

Sydney Metro Sydenham to Bankstown Ancillary Facility Checklist

This checklist has been generated to determine compliance under the Sydney Metro City and Southwest Sydenham to Bankstown Upgrade Planning Approval, including Conditions of Approval A16 to A19 and to assess environmental risk factors.

1. Proposed Ancillary Facility

Assessment Name	Punchbowl Station Ancillary Facility
Assessment Criteria (As determined by checklist)	A19
Location	Between 281 – 288 The Boulevard and Corridor, Punchbowl
Prepared By	Ted Zhang
Revision	Rev02
Date required by	21 August 2023

1. Provide a description of the location, including address, and proposed use. Attach a map within Appendix A

The proposed ancillary facility will be located within the land currently owned by Sydney Metro. The Laydown is within Sydney Metro land, and within the current project boundary.

JHLOR will have a 12x3m crib room, and a 6x3m ablution block to support SWM3 scope. The crib room will be located beside the existing MSB (see **Appendix A** for site map) will consist of;

- Office unit
- Lunch unit
- Toilet unit

The site facilities will be placed on the existing Dulwich Hill MSB asphalt hardstand driveway within the Sydenham to Bankstown Project Boundary and the rail corridor (refer to **Appendix A**). The proposed occupied area will not require stabilisation.

Approximately 15 staff members will use the facility at any time and at most during peak times the crib room as able to accommodate for 36 people.

The area will be used during standard construction hours. Any use outside of standard construction hours will be subject to an OOHW Permit.

2. Landowner details

As the ancillary facility is outside the rail corridor, within project boundary. The landowner is Transport Asset Holding Entity (TAHE). The area falls on ST1-2 from Schedule D1. See Appendix Landowners Consent.

3. Timeframe

The facility will be established in August 2024 and will be in place until the duration of the SWM3 scope. Once project is complete, the Ancillary Facility will be removed, and the proposed occupied area will be handed over to landowner.

4. Assessment against CoA-A16

Ancillary facilities that are not identified by description and location in the documents listed Condition A1 can only be established and used in each case if:

(a) they are located within the Construction boundary of the CSSI

N/A – the proposed facility is a Minor ancillary facility and as such should be assessed under CoA-A19

(b) they are not located next to a sensitive receiver (including access roads) (unless landowners and occupiers have accepted in writing the carrying out of the relevant facility in the proposed location); and

N/A – the proposed facility is a Minor ancillary facility and as such should be assessed under CoA-A19

(c) they have no impacts on heritage items (including areas of archaeological sensitivity), and threatened species, populations or ecological communities beyond the impacts approved under the terms of this approval; and

N/A – the proposed facility is a Minor ancillary facility and as such should be assessed under CoA-A19

(d) the establishment and use of the facility can be carried out and managed within the outcomes set out in the terms of this approval, including in relation to environmental, social and economic impacts.

N/A – the proposed facility is a Minor ancillary facility and as such should be assessed under CoA-A19

5. Assessment against CoA-A17

Ancillary facilities that are not identified by description and location in the documents listed in Condition A1 and do not meet the requirements of Condition A16, can only be established and used with the approval of the Planning Secretary except where they are located within the rail corridor, in which case they may be endorsed by the ER. A review of environmental impacts must be submitted with the request for Planning Secretary's approval or ER's endorsement.

N/A – the proposed facility is a Minor ancillary facility and as such should be assessed under CoA-A19

6. Assessment against CoA-A18

The use of an ancillary facility for Construction must not commence until the CEMP required by Condition C1, relevant CEMP Sub-plans required by Condition C3 and relevant Construction Monitoring Programs required by Condition C8 have been approved by the Planning Secretary.

The facility will not be established until the CEMP, sub-plans and relevant monitoring programmes are approved.

7. Assessment against CoA-A19

Lunch sheds, office sheds, portable toilet facilities, and the like, that are not identified as an ancillary facility in the documents listed Condition A1, can be established where they satisfy the following criteria:

(a) are located within the Construction boundary;

The facility is located within the project boundary between 281 – 288 The Boulevard and Corridor, Punchbowl
– Refer to Appendix A - Maps

(b) have been assessed by the ER to have:

(i) minor amenity impacts to surrounding residences and businesses, after consideration of matters such as compliance with the Interim Construction Noise Guideline (DECC, 2009), traffic and access impacts, dust and odour impacts, and visual (including light spill) impacts, and
(ii) minor environmental impact with respect to waste management and flooding, and
(iii) no impacts on biodiversity, soil and water, and heritage items beyond those already approved under other terms of this approval.

