

Port Botany Terminal

Patrick HSE Management System

Public Inquiry, Comment & Complaint Handling

Reporting Period: 1 July to 30 September 2019



Courtesy of Bob Wood - berthed at the Patrick Terminal, December 2017

DOCUMENT CONTROL

Document control shall be in accordance with Patrick Terminal's corporate **PAT_HSE_PRO_14_014 Document Management Procedure**, ensuring:

- The current version of the Public Inquiries, Comments & Complaints Quarterly Report is readily available to key stakeholders, and available on the Patrick website; and
- A copy of the Public Inquiries, Comments & Complaints Quarterly Report is retained for a minimum of seven years.

Listed below are the four most recent issues 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 (section 3)	Marie Gibbs	Bruce Guy
4	All	3-Jan-19	Updated entire OEMP, Table 1 & Register (sections 6 & 9)	Marie Gibbs	Bruce Guy

A person using Patrick's documents or data accepts the risk of:

- Using the documents or data in electronic form without requesting and checking them for accuracy against the original hard copy version; and
- Using the documents or data for any purpose not agreed to in writing by Patrick.

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1. Introduction and Purpose

This Public Inquiries, Comments and Complaints Report for the third quarter of 2019 and 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 DA 453-12-2002-i MOD 7

This consent applies to the existing Patrick terminal, i.e. berths 7, 8 and 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 DA 494-11-2003-i MOD 15 & MOD 16

This consent applies to the Port Botany Expansion, i.e. the Patrick Terminal's "The Knuckle" (Berth 6).

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 June 2017)

EPL 6962 Section 5, Monitoring and Recording Conditions (M2 & M3), and Section 6, Reporting Conditions (R1) specifically refer to complaints.

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 of a:*

1. *Statement of Compliance,*
2. *Monitoring and Complaints Summary,*
3. *Statement of Compliance – Licence Conditions,*
4. *Statement of Compliance – Load based Fee,*
5. *Statement of Compliance – Requirement to Prepare Pollution Incident Response Management Plan,*
6. *Statement of Compliance – Requirement to Publish Pollution Monitoring Data; and*
7. *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 inquiries, comments and complaints raised by the public/community with Patrick;
- operating a 24-hour, 7-days a week, free-call to receive calls from the public (or regulator) and respond within 2 hours of receiving the inquiry, comment or complaint;
- managing public inquiries, comments and complaints as per the Terminal's **Operational Environmental Management Plan (OEMP) – Section 4.6, Handling Environment Related Public Inquiries, Comments and Complaints**, and maintaining the **PBT Public Inquiry, Comment & Complaint Register (PBT_HSE_REG_11_02)**;
- providing to key stakeholders, a quarterly report outlining details of any inquiries, comments and complaints received from the public during the three-month reporting period;
- making the register available for inspection by the Department of Planning and Environment (DPE), NSW Ports, Environmental Protection Authority (EPA) and/or council if requested; and
- a copy of this quarterly report will be available on Patrick's website - <http://www.patrick.com.au/environment-monitoring-reporting> (i.e. Community Feedback Reports).

2. Opportunities for the Public to Contact Patrick

There are several methods available to the public to raise any inquiries, comments or complaints 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 and completing the enquiries template and submitting to Patrick.
<http://www.patrick.com.au/contact>

