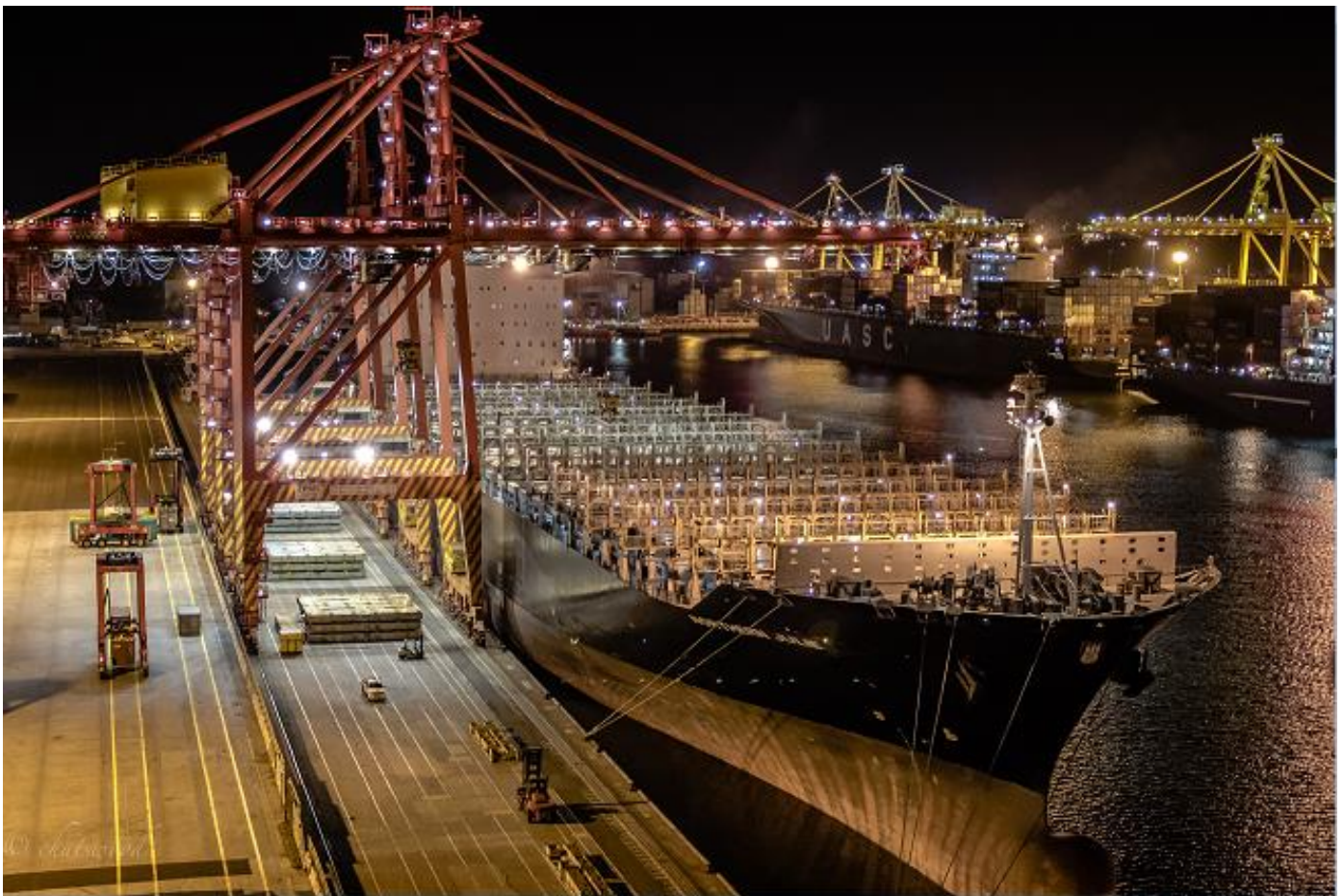


# **Port Botany Terminal Environmental Management System**

## **Community Feedback Quarterly Report**

Reporting Period: 1 July to 30 September 2018



*Courtesy of Bob Wood - Northern Julie berthed at Patrick's Port Botany Terminal, December 2017*

## 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	4	10-Apr-18	Included DA-453 condition 3.63	Marie Gibbs	Bruce Guy
3	8	5-Oct-18	Updated flowchart	Marie Gibbs	Bruce Guy

