

Port Botany Terminal

Environmental Management System

Community Feedback Quarterly Report

Reporting Period: 1 January 2016 to 31 March 2016

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DOCUMENT CONTROL:

Listed below are the last 4 revisions for this report.

Document History					
Version No.	Page No.	Issue Date	Description of Amendment(s)	Prepared By	Approve By
1	All	12-Sep-17	Original Issue	Marie Gibbs	Terminal Manager

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1. Introduction and Purpose

This Community Feedback Quarterly Report has been prepared by Patrick to comply with the relevant conditions outlined in the Instrument of two development consents DA-453 and DA-494.

1.1 Development Consent (DA-453) – Existing Terminal

Development Consent DA-453-12-2002i MOD8 (approved 26 September 2013), Schedule 2 (referred to as the ‘Development Consent – Existing Terminal’) section 3.64 Complaints Register states:

3.64 *The Applicant shall record details of all complaints received in an up-to-date Complaints Register. The Register shall record, but not necessarily be limited to:*

- (a) the date and time of the complaint;*
- (b) the means by which the complaint was made;*
- (c) any personal details of the complainant that were provided, or if no details provided, a note to that effect;*
- (d) the nature of the complaints;*
- (e) any action(s) taken by the Applicant in relation to the complaint, including any follow-up contact with the complainant; and*
- (f) if no action was taken by the Applicant in relation to the complaint, the reason(s) why no action was taken.*

The Complaints Register shall be made available for inspection by the Director-General, EPA and Council upon request. The Applicant shall also make summaries of the register, without details of the complainants, available for public inspection.

1.2 Development Consent (DA-494) – Port Botany Expansion (“The Knuckle”)

Development Consent DA-494-11-2003-i MOD15 (approved 8 July 2103), Schedule C Terminal Operations (referred to as the ‘Development Consent – PB Expansion’) section C3.1 Community Information Complaints Handling states:

C3.1 *The Applicant must meet the following requirements in relation to community consultation and complaints management:*

- all monitoring, management and reporting documents required under the development consent shall be made publicly available;*
- provide means by which public comment, inquiries and complaints can be received, and ensure that those means are adequately publicised; and*
- includes details of a register to be kept of all comments, inquiries and complaints received by the above means, including the following register fields:*
 - the date and time, where relevant, of the comment, inquiry or complaint;*
 - the means by which the comment, inquiry or complaint was made (telephone, fax, mail, email or in person);*

- *any personal details of the commenter, inquirer or complainant that were provided, or if no details provided, a note to that effect;*
- *the nature of the complaint;*
- *any actions(s) taken by the Applicant in relation to the comment, injury or complaint, including any follow-up contact with the commenter, inquirer or complainant; and*
- *if no action was taken by the Applicant in relation to the comment, inquiry or complaint, the reason(s) why no action was taken.*
- *Provide quarterly reports to the Department and DEC, where relevant, outline details of complaints received.*

This report demonstrates Patrick's commitment and compliance to these two consent conditions by:

- managing any enquires, concerns or issues raised by the community;
- maintaining a Community Enquires / Concerns (complaints) Register – details of the issue raised, the person raising the issue, any actions taken or if not taken include the reason why not;
- providing feedback to the person who raised the enquiry/concern or issue;
- providing to key stakeholders, quarterly reports outlining details of any complaints received during the three-month reporting period;
- making the Community Enquires / Concerns (complaints) Register available for inspection by the Department of Planning and Environment (DP&E), Environmental Protection Authority (EPA) and/or council if requested.

