

# Port Botany Terminal

## Environmental Management System

### Community Feedback Quarterly Report

Reporting Period: 1 July 2017 to 30 September 2017

PBT\_HSE\_REP\_11\_01\_07



## 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	Bruce Guy
2	5 & 6	14-Dec-17	EPL requirements added (s. 1.3)		

## Table of Contents

<b>1.</b>	<b>INTRODUCTION AND PURPOSE</b>	<b>4</b>
1.1	Development Consent (DA-453) – Existing Terminal	4
1.2	Development Consent (DA-494) – Port Botany Expansion (“The Knuckle”)	4
1.3	Environmental Protection Licence (EPL 6962) – Patrick Stevedores Operations Pty Ltd	5
<b>2.</b>	<b>OPPORTUNITIES FOR THE COMMUNITY TO CONTACT PATRICK</b>	<b>6</b>
<b>3.</b>	<b>COMMUNITY INFORMATION COMPLAINTS HANDLING - PROCESS</b>	<b>7</b>
<b>4.</b>	<b>QUARTERLY REPORTING AND DISTRIBUTION</b>	<b>8</b>
4.1	Reporting Community Enquiries / Concerns (complaints)	8
4.2	Distribution	8
<b>5.</b>	<b>PROGRESS OF OPERATIONAL DEVELOPMENT</b>	<b>8</b>
5.1	Milestones Achieved to Date	8
<b>6.</b>	<b>COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) RECEIVED</b>	<b>9</b>
<b>7.</b>	<b>COMMENTARY ON COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) RECEIVED</b>	<b>9</b>
<b>8.</b>	<b>GRAPH AND TREND ANALYSIS</b>	<b>10</b>
8.1	Graph of the Data Collected during Reporting Period	10
8.2	Trend Analysis	10
<b>9.</b>	<b>COPY OF COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) REGISTER</b>	<b>11</b>

## 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; and as per Environmental Protection Licence EPL 6962.

### 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, inquiry 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.*

### **1.3 Environmental Protection Licence (EPL 6962) – Patrick Stevedores Operations Pty Ltd**

Environmental Protection Licence EPL 6962 (approved 13 June 2017) – (1) Section 5 - Monitoring and Recording Conditions (M2 & M3); and (2) Section 6 – Reporting Conditions (R1.1) states:

#### **M2 Recording of pollution complaints**

M2.1 *The licensee must keep a legible record of all complaints made to the licensee or any employee or agent of the licensee in relation to pollution arising from any activity to which this licence applies.*

M2.2 *The record must include details of the following:*

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

M2.3 *The record of a complaint must be kept for at least 4 years after the complaint was made.*

M2.4 *The record must be produced to any authorised officer of the EPA who asks to see them.*

#### **M3 Telephone complaints line**

M3.1 *The licensee must operate during its operating hours a telephone complaints line for the purpose of receiving any complaints from members of the public in relation to activities conducted at the premises or by the vehicle or mobile plant, unless otherwise specified in the licence.*

M3.2 *The licensee must notify the public of the complaints line telephone number and the fact that it is a complaints line so that the impacted community know how to make a complaint.*

M3.3 *The preceding two conditions do not apply until 3 months after: the date of the issue of this licence.*



**R1 Annual return documents**

- R1.1** *The licensee must complete and supply the EPA an Annual Return in the approved form comprising:*
- 1. a Statement of Compliance,*
  - 2. a Monitoring and Complaints Summary,*
  - 3. a statement of Compliance – Licence Conditions,*
  - 4. a Statement of Compliance – Load based Fee,*
  - 5. a Statement of Compliance – Requirement to Prepare Pollution Incident Response Management Plan,*
  - 6. a Statement of Compliance – Requirement to Publish Pollution Monitoring Data; and*
  - 7. a Statement of Compliance – Environmental Management Systems and Practices.*

This report demonstrates Patrick's commitment and compliance to these two consent conditions, and the environmental protection licence 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.

