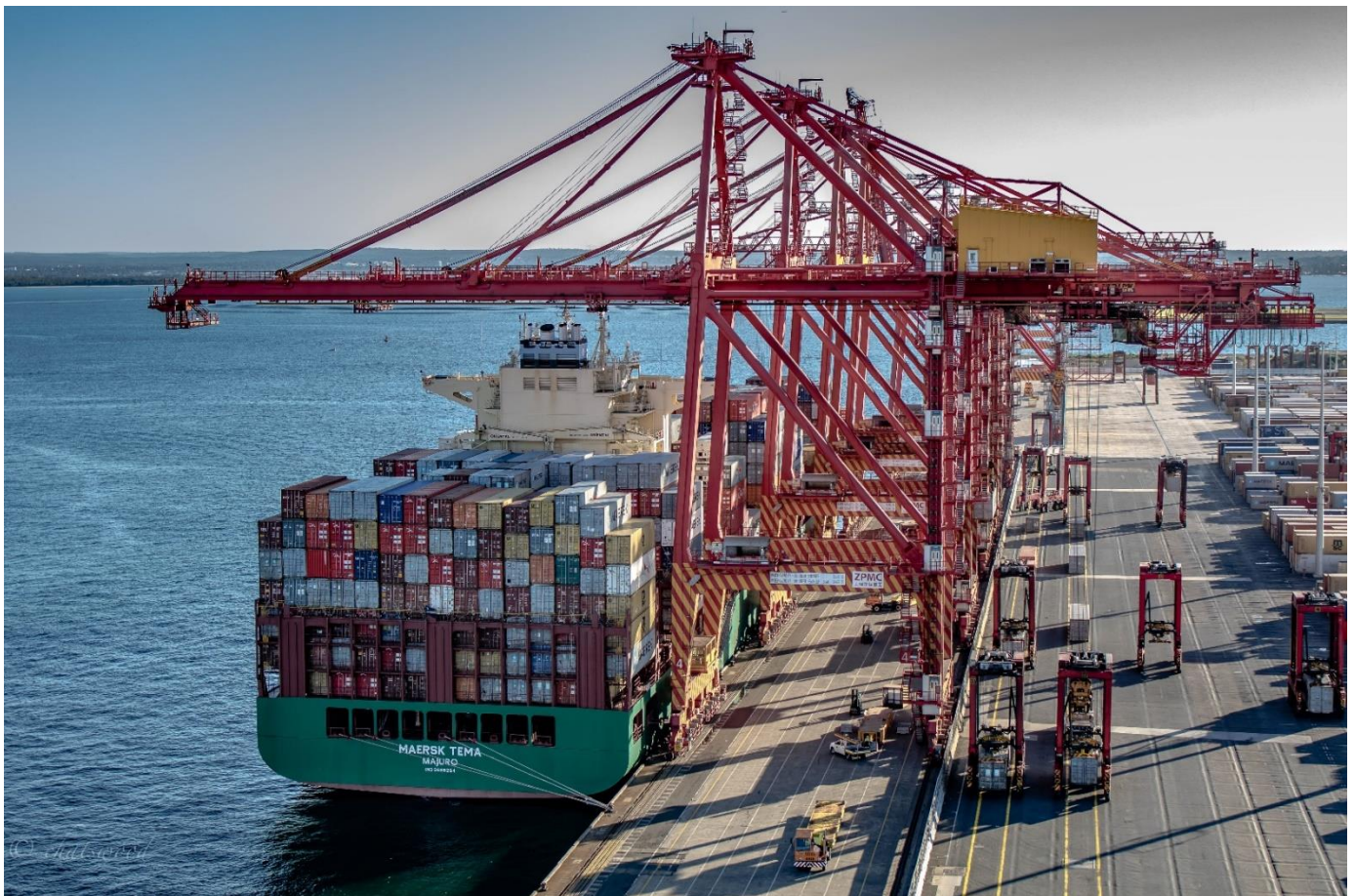


# Port Botany Terminal Environmental Management System

## Community Feedback Quarterly Report

Reporting Period: 1 October to 31 December 2017



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## DOCUMENT CONTROL:

Listed below are the last 4 revisions for this report.

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## 1. Introduction and Purpose

This Community Feedback Quarterly Report for the fourth quarter of 2017 has been prepared by Patrick to comply with the relevant conditions outlined in the Instrument of two development consents (DA-453-12-2002i MOD8 and DA-494-11-2003-i MOD15) and Patrick's Environmental Protection Licence (EPL 6962).

