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CONSTRUCTION MONITORING REPORT

APRIL 2025 TO SEPTEMBER 2025

Sydney Metro SWM4

Design and Construction of
Errant and Hostile Vehicle
Mitigation Treatments for
the Southwest Metro Project

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1 INTRODUCTION

1.1 Purpose

This Construction Monitoring Report (CMR or Report) has been prepared to address the requirements of the Critical State Significant Infrastructure (CSSI) 8256 Conditions of Approval (CoA), specifically Conditions C8 to C14.

This Report has been prepared under the approved Construction Monitoring Program (CMP) and presents the results of noise and vibration monitoring and complaints management outcomes undertaken as part of the Errant and Hostile Vehicle Mitigation Treatments Project (hereafter referred to as *the Project*).

The Project scope generally includes:

- Errant Vehicle Mitigation (EVM) treatments comprising:
 - Eight (8) station overbridge barriers
 - Seven (7) non-station road-over-rail overbridge barriers
 - Forty-two (42) non-bridge locations along the southwest corridor
- Hostile Vehicle Mitigation (HVM) treatments in eight (8) station precincts
- Road upgrades (kerbside ramps)
- Fencing, finishing works, and other streetscape and remediation elements.

This Construction Monitoring Report has been prepared to satisfy CoA C8–C14 and includes monitoring outcomes for the period April 2025 to September 2025.

1.2 Construction Monitoring Program Framework

This Report has been developed *under the approved* Construction Monitoring Program (CMP). The CMP applicable to this Project is contained within Section 9 of the Noise and Vibration Management Plan (SMCSWSW7-MRL-1NL-EM-PLN-000038), and establishes the monitoring framework, parameters, frequency, and reporting mechanisms to compare actual construction performance against predicted outcomes.

The CMP was developed in accordance with CoAs C8–C13 and endorsed by the Independent Environmental Representative (ER) prior to the commencement of construction.

This Report presents the monitoring outcomes in accordance with the CMP and forms part of the continuous improvement process required by the Conditions of Approval.

Consultation with relevant agencies has been undertaken in accordance with CoAs C8–C10, including:

- Inner West Council,
- City of Canterbury Bankstown, and
- DPHI.

Evidence of consultation and agency correspondence is provided in Appendix E and within the Noise and Vibration Management Plan.

1.3 Submission and Review

In accordance with condition the Ministers' Conditions of Approval (MCoA) C14, this Construction Monitoring Report will be submitted to the following agencies for information:

- Inner West Council;
- City of Canterbury Bankstown; and
- DPHI.

The Independent Environmental Representative for the Project will review the report prior to submission.

This Construction Monitoring Report will not be submitted to the EPA as the Project is not subject to an EPL.

2 NOISE AND VIBRATION

The proposed Errant and Hostile Vehicle Mitigation Treatments are to be carried out along the Southwest Metro corridor. The Southwest corridor is located in predominantly suburban residential areas with mixed use near the stations, including commercial, residential, childcare and medical consulting rooms. These land-uses are mixed within the identified noise catchments, although in general there are clusters of industrial and commercial areas surrounding stations, primarily residential areas between stations. The area surrounding the project sites are affected by rail noise and vibration. The majority of works will occur along the Southwest Metro corridor.

Noise and vibration monitoring must be carried out for the duration of Construction. The predominant reason for monitoring noise and vibration associated with the construction works is to ensure compliance with modelled results for noisy works and to ensure compliance with modelled results and the project's Conditions of Approval(s) and NVMP. Modelling undertaken prior to noisy construction activities assesses if Respite Offers (RO) and Alternate Accommodation (AA) are required to be provided to sensitive receivers that are impacted by noise from works conducted outside of standard working hours. Other reasons to conduct noise and vibration monitoring include:

- In response to noise or vibration complaints
- If requested by Sydney Metro, the ER, DPHI or EPA
- To augment baseline noise levels, if the noise environment at a receiver is considered to be different from the noise logger locations used for the EIS
- To validate predicted noise levels associated with each works scenario assessed in the CNVIS, at the commencement of works and new construction activities or location.
- To confirm baseline vibration levels currently experienced at heritage-listed structures and at any vibration-sensitive equipment
- Where vibration levels are predicted to exceed the vibration screening level, attended vibration monitoring would be carried out to ensure vibration levels remain below appropriate limits for that structure, in accordance with Revised Environmental Mitigation Measure (REMM) NVC12; and
- As part of a plant noise audit.