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## Table of Contents

<b>1.</b>	<b>INTRODUCTION AND PURPOSE</b>	<b>4</b>
1.1	Development Consent (DA-453) – Existing Patrick Terminal	4
1.2	Development Consent (DA-494) – Port Botany Expansion (Patrick’s “The Knuckle”)	5
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>7</b>
<b>3.</b>	<b>COMMUNITY INFORMATION COMPLAINTS HANDLING - PROCESS</b>	<b>8</b>
<b>4.</b>	<b>QUARTERLY REPORTING AND DISTRIBUTION</b>	<b>9</b>
4.1	Reporting Community Enquiries / Concerns (complaints)	9
4.2	Distribution	9
<b>5.</b>	<b>PROGRESS OF OPERATIONAL DEVELOPMENT</b>	<b>9</b>
5.1	Milestones Achieved to Date	9
<b>6.</b>	<b>COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) RECEIVED</b>	<b>10</b>
<b>7.</b>	<b>COMMENTARY ON COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) RECEIVED</b>	<b>10</b>
<b>8.</b>	<b>GRAPH AND TREND ANALYSIS</b>	<b>11</b>
8.1	Graph of the Data Collected during Reporting Period	11
8.2	Trend Analysis	11
<b>9.</b>	<b>COPY OF COMMUNITY ENQUIRES / CONCERNS (COMPLAINTS) REGISTER</b>	<b>12</b>

## 1. Introduction and Purpose

This Community Feedback Quarterly Report for the third quarter of 2018 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 Patrick's Environmental Protection Licence (EPL 6962).

### 1.1 Conditions of Approval 453-12-2002-i MOD 7 (approved 26 Sep 2013)

This consent applies to the existing Patrick terminal, i.e. berths 7, 8 & 9 and the area adjacent. Conditions 3.63 and 3.64 specifically relate to the receiving of complaints and registering any complaints received.

#### **Telephone Hotline**

3.63 *Prior to the commencement of construction, the Applicant shall establish and list with the telephone company a 24-hour free call complaints contact telephone number. The Applicant shall provide the telephone number to the Department, EPA and Council and written notification shall be given to the surround residents.*

*The aim of the complaints line is to enable any member of the public to reach a person who can arrange appropriate corrective action to the complaint within two hours, 24 hours per day for the duration of the construction and operation of the development.*

#### **Complaints Register**

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 Conditions of Approval 494-11-2003-i MOD 15 (approved 8 Jul 2013)

This consent applies to the expansion area of Patrick's terminal referred to as "The Knuckle", i.e. berth 6 and the area adjacent. Condition C3.1 relates to the receiving of complaints and registering any complaints received.

**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) (approved 13 Jun 2017)

The sections of EPL 6962 which specifically refer to complaints are - Section 5, Monitoring and Recording Conditions (M2 & M3), and Section 6, Reporting Conditions (R1).

### **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.*

#### **1.4 Patrick's Commitment and Compliance**

This quarterly 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 24 hour, 7 days a week Community Enquires / Concerns (Complaints) Register – including details of the issue raised, the person raising the issue, any actions taken or if not taken, including 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 (DPE), Environmental Protection Authority (EPA) and/or council if requested; and
- a copy of this quarterly report being available on Patrick's website <http://patrick.com.au> home page (select "Environment").