(i) Minor amenity impacts; (minimal / negligible visual impacts)

Noise and Vibration –

The Facility will be powered from the lighting switch board.

The MAF is planned to be occupied during standard construction hours on a daily basis. Operation of the facility will be inaudible at the nearest facility.

The site would also be used during possession works (i.e. outside of standard working hours). Operation of the facility will be inaudible at the nearest facility.

During possessions, works would only occur in accordance with the conditions within the JHLOR EPL 21147 and additional mitigation would be applied as per the Sydney Metro Construction Noise and Vibration Strategy.

Traffic –

The ancillary facility will occupy 16 Off-street commuter parking space, including 2 disable car parks. JHLOR will offsite the 2 disable car parks prior to installing the ancillary facility.

According to EIS Chapter 10, Table 10.38, the car parking changes for off-street parking during construction in Punchbowl Station precinct is 30. The proposed car parking removal (16) is within the limit.

Table 10.38 Indicative on and off-street car parking changes during construction

Station	Spaces affected for the duration of construction at stations		Spaces affected during possessions only		Additional spaces affected by rail replacement buses only	
	On-street	Off-street	On-street	Off-street	On-street	Off-street
Marrickville	3	0	7	0	3	0
Dulwich Hill	9	0	0	27	4	0
Hurlstone Park	0	23 (time-restricted)	0	0	8	0
Canterbury	0	0	0	32 (dedicated commuter)	0	0
Campsie	0	14 (dedicated commuter)	0	45 (dedicated commuter)	3 (time-restricted)	40
Belmore	0	29 (dedicated commuter) 46 (time-restricted spaces)	0	21 (time-restricted spaces)	7	0
Lakemba	0	47 (dedicated commuter)	0	25 (dedicated commuter)	12	0
Wiley Park	0	25 ¹	0	0	16	0
Punchbowl	0	30 (dedicated commuter)	50	0	6 (time-restricted)	0
Bankstown	0	90 (dedicated commuter)	0	0	18	0

Note: 1. The 25 spaces temporarily removed at Wiley Park Station refers to the spaces that Roads and Maritime Services proposes to provide as part of the Sydney Clearways project.

Parking will occur inside the rail corridor and ancillary facility area where possible. Some on-street parking may be used for short durations.

Delivery –

All deliveries will be scheduled during standard construction hours. Any use outside of standard construction hours will be subject to an OOHW Permit. All deliveries need to be communicated before deliver and having designated receiving personal onsite.

Dust and odour –

Proposed activities for MAF have little to no dust generation potential as this area is only a crib room and ablution block placed on a concrete driveway. No odour impact due to the distance to the nearest receivers (about 40m), regular maintenance of the ablution unit and the open nature of the area.

Visual impacts –

The site shed will be located behind temporary fencing with shade cloth and is also blocked by the shops (281 – 288 The Boulevard and Corridor) on The Boulevard. Additionally, these site sheds will be on an existing car park location that is usually occupied with vehicles. The site facilities would impose little to nil visual impacts to the public.

Waste –

Minimal waste is proposed to be generated. Waste will consist of office waste and food waste. Any waste will be collected in bins and brought back to the Canterbury SMC office skips for disposal. Effluent from the toilet block be removed at regular intervals to a licenced waste facility.

Flooding –

The site facilities will be deployed on an existing hardstand. The proposed ancillary facility is not located in flooding area (refer to Appendix C- Flood Planning Area Map). The flooding impact and risk is nil.

Biodiversity –

No trees, plants or habitat features will be impacted during the site set-up. If required, some weeds may be cleared in the immediate vicinity of the MAF. Tree protection will be set up for any trees on the boundary of the compound area.

If tree removal or trimming is required any trees impacted will be included within the tree report prior to removal or trimming.

Soil and Water –

There is no known contamination within the area. There is no proposed soil disturbance/erosion as the unit is parked on concrete driveway.

An Erosion and Sediment Control Plan for the area would be developed. Public roads in the vicinity of the access track will be monitored and a street sweeper utilised if any dirt tracking was to occur. Nearby pits to be covered.