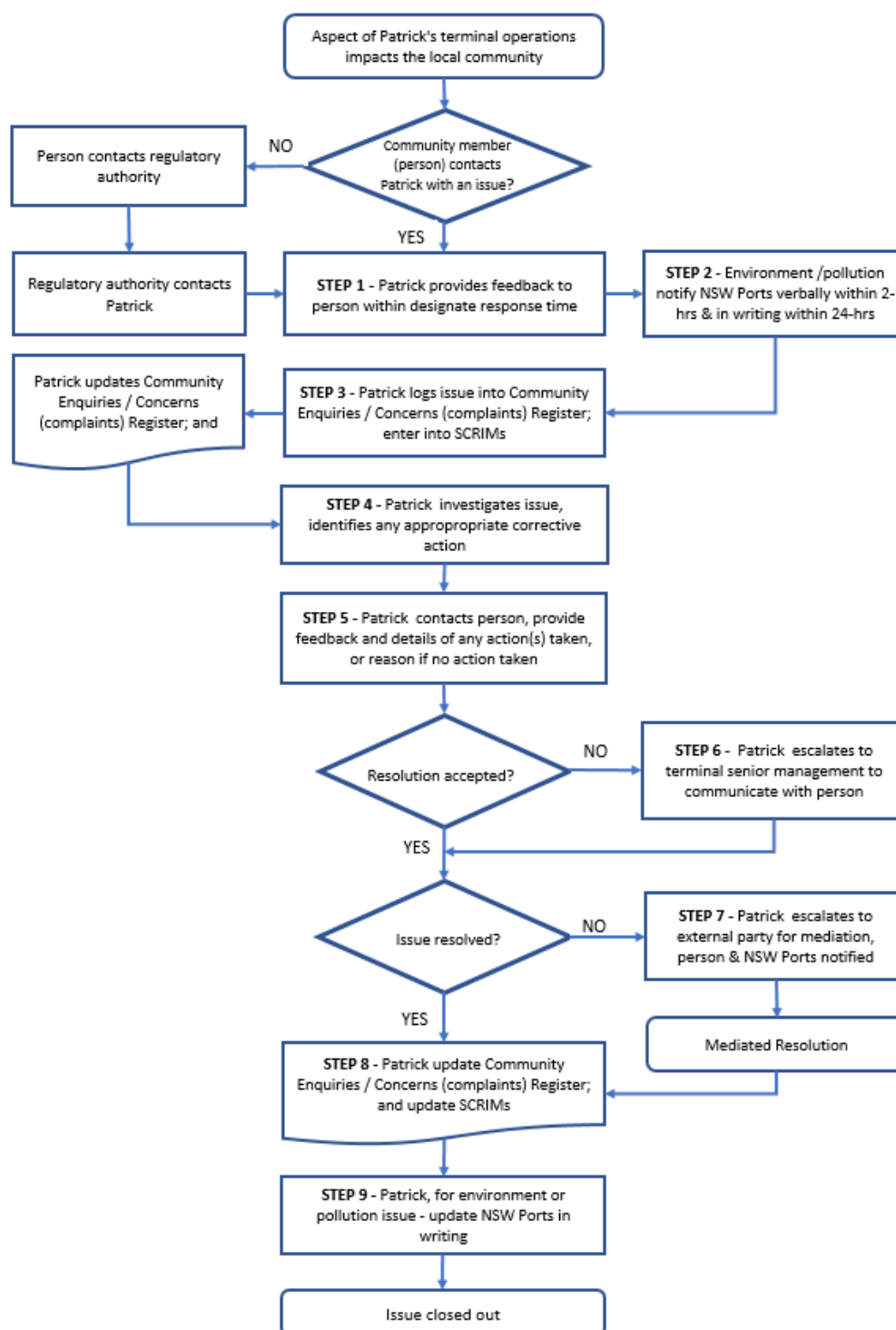
## **2. Opportunities for the Community to Contact Patrick**

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 Penrhyn Road), Banksmeadow, NSW 2019;
- 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 (via Patrick's website);
- 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 the 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 July to 30 September 2017	
No.	Key Parameter	Number	Percent (%)
1.	Total No. of days during the reporting period	92	NA
<b>Enquires / Concerns (complaints) logged during reporting period</b>			
2.	Total number of enquires / concerns (complaints) logged	2	NA
3.	Number of positive enquires / concerns (complaints) logged	0	0
4.	Number of negative enquires / concerns (complaints) logged	2	100
<b>Negative Enquires / Concerns (complaints) received during reporting period</b>			
5.	Number attributed to Patrick operations only	1	50
6.	Number involving Patrick and another Port Botany tenant	1	50
7.	Number involving vessels	0	0
8.	Number from this reporting period - closed out	2	100
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
<b>Enquires / Concerns (complaints) to date</b>			
12.	Total number to date – closed out	2	100
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

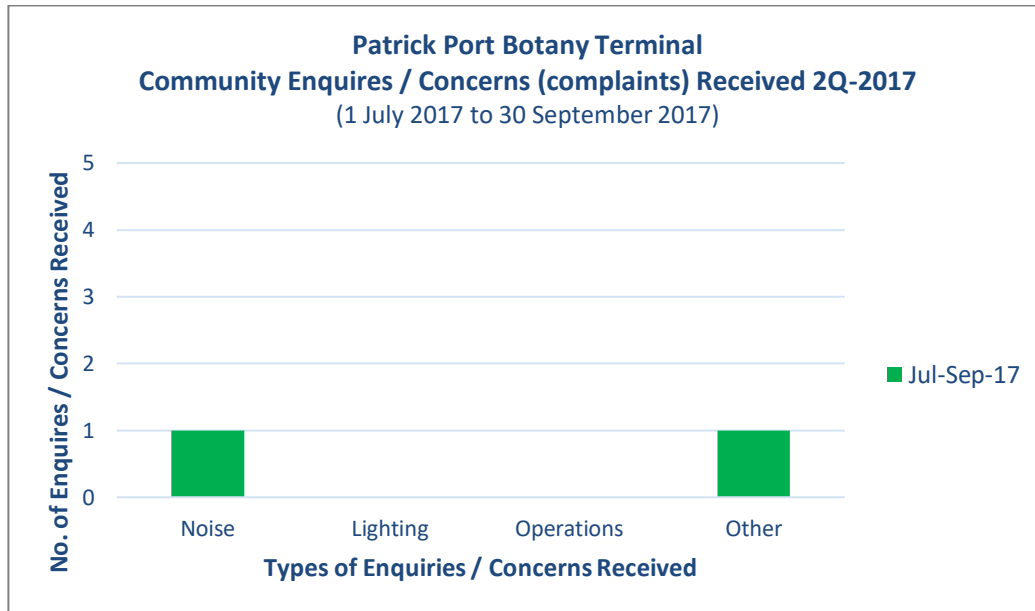
## 7. Commentary on Community Enquires / Concerns (complaints) Received