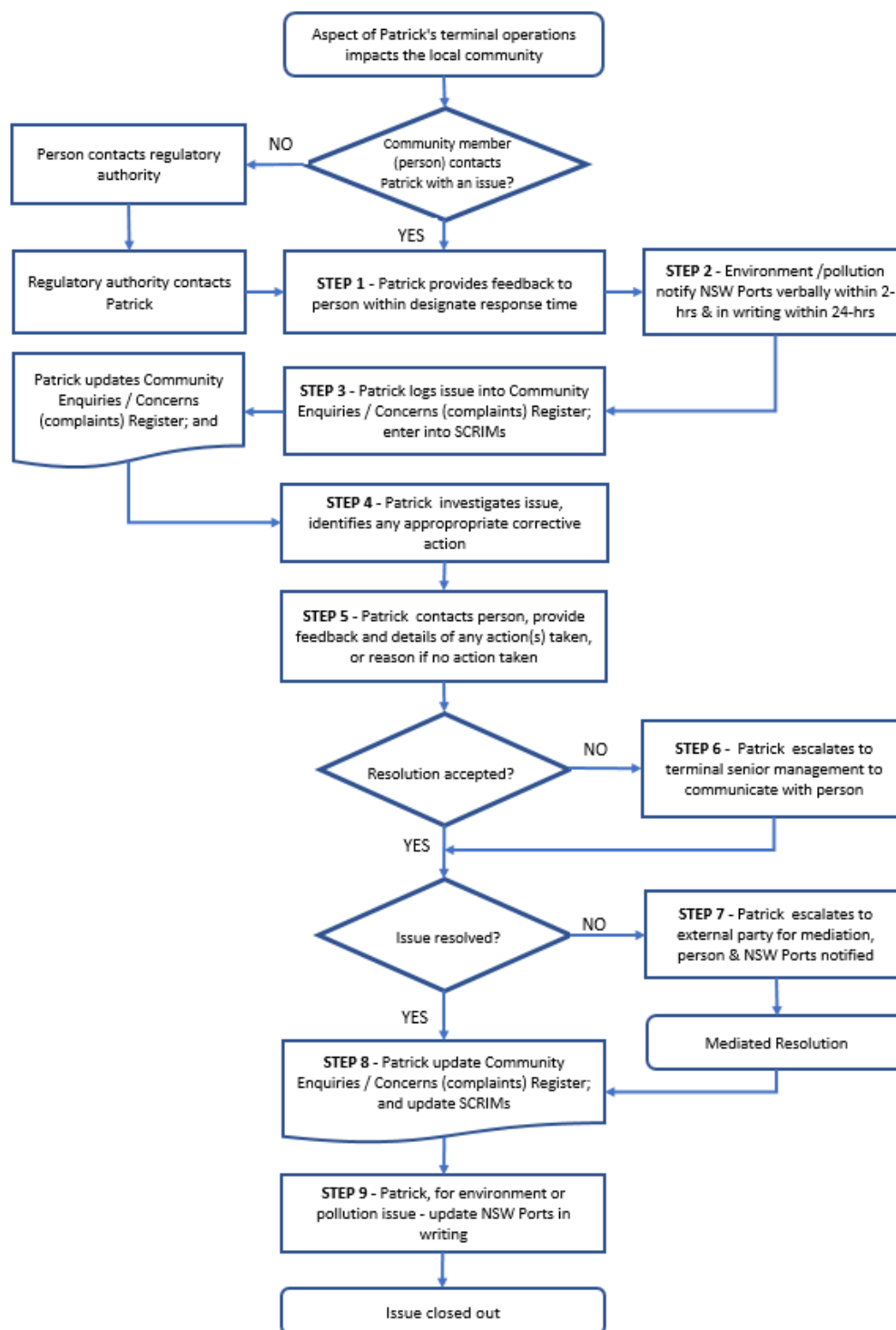
2. Opportunities for the Community to Contact Patrick

There are several methods available to the community to raise any enquires, concerns or issues with Patrick at the Port Botany Terminal, including:

- a. in Person at Patrick's terminal building – Gate B105A, Intermodal-Access Road (off Foreshore Rd) Botany NSW 2036;
- b. by mail, sent to Patrick Port Botany Terminal, PO Box 194, Botany NSW 1455;
- c. by Phone on (02) 9394 0308; and
- d. by email, on the Patrick website <http://patrick.com.au> via the 'Contact' page.

3. Community Information Complaints Handling - Process

Figure 1: Process for Managing Community Enquires, Concerns or Issues Received



4. Quarterly Reporting and Distribution

4.1 Reporting Community Enquiries / Concerns (complaints)

In accordance with Development Consent DA-494, condition C3.1 and Patrick's Operational Environmental Management Plan (OEMP) this quarterly report shall be distributed to key stakeholders via NSW Ports and/or Patrick website.