Heritage items –

The ancillary facility located within Canterbury-Bankstown LEP Heritage: Federation railway station buildings (Item No. I226) area.

- No excavation is proposed, and the ancillary facility is installed on an existing hardstand.
- General inductions toolbox training on heritage management protocols.
- Label any known heritage items on Environmental Control Maps. (Appendix A)
- If suspected heritage item encountered. Works to stop immediately and implement the Sydney Metro Unexpected Heritage Finds Procedure (refer to CHMP).

There will be minimal heritage impact.

2. Risk Assessment

Sydney Metro Risk Matrix Enterprise Consequences			Enterprise Consequences								
			C6	C5	C4	C3	C2	C1			
Sydney Metro Consequence Criteria are presented in three categories: Enterprise, Project Treat and Opportunity.			Health and Safety	Illness, first aid or injury not requiring medical treatment.	Illness or minor injuries requiring medical treatment.	Single recoverable lost time injury or illness, alternate/restricted duties injury, or short-term occupational illness.	1-10 major injuries requiring hospitalisation and numerous days lost, or medium-term occupational illness.	Single fatality and/or 10-20 major injuries/permanent disabilities/chronic diseases.	Multiple fatalities and/or >20 major injuries/permanent disabilities/chronic diseases.		
			Environment	No appreciable changes to environment and/or highly localised event.	Change from normal conditions within environmental regulatory limits and environmental effects are within site boundaries.	Short-term and/or well-contained environmental effects. Minor remedial actions probably required.	Impacts external ecosystem and considerable remediation is required.	Long-term environmental impairment in neighbouring or valued ecosystems. Extensive remediation required.	Irreversible large-scale environmental impact with loss of valued ecosystems.		
			Disruption to Service	No appreciable changes to environment and/or highly localised event.	Minor customer disruptions (Customer volume and time impacted).	Disruptions impacting customers with customers stranded on trains or stations between 15 to 60mins.	Major disruptions affecting services with customers stranded on trains or stations for over 60mins	Line closure, asset failure or substantial disruptions affecting more than one service period (on/off peak), with network wide transport impacts	Line closure, asset failure, or substantial disruptions affecting several service periods (on/off peak), with significant network wide transport impacts		
			Customer Experience and Satisfaction	No appreciable changes to environment and/or highly localised event.	A stream of written complaints for more than 3 months.	A stream of written complaints for more than a year.	A substantial and sustained uplift in the rate of customer complaints (per 100,000 boardings).	A deluge of customer complaints for up to 6 months with normal background rates for the mode or service increasing by a factor of 3 or more.	A prolonged deluge of customer complaints for more than 6 months, with some normal background rates for the mode or service increasing by a factor of 10 or more.		
			Reputation and Public Perception	Negative article in local media. No discernible reaction/apprehension. Goodwill, confidence and trust retained.	Unease – Series of negative articles in local/state media. Confidence remains with some minor loss of goodwill or trust. Recoverable with little effort or cost. Some continuing scrutiny/attention.	Disappointment – Extended negative local/state media coverage. Confidence and trust dented but are quickly recoverable at modest cost within existing budget and resources.	Concern – Short-term negative state/national media coverage. Confidence and trust are diminished but are recoverable with time, staff effort and additional funding.	Displeasure – Extended negative state/national media coverage. Confidence and trust are damaged but recoverable at considerable cost, time and staff effort.	Outrage – Material change in the public perception of the organisation. Confidence and trust are severely damaged, possibly irreparably, and full recovery both questionable and costly.		
			Regulatory or Legal Breach	Low-level non-compliance with legal and/or regulatory requirement or duty by individuals or TNSW.	Minor non-compliance with legal and/or regulatory requirement or duty. Investigation and/or report to authority.	Moderate non-compliance. Subject to comment and monitoring from applicable regulator. Small fine and no disruption to services.	Systemic non-compliance/Major breach resulting in enforcement action and/or prohibition notices. Substantial fine and no disruption to services.	Substantial breach resulting in prosecution, fines and/or litigation. Licence or accreditation restricted or conditional affecting ability to operate.	Prosecution leading to imprisonment of TNSW executive. Loss of operating licence.		
			Management Effort	An event, the impact of which can be absorbed as part of normal activity.	An event, the impact of which can be absorbed but some additional management effort is required.	An event, the impact of which can be absorbed but much broader management effort is required.	Major event which can be absorbed, but substantial management effort is required	Severe event which requires extensive management effort but can be survived.	Catastrophic event with the clear potential to lead to the collapse of the organisation.		
			People	Minimal employee impact, small number of people affected. No absenteeism of key staff.	Localised employees/discipline impacted. Isolated incidence of absenteeism.	Large number of employees (<50%) and/or morale impacted. Increased absenteeism and employees looking to leave.	Majority of employees (>50%) and/or morale materially impacted. Widespread absenteeism. Key employees are looking to leave.	Majority of employees impacted (>75%). Employee morale is reduced to low. High-turnover rate. Majority of key employees are looking to leave.	All employees impacted (100%). Insufficient workforce. Employee brand significantly impaired.		
			Revenue/OPEX Loss/Overrun		< \$10K	\$10K - \$100K	\$100K - \$1m	\$1m - \$5m	\$5m - \$25m	>\$25m	
Probability	One off event How likely?	Frequency	Repeated How often?	Likelihood	Consequence						
	Expected to occur frequently during time of activity or project. Greater than a 90% chance of occurring.		10 times or more every year	Almost certain	L1	Insignificant	Minor	Moderate	Major	Severe	Catastrophic
	Expected to occur occasionally during time of activity or project. A 75-90% chance of occurring.		1-10 times every year	Very Likely	L2	20	22	29	32	34	36
	More likely to occur than not occur during time of activity or project. A 50-75% chance of occurring.		Once each year	Likely	L3	9	12	16	24	27	33
	More likely not to occur than occur during time of activity or project. A 25-50% chance of occurring.		Once every 1 to 10 years	Unlikely	L4	6	7	11	17	25	30
	Not expected to occur during the time of activity or project. A 10-25% chance of occurring.		Once every 10 to 100 years	Very Unlikely	L5	3	4	8	13	19	26
	Not expected to ever occur during time of activity or project. Less than 10% chance of occurring.		Less than once every 100 years	Almost Unprecedented	L6	1	2	5	10	15	21