3. Public Inquiry, Comment and Complaint Handling Process

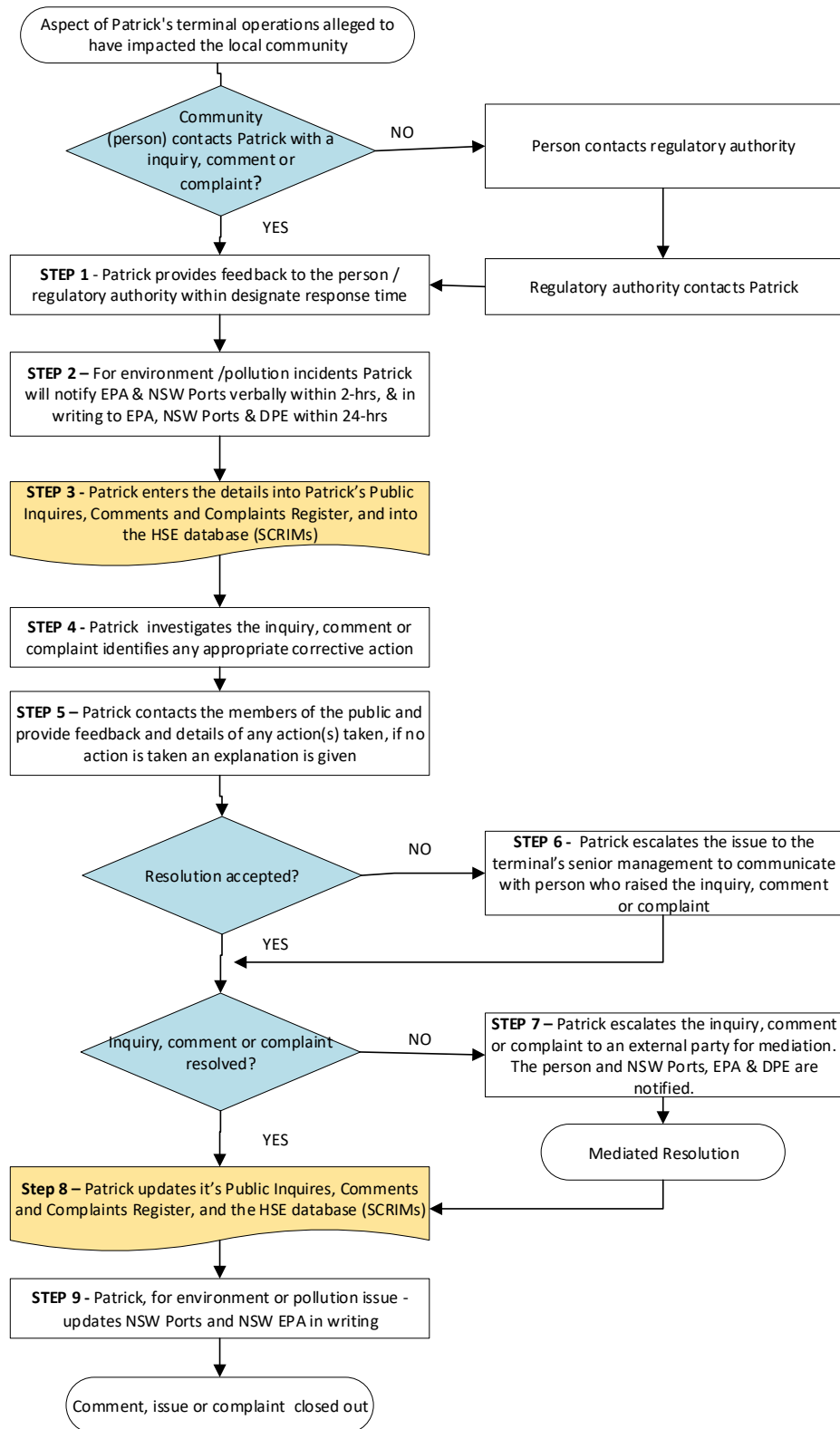


Figure 3.1: Process for handling environment related inquiries, comments and complaints received from the Public

4. Quarterly Reporting and Distribution

4.1 Reporting Inquiries, Comments and Complaints Received from the Public

In accordance with Development Consent DA 494 condition C3.1, and Patrick's Operational Environmental Management Plan (OEMP, <http://www.patrick.com.au/environment-management>) this quarterly (3-monthly) report shall be distributed to key stakeholders and made available via Patrick's website <http://www.patrick.com.au/environment-monitoring-reporting> (i.e. Community Feedback Reports).

4.2 Distribution

This quarterly report will be made available to the following key stakeholders via either direct email or access to Patrick's website:

- NSW Ports;
- NSW Department of Planning and Environment;
- NSW Environmental Protection Authority;
- Port Botany Community Consultative Committee (via Patrick's website - <http://www.patrick.com.au/environment-monitoring-reporting>; 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" (Berth 6).

5.1 Milestones Achieved to Date

From 2013 to 2015, the following areas were constructed/remodelled, and 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.

During 2016 and 2017, 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.

In 2018, no major deconstruction / construction activities were carried out during the year. For 2019 no major deconstruction / construction activities have been carried out year to date.

6. Public Inquiry, Comment and Complaint Received

Table: 6.1: Breakdown of inquiries, comments and complaints received from the public during reporting period

Reporting Period:		1 July to 30 September 2019	
Total number of days during the reporting period		92	
No.	Key Parameter	Number	Percent (%)
1	During the reporting period - Inquiries, comments and complaints logged / received by Patrick		
1.1	Total number logged / received	0	NA
1.2	Total number logged / received - attributed to Patrick's operations	0	NA
2	During the reporting period - Inquiries, comments and complaints attributed to Patrick's operations		
2.1	Number - negative inquiries, comments and complaints received from the public	0	0
2.2	Number - involving Patrick and other Port Botany tenant(s)	0	0
2.3	Number - involving vessels	0	0
2.4	Number - closed out	0	0
2.5	Number - escalated	0	0
2.6	Number - unresolved	0	0
2.7	Number - carried over	0	0
3	From February 2016 onwards - Management of Inquiries, Comments and Complaints received		
3.1	Total number - received	6	NA
3.2	Total number - received and closed out	6	100
3.3	Total number - received are attributed to Patrick's operations	1	NA
3.4	Total number - attributed to Patrick's operations and closed out	1	100
3.5	Total number - attributed to Patrick's operations and escalated	0	0
3.6	Total number - attributed to Patrick's operations and unresolved	0	0
3.7	Total number - attributed to Patrick's operations and carried over	0	0