The methodology and rationale for conducting noise and vibration monitoring is contained within the relevant Noise and Vibration Monitoring Plan (SMCSWSW7-MRL-1NL-EM-REP-001090).

2.1 Results – Noise Monitoring

This Construction Monitoring Report captures progress from the 30th of April 2025 to 30th September 2025. The following scope of works was completed at each respective overbridge location where noise monitoring was required.

2.1.1 King Georges Road, Wiley Park NSW

Works at this location involved the operation of a bridge girder lift, which included the use of a crane to position prefabricated girders from oversized delivery vehicles onto completed pile caps.

Ahead of works commencing, Respite Offers and Alternative Accommodation were provided to qualifying residences. During the activity, attended noise monitoring recorded noise levels exceeding predicted levels. No further mitigation measures are required as works have been completed within the area.

No noise complaints were recorded as part of this activity. Refer to Section 3.2 for further details.

2.1.2 Canterbury Road, Canterbury NSW

A high volume of noise monitoring was completed at Canterbury Road for several activity types during the reporting period, including:

- Road sawing for slit trenches as part of utility relocation works
- Vacuum truck operation to excavate utility relocation cavities using non-destructive digging
- Excavator with a hammer attachment to break bedrock as part of utility relocation works
- Piling works on the city side of the overbridge

The results of the monitoring were varied in that LAeq (15 minute) observed exceedances more often than not. Whereby, LaMax saw exceedances a majority of the time.

The project adapted to the progressive results seen through the reporting period and further mitigated the impacts through the following methods:

- Increasing the area of AA/RO qualifying properties for consideration; and
- Ensuring that all scheduling of works had any high impact activities (road sawing) completed at the earliest time of the shift possible, once traffic control was set.

These measures were effective, as demonstrated by subsequent monitoring results, which recorded LAeq levels below predicted values in later stages of the reporting period.

There were three instances where resident complaints corresponded with these works, however, investigations and community feedback did not generally identify the operation of specific plant or machinery as the primary cause of dissatisfaction. It is therefore unlikely that these minor and/or brief exceedances observed were responsible for the reported impacts. Refer to Section 3.2 for further details.

2.1.3 Stacey Street, Bankstown NSW:

Noise monitoring conducted near the Stacey Street overbridge was to monitor the high impact activity of hydro-demolition of several road kerbs and bridge bearing foundations both during dayworks and as nightworks.

Monitoring observed mixed results of adherence and exceedance of the predicted levels. Exceedances generally occurred during daytime, whereas night-time monitoring remained within predicted noise limits.

Noting daytime exceedances, Martinus proactively provided a respite offer on both the 09/07/2025 and 22/09/2025 to a residence along South Terrace, in which they accepted.

No noise complaints were recorded as part of this monitored activity. Refer to Section 3.2 for further details.

Table 1 below contains a summary of the noise monitoring results between April 2025 and September 2025.