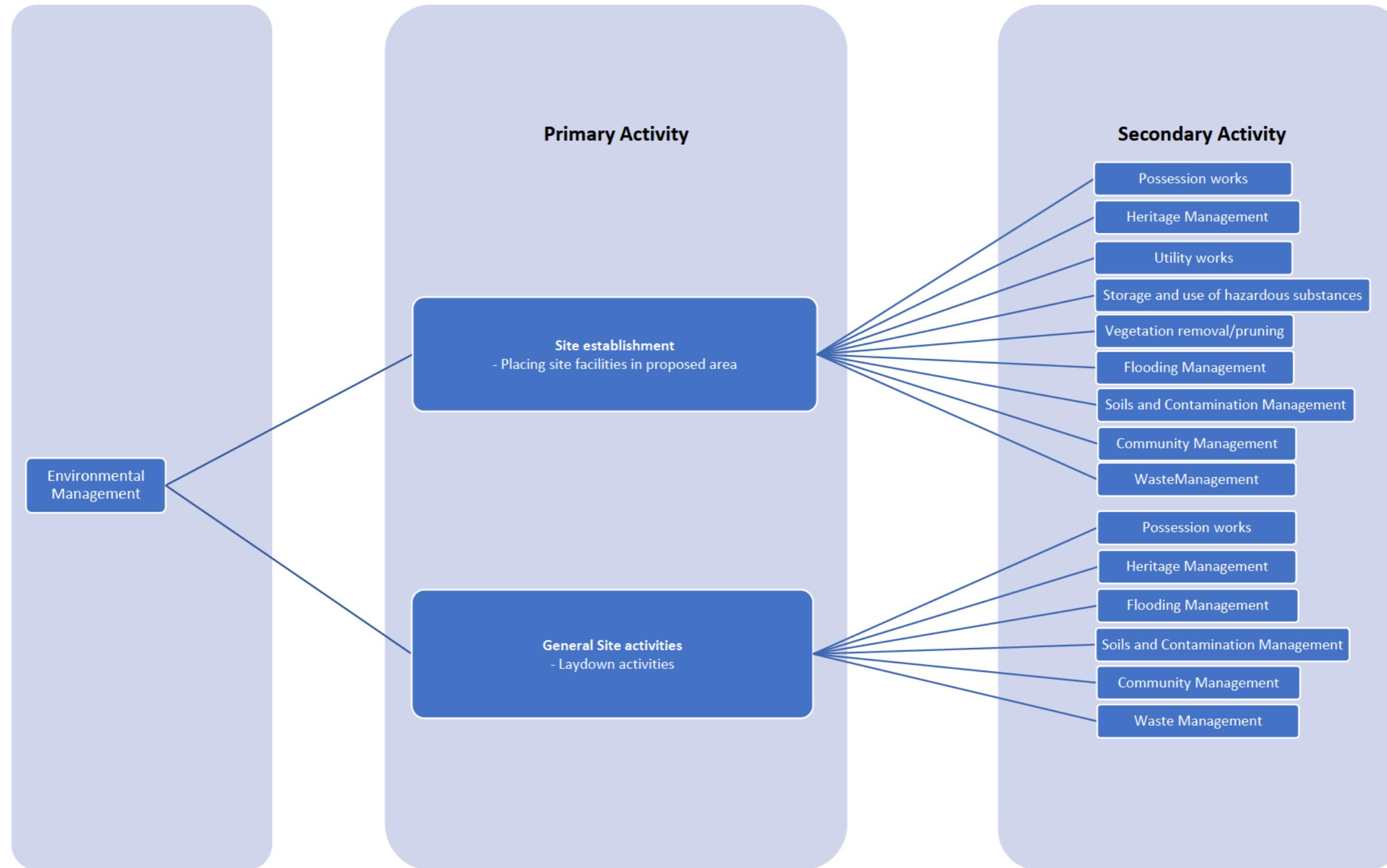
Environmental Risk Assessment Rankings

This table may be used as a guide in determining the level of risk for each environmental issue.

Risk Assessment Rankings: 31-36 = Very High; 22 - 30 = High; 11 - 21 = Medium; 1 - 10 = Low

For each identified issue, consider the 'maximum credible' (not absolute worst case) risk that could result with **minimal or no controls** other than existing and using normal construction practices.

Note: Any one of the listed consequences must result in the use of the applicable consequence grading.



IDENTIFICATION							ASSESSMENT OF CONTROLS					
No	ACTIVITY	ENVIRONMENTAL ASPECTS	ENVIRONMENTAL IMPACTS	RISK RATING			CONTROLS	RESIDUAL RISK			FINAL RISK Assessment (current)	
				RISK Assessment (current)				Likelihood	Consequence	Risk Rank		
By activity												
1	Environmental Management (GENERAL)	Not identifying appropriate approvals, licenses or permits required and proceeding without them.	Works delayed, infringements, prosecution, poor community relations and reputational loss, remediation work.	Unlikely	Moderate	11	<ul style="list-style-type: none"> Review the project EIS, modification and statutory documentation for requirements relevant to the SWM3 works. All work will not be commenced until all management plans get approved. Review EPL 21147 for conditions of work 	Very unlikely	Moderate	8		
	Review / Approval	Timeliness of approval documentation being provided and time in day to complete all tasks	Unlikely	Moderate	11	<ul style="list-style-type: none"> Active collaboration. Meeting (fortnightly and monthly meeting). Open communication. Prioritisation. 	Very unlikely	Moderate	8			
2	Site establishment	Visual amenity	Light spill occurring during possession / OOHW periods, resulting in complaints.	Unlikely	Moderate	11	<ul style="list-style-type: none"> Toolbox talks. Site inspections. Implementation of Visual Amenities Management Plan (VAMP) – Rev13. 	Very unlikely	Moderate	8		
		Appropriate selection and management of the ancillary facilities	Inadequate assessment of impacts to surrounding business and residential receivers and environmental receptors. Potential for complaints.	Unlikely	Moderate	11	<ul style="list-style-type: none"> Appropriate notification. Initial selection of sites. Approval process. 	Very unlikely	Moderate	8		