4.2 Distribution

The quarterly report will be made available to the following key stakeholders via either direct email or access to Patrick's corporate website <http://www.patrick.com.au> – Environment / Sustainability – Environment monitoring reporting:

- NSW Ports;
- NSW Department of Planning and Environment (via NSW Ports);
- The Port Botany Community Consultative Committee;
- NSW Environmental Protection Authority (if required);
- Bayside Council (if required); and
- Randwick City Council (if required).

5. Progress of Operational Development

For Patrick's "The Knuckle", the required documentation (i.e. Construction Compliance, and Pre-Operational Compliance reports) certifying the PB Expansion Consent DA-494 Schedule B (i.e. construction works and ongoing environmental management of non-operational aspects of the terminal) have been complied with, were submitted by NSW Ports to the Department of Planning and Environment (11 January 2016) who later confirmed they were to the satisfaction of the Director General (4 February 2016). Based on this information NSW Ports advised Patrick it is reasonable, for compliance purposes, to regard the 4 February 2016 as the date on which operations commenced at "The Knuckle".

5.1 Milestones Achieved to Date

During 2015, construction or remodelling of the following areas were completed and handed over to terminal, including:

- "The Knuckle" (Berth 6 and part of the Automated Yard);
- Tower building (offices and amenities);
- Maintenance building (offices and workshops);
- Truck Grids and Automated Yard; and
- Construction and commissioning of three Liebherr cranes.

6. Community Enquires / Concerns (complaints) Received

Table 1: Breakdown of Community Enquires / Concerns received during Reporting Period

Reporting Period:		1 January to 31 March 2016	
No.	Key Parameter	Number	Percent (%)
1.	Total No. of days during the reporting period	91	NA
Enquires / Concerns (complaints) logged during reporting period			
2.	Total number of enquires / concerns (complaints) logged	0	NA
3.	Number of positive enquires / concerns (complaints) logged	0	0
4.	Number of negative enquires / concerns (complaints) logged	0	0
Negative Enquires / Concerns (complaints) received during reporting period			
5.	Number attributed to Patrick operations only	0	0
6.	Number involving Patrick and another Port Botany tenant	0	0
7.	Number involving vessels	0	0
8.	Number from this reporting period - closed out	0	0
9.	Number from this reporting period - escalated	0	0
10.	Number from this reporting period - unresolved	0	0
11.	Number from this reporting period – carried over	0	0
Enquires / Concerns (complaints) to date			
12.	Total number to date – closed out	0	0
13.	Total number to date – escalated	0	0
14.	Total number to date – unresolved	0	0
15.	Total number to date – carried over	0	0

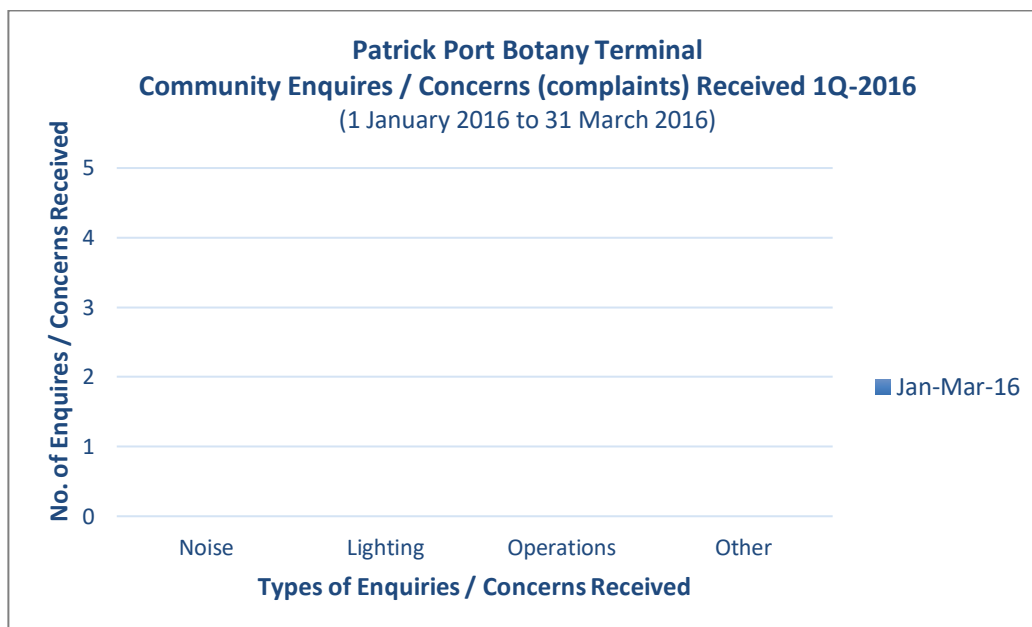
7. Commentary on Community Enquires / Concerns (complaints) Received