Table 1: Noise Monitoring Results

Date/Time	Assessment Point	Measured Plant	Predicted Noise Level dB(A)		Measured Noise Level		Above predicted noise level	Comments
			L _{Aeq} (15min)	L _{Amax}	L _{Aeq} (15min)	L _{Amax}		
Canterbury Road, Canterbury								
15/05/2025 00:43 – 00:47	2 Broughton Street., Canterbury	Road saw	68	72	58.7	75.1	Yes	Noise monitoring of road saw. Monitoring was conducted at the corner of Broughton St and Robert St near building 2 Broughton St. Small exceedance of LaMax observed.
15/05/2025 01:36 – 01:46	2 Charles Street, Canterbury	Vac truck	68	72	71.6	75.9	Yes	Majority of the noise came from regular traffic along Canterbury Rd. Small exceedance of LaMax observed.
19/05/25 22:15 – 22:46	2 Broughton Street, Canterbury	Excavator with hammer and bucket attachment	68	72	59.7	83.0	Yes	Severe winds during the night which was the main noise that was picked up from the monitor, LaMax exceedance was due to loud wind.
21/08/2025 21:53-22:09	2 Close Street, Canterbury	Road saw	76	84	82.3	94.2	Yes – however acute and brief.	The impact from the use of the road-saw was acute, only lasting 16 minutes and completed at the commencement of the shift. From there, the rest of the night shift involved the use of a vac truck on low revolutions, and a small excavator backfilling the excavation at the conclusion of the shift.
26/08/2025	2 Close Street, Canterbury	Vac truck	68	72	71.9	93.9	Yes – LaMax exceedance due to loud car	The LAeq levels were close to predicted, with a slight exceedance. LaMax exceedance due to a car with loud exhaust passing by the monitor during recording.
28/08/2025 23:37-23:54	2 Charles Street, Canterbury	Road saw	76	84	79.5	90.8	Yes – however acute and brief	The road crews completed road saw cuts as early into the shift as possible once traffic control was set up and functional. There was a slight exceedance observed to both the LAeq and LaMax. This was acute and brief, where works returned to use of a vacuum truck for non-destructive digging on low engine revolutions.

Date/Time	Assessment Point	Measured Plant	Predicted Noise Level dB(A)		Measured Noise Level		Above predicted noise level	Comments
			L _{Aeq} (15min)	L _{Amax}	L _{Aeq} (15min)	L _{Amax}		
29/08/2025 02:08-02:27	2 Charles Street	Road saw	76	84	75.1	94.2	Yes (to LaMax) – however acute and brief.	During potholing investigations, a small series of saw cuts were needed to further inform design once further service locating was completed during the shift. The LAeq was within limits, however a brief exceedance to the LaMAX was observed.
20/09/2025 04:46-05:11	2 Charles Street	Piling rig (bored)	76	87	75.5	103	Yes – LaMax exceedance	LAeq was within predicted limits, LaMax observed an exceedance using the hammer-bar as the piling rig uses boring rather than hammer piling.
02/10/2025 09:28pm – 09:43pm (Completed by Renzo Tonin)*	193 Canterbury Road, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	76	78	68	70	No (LAeq,15min)	The measured LAeq,15min contribution was below the predicted noise level. Concrete saw events were observed to be ~68-70 dB(A) and operated for 3 minutes in the 15-minute period. Noise blankets were installed surrounding the sawing works.
02/10/2025 09:45pm – 10:00pm (Completed by Renzo Tonin)*	2 Charles Street, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	82	84	78	85	No (LAeq,15min)	The measured LAeq,15min contribution was below the predicted noise level. Concrete saw events were observed to be ~80-85 dB(A) and operated for 1 minute in the 15-minute period. Noise blankets were installed surrounding the sawing works.

Date/Time	Assessment Point	Measured Plant	Predicted Noise Level dB(A)		Measured Noise Level		Above predicted noise level	Comments
			L _{Aeq} (15min)	L _{Amax}	L _{Aeq} (15min)	L _{Amax}		
02/10/2025 10:00pm – 10:15pm (Completed by Renzo Tonin)*	2 Charles Street, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	82	84	69	69	No (L _{Aeq} ,15min)	The measured L _{Aeq} ,15min contribution was below the predicted noise level. Concrete saw events were observed to be ~67-69 dB(A) and operated for 2 minutes in the 15-minute period. Light vehicle events were observed to be ~60-65 dB(A) and operated for 7 minutes in the 15-minute period. Noise blankets were installed surrounding the sawing works.
02/10/2025 10:19pm – 10:34pm (Completed by Renzo Tonin)*	193 Canterbury Road, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	76	78	71	70	No (L _{Aeq} ,15min)	The measured L _{Aeq} ,15min contribution was below the predicted noise level. Concrete saw events were observed to be ~68-70 dB(A) and operated for 4 minutes in the 15-minute period. Light vehicle events were observed to be ~66-67 dB(A) and operated for 4 minutes in the 15-minute period. Noise blankets were installed surrounding the sawing works.
King Georges Road, Wiley Park Station								
30/04/2025 22:14-22:31	106 The Boulevarde, Wiley Park	Crane operation while completing bridge girder lift	72	81	77.5	87.6	Yes	To mitigate impacts, respite offers were made to the residents near the monitoring address and were accepted. No complaints were received following this scope of works.
Stacey Street								
09/07/2025 15:14-15:29	198 South Terrace, Bankstown	Hydro-demo (dayworks) Jackhammer	76	88	83.1	90	Yes	The ambient volume of peak traffic flow along Stacey Street was very clear, however the impact of the work activities on the day was evident in volume above the background level. Martinus proactively provided a respite offer the residence at 198 South Terrace, in which they accepted.