		AF / MAF being installed improperly or not in compliance with planning approval	non-compliances. Timing delays for applications	Unlikely	Moderate	11	<ul style="list-style-type: none"> Toolbox talks. Approval process though checklists etc. Training. Planning meetings. Inspections 	Very unlikely	Moderate	8		
3	General Site activities	General construction traffic disturbing public access between local roads, pedestrian and cyclist access	Disturbance to local residents resulting in complaints being made, limited access, potential for delays at local road access points resulting in complaints.	Likely	Minor	12	<ul style="list-style-type: none"> Implement the Construction Traffic Management Plan (CTMP) Scheduled road movements shall be minimised where possible Approved Traffic Management Plans in consultation with relevant authorities. Approved access routes, detailed Traffic Control Plans. Clear notifications / signage. Any vehicles will obey the road rules, including restrictions around school zones. Where possible, vehicles movements will be minimised during school zone restricted speed times. 	Unlikely	Minor	7		
		Exhaust from plant and equipment.	Emissions resulting in air pollution.	Very Unlikely	Major	13	<ul style="list-style-type: none"> Implement the CEMP and sub-plans Toolbox training on Dust and Air Quality Management. Well maintained plant/ equipment and pre-start checks and servicing. Non-complaint vehicles removed from site / repaired. 	Almost unprecedent	Major	10		
		General construction works; site establishment, excavations	Dust created during set up and operation of the compound.	Unlikely	Major	13	<ul style="list-style-type: none"> Implement the CEMP and sub-plans Toolbox training on Dust and Air Quality Management. Wet down haul roads in dry conditions Undertake regular inspections of work areas pre, during and after works to ensure controls are in good condition. 	Very unlikely	Major	10		
		Noise and vibration from general construction activities resulting in impact to residents	Disturbance to residents or neighbouring businesses. Potential for complaints.	Unlikely	Moderate	11	<ul style="list-style-type: none"> Plant movement and operating would follow CNVMP. Implement the CEMP and sub-plans Toolbox training on noise generation Implement noise mitigation strategies for out of standard hours work. Monitor noise for compliance to project goals. Obtain Out of Hours Work Approval as required No vibratory works will occur. 	Very unlikely	Moderate	8		

