 2015 – 2017;
- Phase 4 – 2018 – 2019;
- Phase 5 – 2020 – 2022.

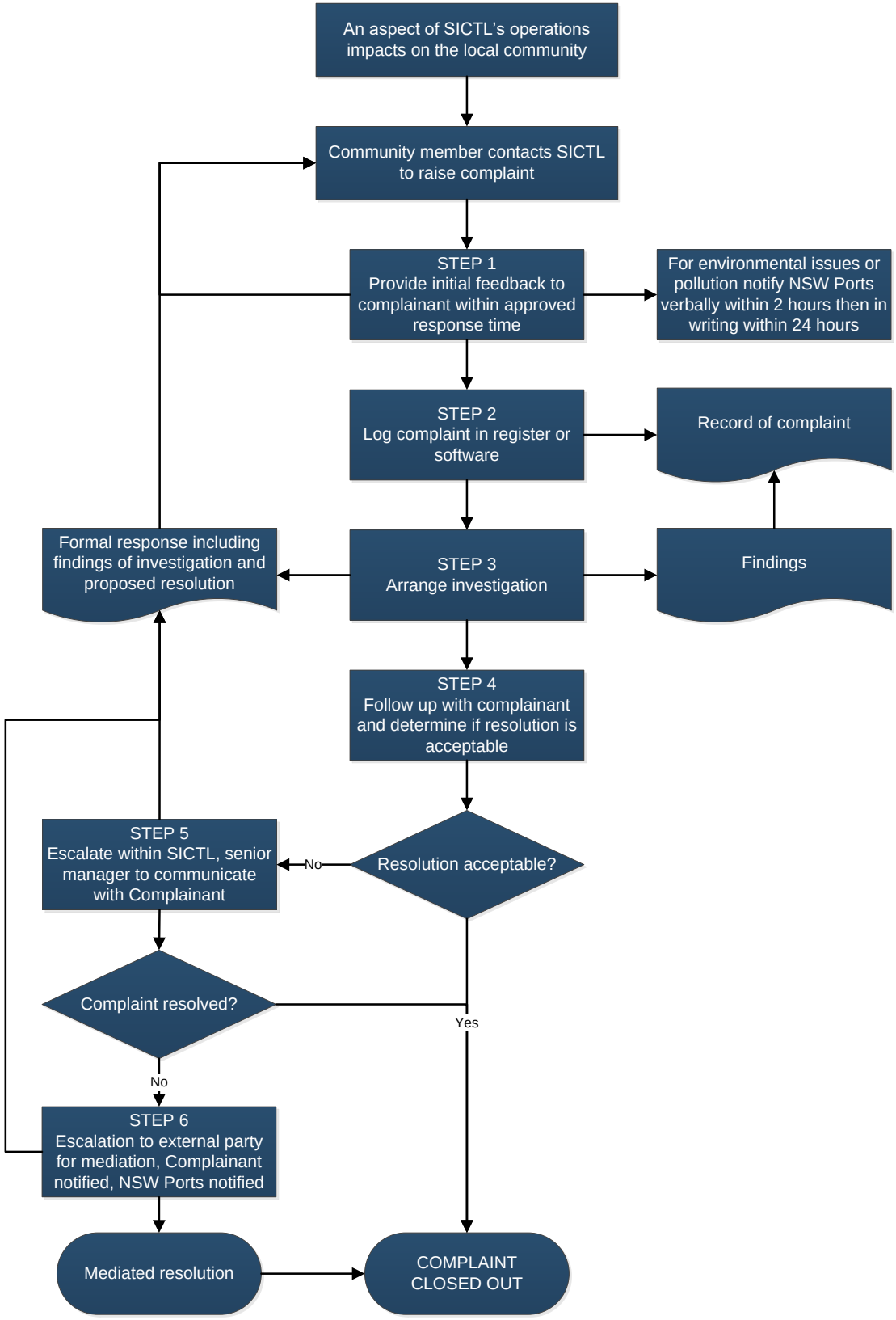
The commencement process is volume-driven and will be adjusted to meet operational demands.

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 Commentary on Complaints Received During this Reporting Period

An overview of the complaints management and investigation process is outlined below:

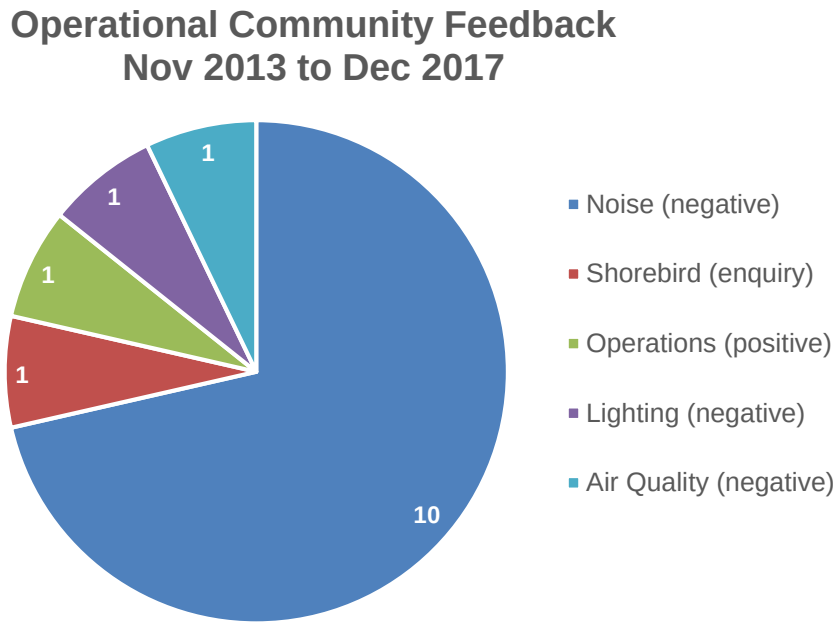


6 Commentary on Community Feedback received during this reporting period

SICTL received one negative air quality feedback report relating to dust emissions from the terminal during this reporting period. SICTL has provided an initial response to the noise complaint, and will provide further information and corrective actions plans in the New Year.

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.



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
8 December 2017, 8.51am	Other Port Terminal Operator	Direct	Email	Air Quality	The Environment, Sustainability & Compliance Manager - Patrick, emailed SICTL with a report of several complaints from Patrick employees relating to dust being blown from SICTL to Patrick site. Patrick is enquiring what controls SICTL has in place to eliminate or mitigate the potential for ongoing dust emissions from the terminal.	SICTL responded to Patrick on 8 December 2017 at 10.06am, with a confirmation of receipt of email and the advice that SICTL will be discussing this issue with NSW Ports on 12 December 2017.	SICTL had previously received feedback from NSW Ports on 30 November 2017 regarding complaints of dust emissions presumably originating from the large soil stockpile at the southern end of the undeveloped part of the SICTL terminal. SICTL met with the Environment Manager, NSW Ports on 12 December 2017. Information relating to the results of the sampling of the stockpile, the waste classification of the stockpile, and the proposed corrective action plan shall be submitted to NSWPorts by 19 January 2018.
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