Date/Time	Assessment Point	Measured Plant	Predicted Noise Level dB(A)		Measured Noise Level		Above predicted noise level	Comments
			L _{Aeq} (15min)	L _{Amax}	L _{Aeq} (15min)	L _{Amax}		
22/09/2025 13:16-13:28	198 South Terrace, Bankstown	Hydro-demo (dayworks)	75	86	77.4	92.6	Yes	The ambient volume of peak traffic flow along Stacey Street was very clear, however the impact of the work activities on the day was evident in volume above the background level. Martinus proactively provided a respite offer the residence at 198 South Terrace, in which they accepted.
22/09/2025 15:20-15:35	198 South Terrace, Bankstown	Hydro-demo (dayworks)	75	86	85	98.2	Yes	The ambient volume of peak traffic flow along Stacey Street was very clear, however the impact of the work activities on the day was evident in volume above the background level. A car with a loud exhaust passed the noise monitor at approximately 13-minutes into recording. Martinus proactively provided a respite offer the residence at 198 South Terrace, in which they accepted.
08/10/2025 04:26-04:41	198 South Terrace, Bankstown	Hydro-demo (nightworks)	75	86	68.8	83.1	No	The ambient volume of peak traffic flow along Stacey Street was very clear, however the impact of the work activities during the shift was evident in volume above the background level. Despite this, works were below the predicted noise level.

*Although this data falls slightly outside of the reporting period, it has been included to demonstrate the project's focus on reducing noise generation during night works.

2.2 Results – Vibration Monitoring

The sections below contain a summary of the vibration monitoring results observed while carrying out vibration intensive activities within close proximity to a heritage structure.

In summary, no exceedances to the established criteria for cosmetic damage in the Sydney Metro Construction Noise and Vibration Statement were recorded over the monitoring period at the following locations:

Doc No. *TN794-01-04F02 Sydney Water Asset Vibration Monitoring Report (r6)*

- M12 – Canterbury Road – Piling (bored) within 1.5m of Sydney Water asset, no exceedance.
- M13 – Canterbury Road – Piling (bored) within 1.5m of Sydney Water asset, no exceedance.

The established criteria for cosmetic damage in the Sydney Metro Construction Noise and Vibration Statement are as follows:

- Reinforced or framed structures: 25.0 mm/s;
- Unreinforced or light framed structures: 7.5 mm/s;
- Heritage structures (structurally sound): 7.5 mm/s; and
- Heritage structures (structurally unsound): 2.5 mm/s.

During the reporting period, vibration monitoring was undertaken at the following locations:

Table 2: Vibration monitoring locations

No.	Date	Plant	Location
Doc No. <i>TN794-01-04F02 Sydney Water Asset Vibration Monitoring Report (r6)</i>			
M12	20.09.2025	Bored piling rig	Canterbury Road overbridge
M13	20.09.2025	Bored piling rig	Canterbury Road overbridge

Table 3: Vibration monitoring results

No.	Assessment point	Monitoring outcome	Comment
Doc No. <i>TN794-01-04F02 Sydney Water Asset Vibration Monitoring Report (r6)</i>			
M12	Canterbury Road overbridge Sydney Water assets. 1.5m away from piling works (in-line with W006-E DN500 CICL/OD356 SCL).	At 1.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action
M13	Wardell Road overbridge Sydney Water assets. 1.5m away from piling works (in-line with W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/ OD219 SCL). Also assessing S002-E DN225 VC, S003-E Vent Stack and S006-E/1 Junction Maintenance Hole.	At 1.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action