### 1.1 Development Consent (DA-453) – Existing Patrick Terminal

Development Consent DA-453-12-2002i MOD8 (approved 26 September 2013), Schedule 2 (referred to as the 'Development Consent – Existing Patrick 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 (Patrick's "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 (Patrick's "The Knuckle")') 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.*

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

Environmental Protection Licence EPL 6962 (approved 13 June 2017) – Section 5 - Monitoring and Recording Conditions (M2 & M3), and Section 6 – Reporting Conditions (R1) 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 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 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**

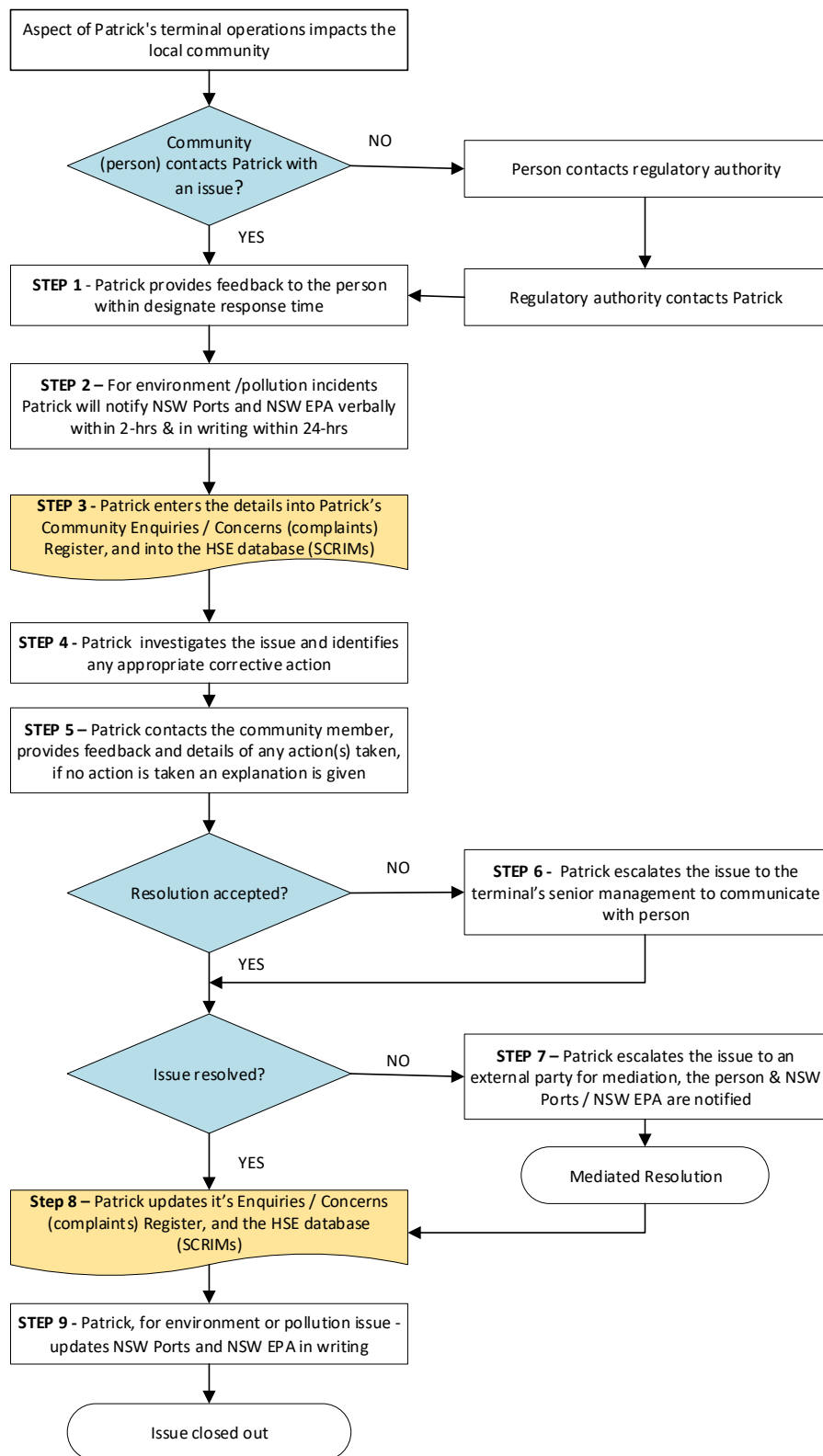
There are several methods available to the community to raise any enquires, concerns or issues with Patrick at the Port Botany Terminal, including:

- 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.

At the Port Botany Precinct Community Consultation Committee meeting held at Hutchison Ports Australia terminal on the 14<sup>th</sup> November 2017, Patrick's representative reported the complaints and enquires line phone number (9394 0308), and it being operational 24/7. 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 via NSW Ports and/or 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://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 / or
- 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, were submitted by Patrick via NSW Ports 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 & 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.

During 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.