4	Possession works	Out of hours works	Scope or scheduling not appropriately assessed, resulting in louder than anticipated outcomes or non-compliances. Construction team not providing the scope of works in time for appropriate noise modelling to be undertaken	Unlikely	Major	17	<ul style="list-style-type: none"> Respond to community enquiries and complaints in accordance with Sydney Metro requirements and Community & Stakeholder Manager (Sydney Metro), control measures as per Community Communication Strategy (CCS) are to be implemented. Consult with the community in relation to upcoming activities that may result in concern. Provide periods of respite for high noise generating activities. Noise efficient equipment to be used on site 				Green
		OOHW Application Submission	Lateness of application, resulting in approval delays.	Very unlikely	Major	13	<ul style="list-style-type: none"> No high noise impact activities proposed during possession. Noise modelling will be conducted on a case-by-case basis depending on the level of usage required. AA and respite will be offered depending on the level of usage, as per the CEMP, CNVMP and relevant sub-plans. Construction team to provide scope of works in time as the project holds many coordinated meetings where all work streams attend, raise action, concerns and propose timelines of completion. 	Almost unprecedent	Major	10	Green
5	Heritage	Unexpected finds	Work delays, additional studies, approvals required, damage to heritage item.	Very unlikely	Moderate	8	<ul style="list-style-type: none"> The ancillary facility located within Canterbury-Bankstown LEP Heritage: Federation railway station buildings (Item No. I226) area. No excavation is proposed. General inductions toolbox training on heritage management protocols. Label any known heritage items on Environmental Control Maps. If suspected heritage item encountered. Works to stop immediately and implement the Sydney Metro Unexpected Heritage Finds Procedure (refer to CHMP). Clearly highlight no-go zones on the ECM and communicate requirements to construction personnel during pre-start briefs, inductions and tool-box talks. 	Almost unprecedent	Moderate	5	Green
6	Storage and use of hazardous substances	Storage of hazardous substances, leaking plant and equipment and spillage from refuelling.	Localised ground contamination / pollution of stormwater and requiring clean-up and/or receiving fines. Risk of igniting volatile substances. Unauthorised access to site / potential vandalism/damage leading to pollution.	Likely	Moderate	16	<ul style="list-style-type: none"> No hazardous substances storage onsite Induction, toolbox talks and training on appropriate handling and storage of liquids. All storm water drains should be identified prior to works and protection installed. Training in use of spill kits. Contingency plans would be developed to deal with any spills which might occur during Construction. Ensure all work sites are secure before leaving the site. All liquids i.e. paint etc. are to be securely locked away at the end of each day 	Very unlikely	Moderate	8	Green
7	Vegetation removal/pruning	Vegetation trimming /clearing required outside approved work area	Unauthorised works / removal of vegetation outside defined work area, possibility of removing threatened species, fines incurred.	Likely	Minor	12	<ul style="list-style-type: none"> No tree clearing/removal is proposed. 	Very unlikely	Minor	4	Green