2.3 Discussion – Noise and Vibration Monitoring

2.3.1 Noise monitoring

Majorly, the noise monitoring conducted during the monitoring period observed results that did not exceed the predicted LAeq¹⁵ levels, the provision of construction noise mitigation measures is therefore considered to be appropriate for the project. Occasional exceedances of predicted levels were noted, however each exceedance had a reasonable justification, where the impact was acute and the impact to surrounding sensitive receivers was brief.

It should also be noted that Martinus conducts regular inspection of the environmental controls, particularly the use of noise blankets in the dense urban environment that surround the Southwest Metro corridor. This proactive approach ensures that environmental controls are functioning properly rather than reactively inspecting the worksite following monitoring and reporting results.

Martinus also makes every effort to schedule high impact plant activities at the commencement of a shift whereby quieter activities are undertaken throughout the night as works are completed.

2.3.2 Vibration monitoring

The vibration monitoring results observed during the reporting period did not record any exceedances to the respective vibration criteria associated with each works scope.

3 COMPLAINTS MANAGEMENT

Martinus Rail's stakeholder and community objectives for the Project include:

- Identifying stakeholders and community members interested in or potentially affected by the in-scope works
- Establishing strong relationships with stakeholders and the local respective communities to facilitate two-way communication and involvement when appropriate
- Maximising understanding of the timing and potential impacts of construction activities at the respective sites and the measures to reduce these impacts
- Identifying issues for consideration in construction planning to reduce the impact on the community, where possible, and to respond to community feedback
- Collaborating with other Sydney Metro contractors and geographically related projects to streamline communications and avoid duplication where possible.
- Ensure Martinus Rail takes reasonable steps to coordinate works and minimise construction fatigue and cumulative impacts.

Martinus Rail's approach to stakeholder and community engagement is to complete work with minimal disruption. Where any issues are raised by stakeholders and/or community members, Martinus Rail will address them in accordance with the Sydney Metro's Overarching Community Communications Strategy and Construction Complaints Management System.

3.1 Overview

During the April–September 2025 reporting period, a total of 53 complaints were received for the Project. Of these, approximately 50% were regarding works around Canterbury, reflecting the concentration of construction activity and ongoing night works in that area.

Table 4 provides a breakdown of complaints by location, showing Canterbury as the primary hotspot for community concerns. Other areas such as Hurlstone Park, Dulwich Hill, and Marrickville recorded comparatively lower complaint volumes, often corresponding to short-term or more localised construction phases.

Table 4: Complaints Summary - Location

Works Location	Apr	May	Jun	Jul	Aug	Sep	Total
Bankstown	1	0	0	3	0	1	4
Campsie	0	0	1	0	0	0	1
Canterbury	1	5	6	3	9	4	28
Dulwich Hill	2	2	1	0	1	0	6
Punchbowl	0	0	0	0	1	0	1
Hurlstone Park	0	1	4	0	1	1	7
Lakemba	0	0	0	0	0	1	1
Marrickville	1	1	2	0	0	0	4
Total	5	9	14	6	12	7	53

Complaints were predominantly associated with Noise and Vibration during Out of Hours Works (OOHW), followed by concerns regarding respite arrangements and traffic, transport, and parking impacts. This distribution is consistent with the nature of ongoing construction activities within mixed-use residential areas and the cumulative effects of concurrent contractor operations across multiple worksites.

Table 5 summarises the complaint topics, highlighting that over 60% of all complaints related to noise, vibration, and associated respite matters. The majority of these were linked to night-time construction fatigue and perceived continuity of OOHW activity, rather than non-compliance or unapproved works.