## 2. Opportunities for the Community to Contact Patrick

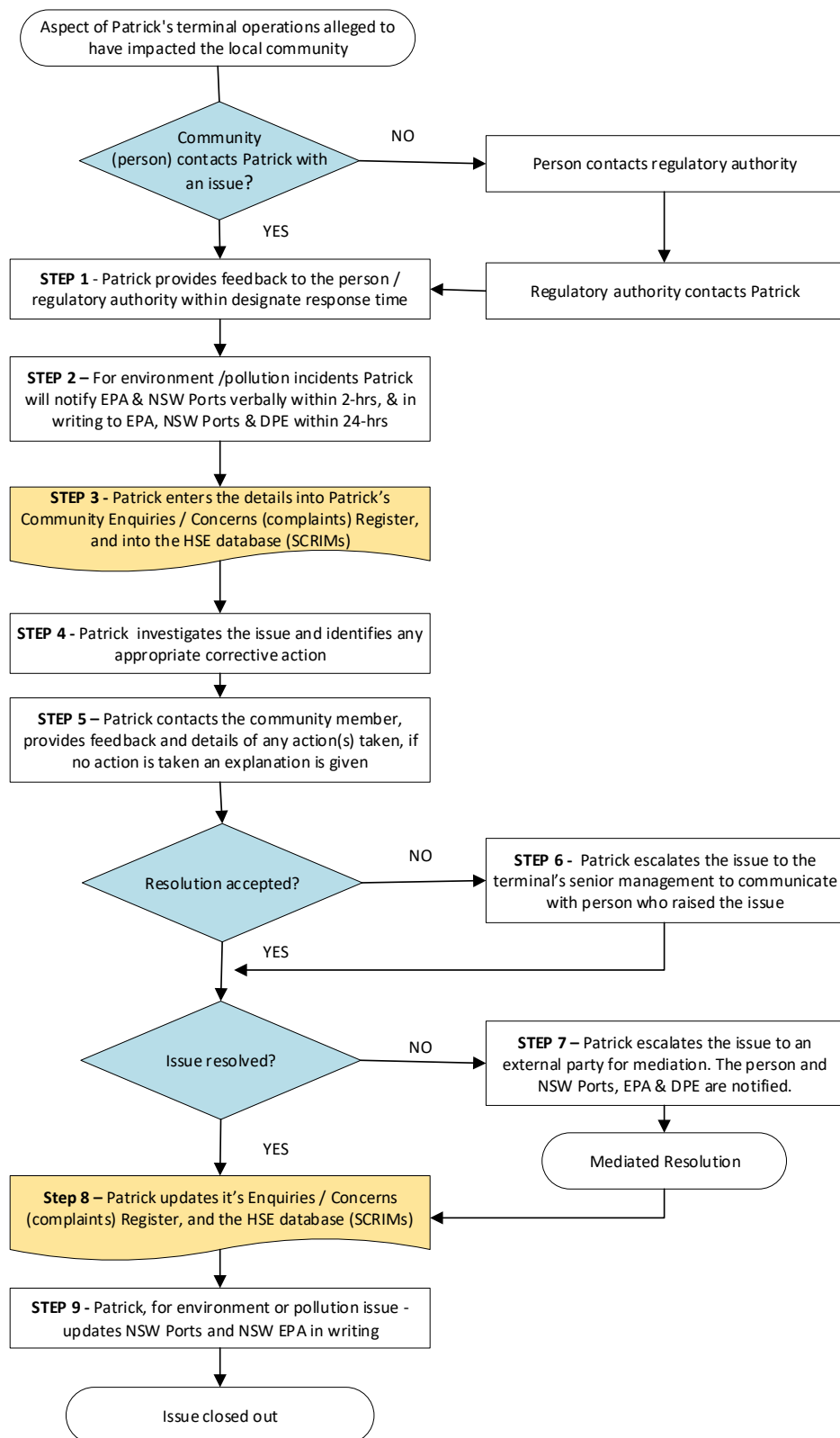
There are several methods available to the community to raise any enquires, concerns or issues with Patrick at the Port Botany Terminal, including:

- 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 which is diverted to a mobile phone with 24/7 coverage; and
- d. by email, on the Patrick website <http://patrick.com.au> Home page (select 'Contact').

In addition, at the Port Botany Precinct Community Consultation Committee meeting held at Hutchison Ports Australia terminal on the 14 November 2017, Patrick's representative reported the complaints and enquires line phone number (Ph. 9394 0308), and it being operational 24 hours, 7 days a week. This was noted in the minutes of the meeting.

### 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 and/or made available via Patrick's 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://patrick.com.au> Home page (select 'Environment').

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

## 5. Progress of Operational Development

The required documentation, including Construction and Pre-Operational Compliance reports certifying the Port Botany 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 and submitted by Patrick to NSW Ports and ultimately to the Department of Planning and Environment (11 January 2016). The Director General later confirmed the documents were to their satisfaction (4 February 2016). Based on the response from the Department of Planning and Environment, 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

From 2013 to 2015, the following areas were constructed or remodelled, and then handed over to the terminal, including:

- The area known as "The Knuckle" (Berth 6 and part of the Automated Yard);
- Tower building (offices and amenities);
- Maintenance building (offices and workshops); and
- Truck Grids and Automated Yard.

In 2016/17, the following deconstruction and construction activities were completed:

- De-construction of quay crane 1; and
- Quay (Leibherr) cranes 12, 13 and 14 assembled and installed.

For 2018, no major deconstruction / construction activities have been carried out year-to-date.

## 6. Community Enquires / Concerns (Complaints) Received

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

Reporting Period:		1 July to 30 September 2018	
No.	Key Parameter	Number	Percent (%)
1.	Total number 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	0	NA
3.	Number of positive enquires / concerns (complaints) logged	0	0
4.	Number of negative enquires / concerns (complaints) logged	0	0
<b>Negative Enquires / Concerns (Complaints) received during reporting period</b>			
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
<b>Enquires / Concerns (Complaints) received to date (from January 2016)</b>			
12.	Total number to date – closed out	4	100
13.	Total number to date – attributed to Patrick’s operations	1	100
14.	Total number to date – escalated	0	0
15.	Total number to date – unresolved	0	0
16.	Total number to date – carried over	0	0