Patrick received two (2) enquires /concerns (complaints) during this reporting period (1 July to 30 September 2017) - refer to section 9 for details. Both enquires/concerns raised were closed out to the satisfaction of the regulator / complainant who contacted Patrick.

## 8. Graph and Trend Analysis

### 8.1 Graph of the Data Collected during Reporting Period

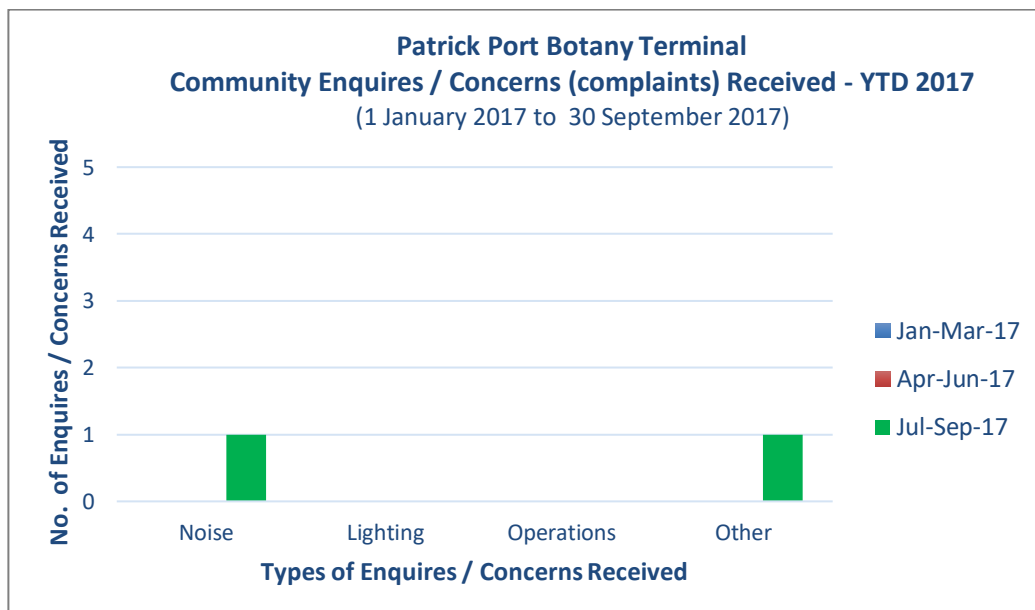
**Figure 2 – Community Enquires / Concerns (complaints) received during 1 July to 30 September 2017**



### 8.2 Trend Analysis

The low trend of enquires / concerns (complaints) continued through the 3<sup>rd</sup> quarter of the 2017 calendar year with two (2) enquires / complaints received in 2017 (up to and including 30 September 2017).

**Figure 3 – Community Enquires / Concerns (complaints) received Year to Date 2017**



**Note:** The noise complaint received in July 2017 could not be attributed to Patrick operations.

## 9. Copy of Community Enquires / Concerns (complaints) Register

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

Reporting Period:					1 July to 30 September 2017		
No.	Date & Time of Notification	Direct or Indirect Notification	Means Received	Personal Details of Complainant <small>Note 1</small>	Nature of Issue	Action taken by Patrick & Follow-Up <small>Note 2</small>	Patrick Comments
1.	9-Jul-17 approx. 23:00 hrs	Indirect	Email	EPA Officer	EPA reported community complaint ex Little Bay resident re noise from Port Botany 23:00 hrs 9-Jul-17 to 03:00hrs 10-Jul-17.	Patrick checked operational and Maintenance activities conducted during the reported time and there was nothing out of the ordinary. Response sent to the EPA. (INC0001173)	No further action.
2.	19-Jul-17 approx. 16:00hrs	Direct	Phone call	NSW Ports	Reported spoils from trucks leaving Patrick (Gate B110) falling onto the roadway and requested clean-up.	Project Engineer arranged a road sweeper later today (20-Jul-17) with routine monitoring and cleaning of the roadway for the duration of the project. (INC0001207)	Continued monitoring.

Note 1 – Identifying personal details have been removed.

Note 2 - If nil action taken include reason(s) why no action taken.