Table 5: Complaint Topics

Topic	Count
Consultation - General	1
Consultation - OOHW	8
Consultation - Respite	4
Noise & Vibration - Standard hours	4
Noise & Vibration - OOHW	33
Respite & AA - Respite	21
Respite & AA - Alternative Accommodation	6
Socio-economic - Business impacts/benefits	2
Traffic, Transport & Parking	14
Project need	1
Worker behaviour	1
Property - Damage/prevention	1
Property - Access	2
Working Hours	5
Visual Amenity	2
Heritage	1
Flora & Fauna	1
Air Quality	1
Safety - Construction	1

All matters were closed out following investigation.

Investigations consistently confirmed compliance with approved OOHWAs and prior community notification, with several complaints linked to cumulative nighttime fatigue or misattribution between multiple contractors. Respite/AA was applied where triggered by modelling and, in several cases, offered as a goodwill gesture due to individual sensitivities. Additional mitigations included noise blankets, improved traffic/pedestrian wayfinding, targeted toolbox talks on worker behaviour, and make-safe heritage actions at Canterbury Signal Box (vandalism-related, not construction damage).

Further details are provided in Table 7 below.

Table 6: Complaints Recorded

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Canterbury	25/09/2025 2:51	Phone call - 1800 Info Line	Noise & Vibration - OOHWA	Resident reported noticeable drilling noise stating the noise continued for approximately 20 minutes. While the resident confirmed prior notification of the works had been received, she expressed concern that the level of noise was greater than anticipated. The resident noted she had taken video and photos and requested that follow-up be made by Sydney Metro directly.	Martinus Community Relations Manager reviewed the approved Out of Hours Work Approval (OOHWA) and confirmed that the works undertaken on the night were within the scope and hours permitted under the existing approval. Community notification records were reviewed, confirming that residents in the area, including the complainant, received both the original notification and a follow-up reminder issued on 22 September 2025. Shift reports were reviewed, which indicate standard construction activities were undertaken (including paving and associated tasks) during the approved hours, with no reported incidents or exceedances.	Martinus attempted to contact the resident via phone and SMS on the morning following the complaint, in order to acknowledge the issue and discuss. No answer / return call has been received. Complaint will be reopened if response is received.	Closed
Canterbury	24/09/2025 22:05	Email - Community Inbox	Consultation - OOHWA; Noise & Vibration - OOHWA; Respite & AA - Alternative Accommodation;	Resident has submitted a formal complaint regarding ongoing night works between 9:00 pm and 5:00 am, citing repeated loud noise from drilling, jackhammering, and cutting as the cause of significant sleep disruption since Monday. They report that workers have operated directly beneath their window without consideration for	Reviewed the approved Out of Hours Work Approval (OOHWA) confirming works were compliant with permitted noise levels Cross-checked project notifications issued to residents, including monthly update and reminder sent 22	Martinus Community Relations Manager responded via email, addressing all aspects of the complaint. It was confirmed works were in line with the approved OOHWA, noise blankets were in use, and night works were necessary due to road access constraints. While alternative accommodation is	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
			Respite & AA - Respite; Traffic, Transport & Parking	surrounding properties, and that no alternative accommodation or mitigation has been offered despite multiple prior complaints. The resident has requested that work scheduling be reviewed to avoid further night-time disturbance, that alternative accommodation be provided for those affected, and that a clear plan be outlined to demonstrate how the wellbeing of residents is being prioritised.	September Consulted shift report for Wednesday 24 September noting noisy works (cutting, screeding) were temporary and occurred early in the shift Confirmed noise blankets were installed on site during works Assessed request for alternative accommodation as a goodwill gesture due to specific health concerns (pregnancy), despite not being mandatory.	not required, it was offered this week as a goodwill gesture, with future offers to be assessed case-by-case. It was also noted that works are likely to extend through to late 2025 due to utility-related scope changes.	