Patrick did not receive any enquires or concerns (complaints) relating to either of the two development consents (Existing Terminal and PB Expansion) during this reporting period (1 January to 31 March 2016). Refer to section 9 for details.

8. Graph and Trend Analysis

8.1 Graph of the Data Collected during Reporting Period

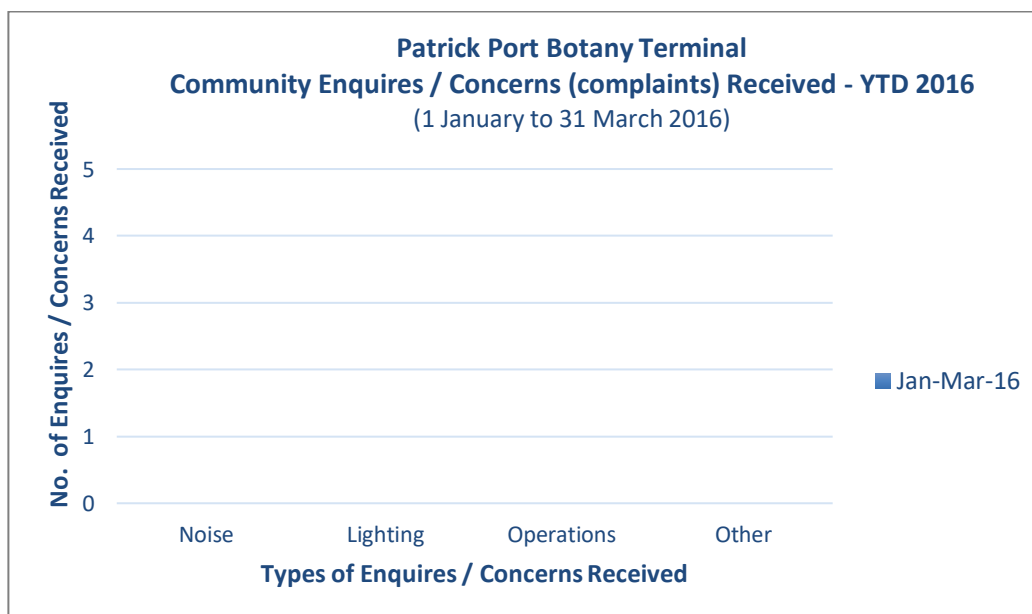
Figure 2 – Community Enquires / Concerns (complaints) received during 1 January to 31 March 2016



8.2 Trend Analysis

The trend of zero enquires / concerns (complaints) continued through the 1st quarter of 2016 with zero (0) enquires / complaints received in 2016 (up to and including 31 March 2016).

Figure 3 – Community Enquires / Concerns (complaints) received Year to Date 2016



9. Copy of Community Enquires / Concerns (complaints) Register (personal details removed)

Table 2: Patrick Port Botany Terminal – Community Enquires / Concerns (complaints) Register

Reporting Period:					1 January to 31 March 2016		
No.	Date & Time of Notification	Direct or Indirect Notification	Means Received	Personal Details of Complainant	Nature of Issue	Action taken by Patrick & Follow-Up ^{Note 1}	Patrick Comments
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^{Note 1} If nil action taken include reason(s) why no action taken.