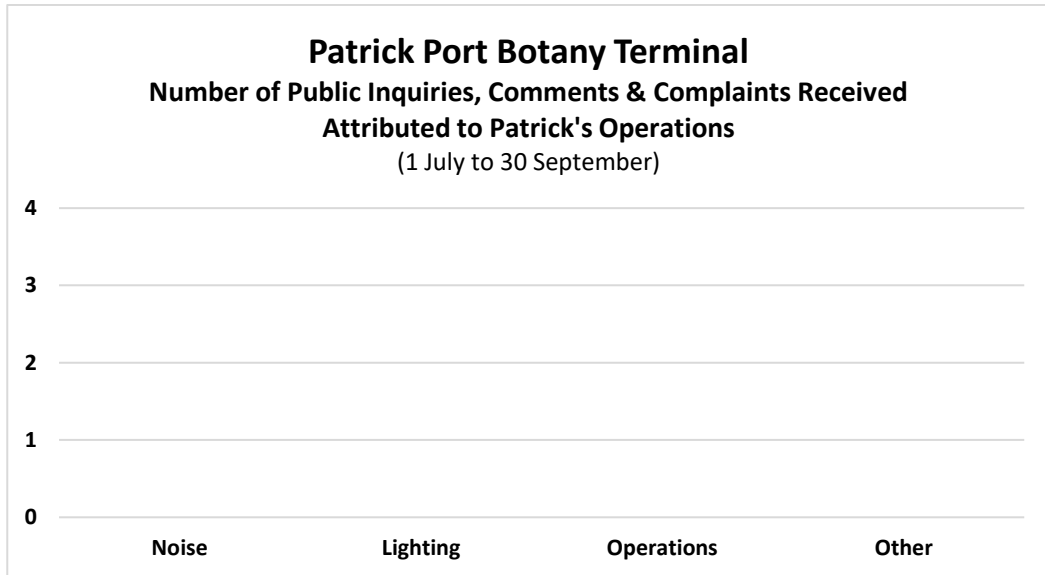
7. Inquiries, Comments and/or Complaints Received

During the 3-month reporting period (1 July to 30 September) Patrick received nil (0) inquiries, comments or complaints from the public or via the NSW EPA. 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

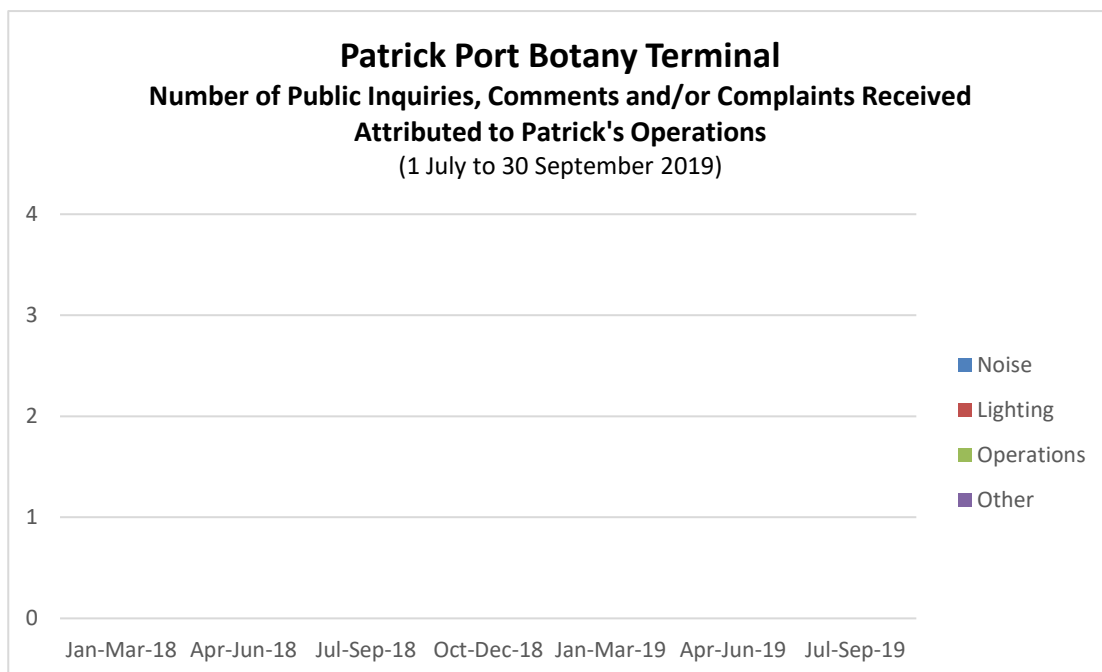
Figure: 8.1.1: Public Inquiries, Comments and Complaints Received Attributed to Patrick Operations, 3Q/2019



8.2 Trend Analysis

The zero-trend continued through the third quarter of 2019 with zero (0) inquiries, comments and/or complaints attributed to Patrick's operations received from the public.

Figure: 8.2.1: Public Inquiries, Comments and Complaints Received Attributed to Patrick Operations, 2018 to 2019 YTD



9. Copy of Public Inquiries, Comments and Complaints Register

Table: 9.1: Patrick Port Botany Terminal – Public Inquiries, Comments and Complaints registered during reporting period

Reporting Period (3 months):					1 July to 30 September 2019			
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>	Attribute Inquiry/Complaint to Patrick Operations? (Yes or No)	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.