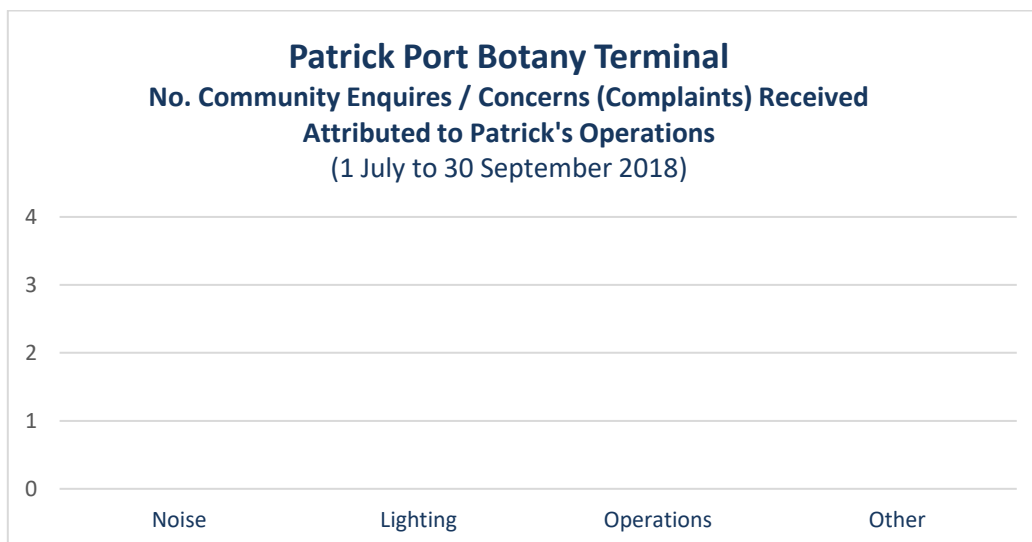
## 7. Commentary on Community Enquires / Concerns (complaints) Received

During this reporting period (1 July to 30 September 2018) Patrick received nil (0) enquires /concerns (complaints) from the community. Refer to section 9 of this report for further details.

## 8. Graph and Trend Analysis

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

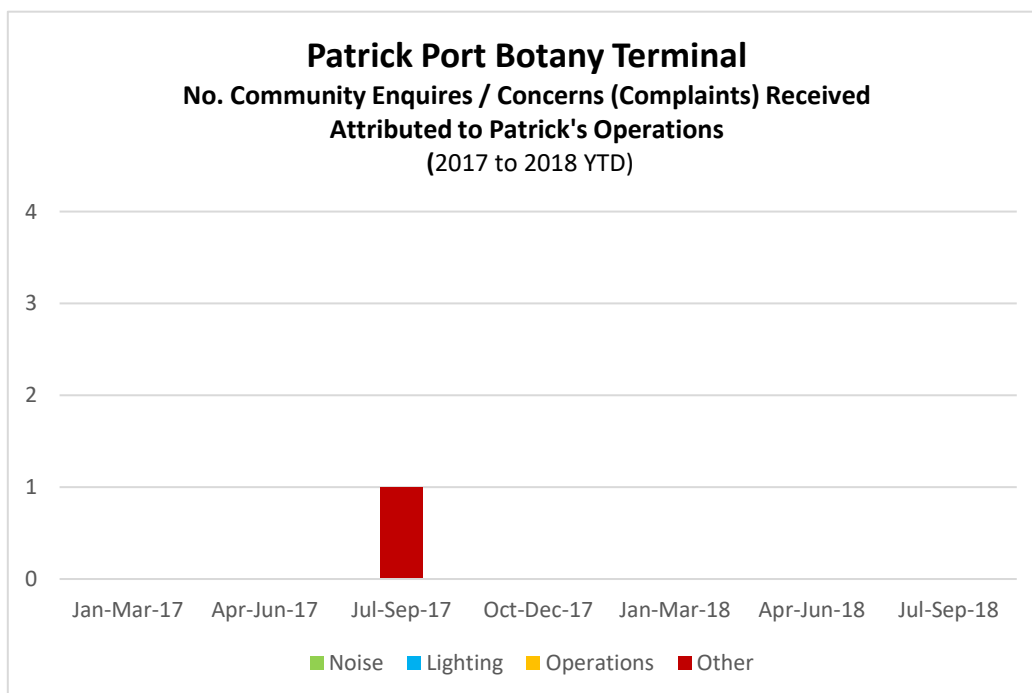
**Figure 2 – Community Enquires / Concerns (Complaints) Received Attributed to Patrick's Operations 3Q/18**



### 8.2 Trend Analysis

The low trend of enquires / concerns (complaints) continued through the third quarter of 2018. During this quarter there was nil (0) enquires / complaints received.

**Figure 3 – Community Enquires / Concerns (Complaints) Received Attributed to Patrick's Operations 2017-18 YTD**



## 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 2018		
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
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Note 1 – Identifying personal details have been removed.

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