8	Flooding	Flooding	Flood waters impacting the laydown. Flood catchment volume reduced	Unlikely	Moderate	11	<ul style="list-style-type: none"> Sydney Metro Flood modelling indicates that the proposed area is not subject to flooding in the 1%AEP event. The nearby channel has sufficient capacity. Proposed activity will not increase the site's flood potential. Items are not to be stored within overland flow paths such as drains and swales Monitoring of extreme weather events Removal of equipment and materials out of potential flood areas 	Very unlikely	Moderate	8
10	Soils and Contamination	Soils and contamination	Encountering contamination Creating contamination through utility works Acid Sulphate Soils	Unlikely	Moderate	11	<ul style="list-style-type: none"> No excavation is proposed. Works to occur in accordance with Construction Soil and Water Management Plan All waste is to be classified in Accordance with the Waste Classification Guidelines (NSW EPA, 2014) Acid Sulphate Soils are to be managed in accordance with the Acid Sulphate Soil Manual (ASSMAC, 1998) An occupational hygienist is to provide guidance and, where appropriate, supervise works with contaminated soils or substances 	Very unlikely	Moderate	8
11	Erosion and sediment control	Erosion and sediment control	Eroded materials entering local waterways. Impacts to water quality within local waterways	Likely	Minor	12	<ul style="list-style-type: none"> Implement CEMP and sub-plans Erosion and Sediment Control Plan to be prepared tool boxed to team and implemented Pre-rainfall inspections undertaken ERSED control maps to be created prior to laydown area being used. New Area Checklist with Contractors and Environmental team. 	Very unlikely	Moderate	8
12	Waste	Waste Spoil	Incorrect disposal	Unlikely	Moderate	11	<ul style="list-style-type: none"> No excavation is proposed. Erosion and Sediment Control Plan to be prepared tool boxed to team and implemented Implement CEMP and sub-plans 	Very unlikely	Moderate	8
		Waste Materials	Poor housekeeping Waste storage	Unlikely	Moderate	11	<ul style="list-style-type: none"> Implement CEMP and sub-plans Segregate waste as appropriate, unless waste contractor utilises a sorting facility 	Very unlikely	Moderate	8
		Dust	Wind and water erosion causing sediment dispersion offsite.	Unlikely	Moderate	11	<ul style="list-style-type: none"> No excavation is proposed. No stockpiling is proposed. Block any drainage within the proposed facilities area 	Very unlikely	Moderate	8
13	Community	General worker behaviour	Inappropriate worker behaviour (worker parking, work interacting with the community), resulting in complaints	Likely	Minor	12	<ul style="list-style-type: none"> Toolbox talks, inspection and supervision. Implement the Construction Traffic Management Plan (CTMP) – Worker Car Parking Strategy, worker's car can be only park at corridor side. Internal and external communications with contractor. 	Very unlikely	Minor	4
		Avoidable complaints	Inappropriate environmental controls being in place. Truck idling, Working Parking, resulting in completion.	Unlikely	Moderate	11	<ul style="list-style-type: none"> Toolbox talks, inspection and supervision. Inductions. Pre-possession inspections. Lessons Learnt. Team meetings. Traffic controls for parking idling. Dilapidation surveys. Selection of plant prior to works occurring. Utilisation of monitoring data. Implementation of CEMP and sub-plans. 	Very unlikely	Moderate	8
		Management of complaints	Complaints not been captured or actioned in an appropriate timeframe	Very unlikely	Moderate	8	<ul style="list-style-type: none"> Site good at notifying comms team of issues that might result in complaints (proactive approach). Active and open channel of communication between contractor and Sydney Metro. Use of on call resources. Review of complaints line. 	Almost unprecedent	Moderate	5