Hurlstone Park	21/09/2025 9:34	Email - Community Inbox	Consultation - OOHV; Noise & Vibration - OOHV	Nearby resident complained of noise at Hurlstone Park station on Sunday 21 September morning on country side of overbridge. Martinus were not working during this period and no work was being done by any other Southwest Metro contractors.	Martinus Community Relations Manager assessed WE12 work scope of Martinus and identified that no works were planned during weekend at Hurlstone Park. Confirmed that no works had occurred with project team. Martinus Community Relations Manager contacted resident to notify that complaint had been directed to Martinus and Martinus were not working. JHLOR were contacted but provided update that they were also not undertaking OOHV.	Martinus Community Relations Manager followed up with Southwest Metro team and JHLOR to confirm no OOHV occurred as part of Southwest Metro on Sunday 21 September and close-out email was sent to resident.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Further email sent to resident to provide update.		
Lakemba	19/09/2025 9:57	Phone call - 1800 Info Line	Socio-economic - Business impacts/benefits; Traffic, Transport & Parking	Business owner called about construction works occurring over the coming weekend and the loss of parking being an impact to businesses at Railway Parade.	Stakeholder and Communications Manager called business owner to hear concerns and provide explanation why works must occur during the weekend, why parking is removed for the over sized trucks as well as the process involved to consider the community impact. Friday is the busiest day for businesses due to prayer times. Businesses struggling and have issues with council over parking. The resident was doorknocked the previous month about the work and also received regular notifications with further details.	No further actions needed. Construction team confirmed that the use of parking is necessary.	Closed
Canterbury	8/09/2025 11:21	Email	Heritage	Department of Climate Change, Energy, the Environment and Water (DCCEEW) referred anonymous complaint regarding the condition of Canterbury Signal Box.	Sydney Metro heritage advisor confirmed that the signal box had been damaged due to vandalism in March 2025. Damage relates to non-heritage elements including temporary plywood over window and section of cement fibre. Advisor noted that access to this portion of the building is secured behind locked temporary construction fencing.	Make safe works have been requested, guided by the Sydney Metro heritage consultant/conservation architect. Ongoing coordination is taking place between SM and the contractor regarding the future management and maintenance of the site. SM heritage team provided update to DCCEEW on actions via phone and email.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Bankstown	9/09/2025 9:45	Email - Community Inbox	Noise & Vibration - OOHV	Complaint received from JHLOR in relation to noise from near Stacey Street, Bankstown on morning of 09 September. Resident described a 'banging on bridge' throughout Monday afternoon and throughout night / morning of 09 September. Resident had mentioned that they had received Martinus' previous notices for Stacey Street works which were intended to occur 5 to 7 September.	Martinus community relations engaged with site management and determined that works did not occur OOH on Monday 08 / Tuesday 09 September. Works which were notified for 5 to 7 September were cancelled due to unforeseen circumstances and did not occur. Martinus community relations called resident to find further information and was not provided with any information, resident requested an update as to when works will occur after being rescheduled, however was not sure when they heard the noise. Martinus escalated to SM	SM Comms Manager called stakeholder to reiterate what Martinus community manager had said. The stakeholder was not able to confirm if there in fact had been noise on Monday night and seemed very confused. SM Comms Manager asked if there was any need for further action to which stakeholder said no.	Closed
Canterbury	9/09/2025 13:04	SMS	Noise & Vibration - OOHV; Respite & AA - Respite	Complaint from resident at Canterbury due to disturbed sleep during planned OOHV which occurred on evening of Monday 8 September. Resident complained about 'concrete sawing and jackhammering' from 11pm until 3am. Resident dissatisfied with no respite / alternative accommodation being offered.	Reviewed notifications of works occurring which were provided to residents as part of September works notification for Canterbury, a specific reminder was sent to residents on 8 September to advise again of works occurring as part of Investigative works for Sydney Water asset(s). Project Team's shift report was reviewed which noted drilling into concrete at 11:00pm and compaction of backfill at 12:30am which concluded before 2:00am.	Notified resident that no respite / AA was offered for investigative works due to predicted impacts and provided information that works would continue this week, however late week works were independent of Metro, and would be Sydney Water isolating the water main. Provided notice that AA offers will be made on 10/9 for upcoming piling works planned for 19-21 September. Noise models and scope of work will continue to be monitored, and discretionary AA as a goodwill gesture will be considered for	Closed