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

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

Reporting Period:		1 October to 31 December 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	0	0
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) to date (as of January 2016)</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

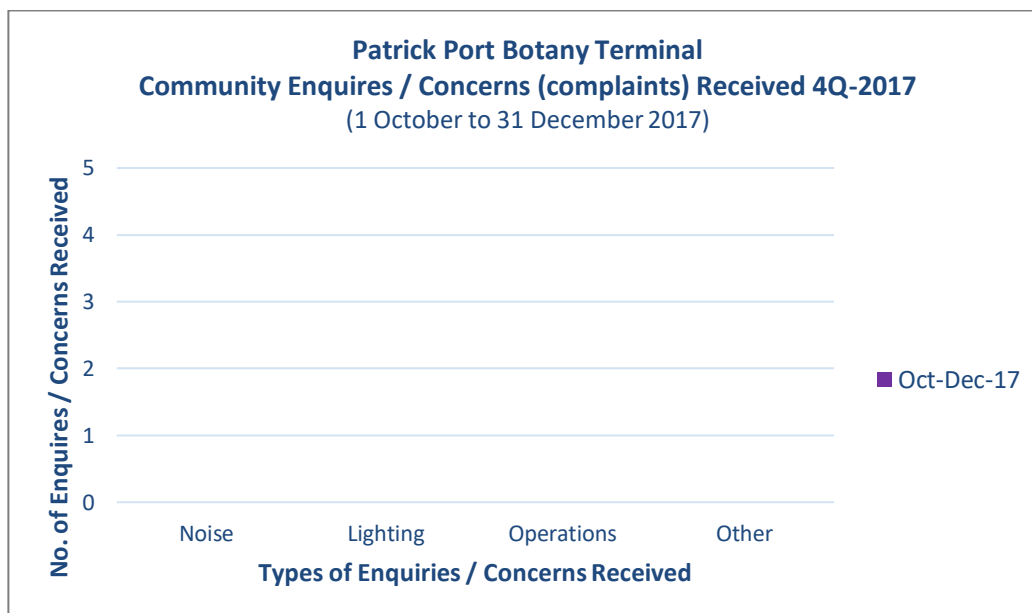
## 7. Commentary on Community Enquires / Concerns (complaints) Received

Patrick did not receive any enquires /concerns (complaints) during the reporting period 1 October to 31 December 2017. Refer to section 9 of this report.

## 8. Graph and Trend Analysis

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

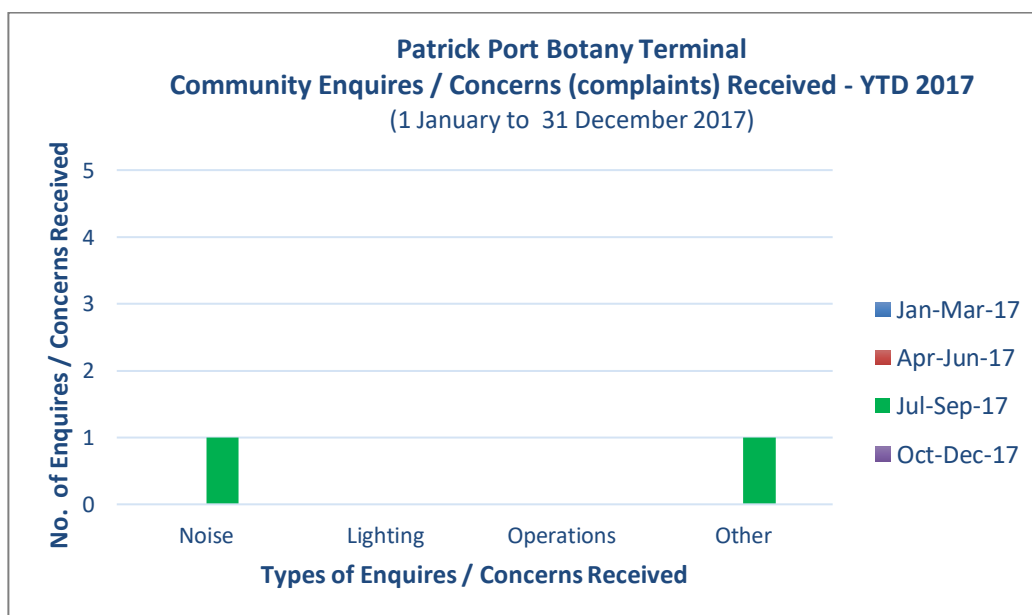
**Figure 2 – Community Enquires / Concerns (complaints) received from  
1 October to 31 December 2017**



### 8.2 Trend Analysis

The low trend of enquires / concerns (complaints) continued through the fourth quarter. In 2017 there was a total of two (2) enquires / complaints received, both were reported during the third quarter. It is note that the noise complaint received in July could not be attributed to Patrick's operations.

**Figure 3 – Community Enquires / Concerns (complaints) received for 2017**



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

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

Reporting Period:					1 October to 31 December 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
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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.