3. Endorsement

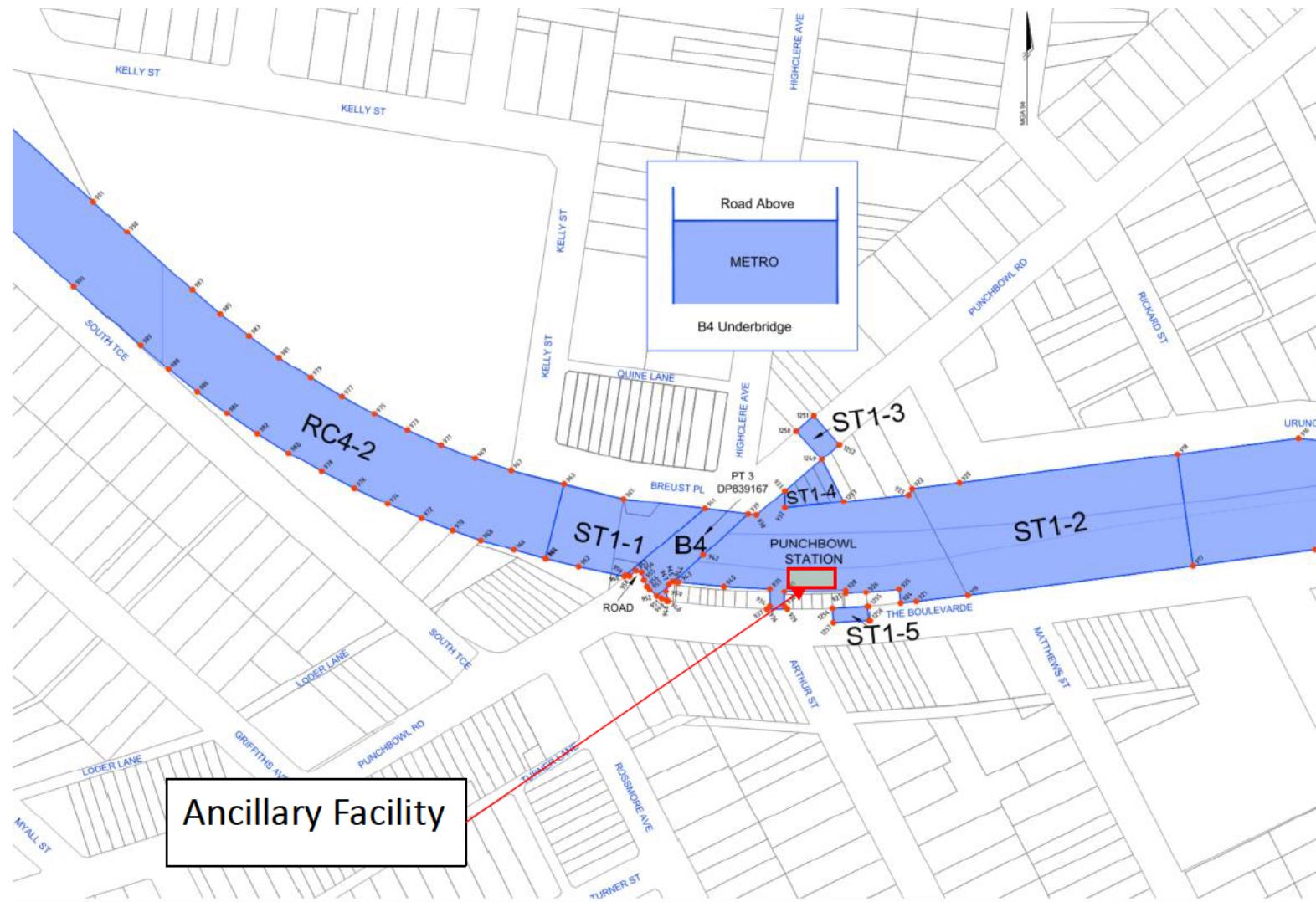
Prepared by	Ted Zhang	Reviewed by	Lucas Dobrolo
Signature		Signature	
Date	26/09/2025	Date	26/09/2025

Environmental Representative Endorsement	
Signature	
Date	
Details of any conditional approval	

Appendix A – Map



Appendix B – Landowner's consent



Appendix C – Flood Planning Area Map