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					Machinery and scope included in OOHWA # 21 and RO/AA not provided for this specific work due to expected impacts.	this resident considering their specific circumstances and sensitivity to noise.	
Gordon	29/08/2025 11:34	Email	Traffic, Transport & Parking	Cyclist from Gordon complained about the difficulty riding on the footpath at Punchbowl Road due to the underpass being closed. Last week the cyclist wanted to go across the overbridge and it appeared closed off to one way traffic and he could not enter the station boundary. Believes this prevents people from cycling in the area and pointed out the medical businesses in the area.	Liaised with S2B who received the complaint initially and spoke to the cyclist who was generally frustrated from changes across the length of construction. Discussed concerns about use of the bridge with engineer who confirmed a diversion is in place across the current phase of work. The station underpass is being upgraded as part of Metro scope.	Sent email response to complainant to confirm bridge remains open however managed with traffic controllers while workers are on the footpath. Sent trip planning information and subscribed to receive latest construction updates for Sydney Metro.	Closed
Canterbury	30/08/2025 4:08	Email - Community Inbox	Noise & Vibration - OOHWA; Respite & AA - Respite	Resident contacted the community inbox to report disturbance from ongoing night works on Canterbury Road. The resident described the noise as intrusive due to a clunking of the steel road plate when vehicles passed over it. The resident expressed frustration at the lack of respite options and noted that other residents in the building were also affected and dissatisfied.	Reviewed the time of noise disturbance around 4:00am against the approved OOHWA and the construction schedule. Identified the works as part of the Sydney Water service investigations on Canterbury Road, with a steel road plate in place to safely cover an open excavation. The use of the road plate was required for safety, was actively monitored by the site team, and formed part of the approved and planned methodology.	Obtained the shift report and confirmed details of the works with the site team, including timing and use of the road plate. Responded to the resident via email confirming that the complaint had been recorded, outlining the reason for the works, and explaining that the works occurred under approved methodology within permitted hours.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Canterbury	31/08/2025 3:18	Email - Community Inbox	Noise & Vibration - OOHWA	Resident contacted the community team expressing concern about noise from night works occurring on Canterbury Road near Canterbury Metro Station during the late evening and early morning hours of Saturday 30 August to Sunday 31 August 2025. The resident queried work approvals. Concerns were accompanied by photos and videos of the works taking place at approximately 11:00pm and 3:00am.	Reviewed emails and photos provided by the resident. Cross-checked against approved OOHWA documentation and identified activity as part of Sydney Water service investigations on Canterbury Road, including installation of a shoring box. Confirmed that Saturday 30 August works were communicated via resident notification, outlining planned trenching using saw cutter and excavator. Verified work timing (9pm–5am) aligned with road occupancy license requirements for Canterbury Road, which does not permit daytime access. Resident has previously complained that residents should receive compensation for night work.	Responded to resident's email confirming the works were related to Martinus' Sydney Water investigations program and undertaken under approved out-of-hours permissions. Acknowledged concerns regarding noise and clarified timing, methodology, and approval process.	Closed
Hurlstone Park	27/08/2025 10:04	Email - Community Inbox	Flora & Fauna	Resident concerned that a vegetation area on the corner of Canberra and Melford Street was being used as an equipment storage area for construction due to seeing ladders on the ground. Confirmed with resident, the area is not being used to store equipment.	Discussed residents claims with site engineers and environmental manager. Investigation found that the ladder was placed on the edge of a kerb next to the vegetation and moved within 20 minutes of the truck being unloaded. Reviewed works. Defects works taking place. Images taken showing no damage to plantings.	Sent overview of what occurred to resident, that the ladder was not being stored there and the ladder did not touch the vegetation. Explained that we have brought the importance of the vegetation to the workers attention through pre starts and reminding crew about being respectful with their equipment near the area due to community importance.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Canterbury	25/08/2025 9:24	Email	Noise & Vibration - OOHV; Working hours; Traffic, Transport & Parking	Resident contacted Sydney Metro to complain about the works on Canterbury Road on Saturday 23 August, specifically the related traffic changes and impacts. Queried why works needed to be done on weekend and at night when people are home.	Sent to site team to provide detail on traffic management and congestion. VMS boards not covered for this work led by Sydney Water on Saturday 23 August. Work activities included hand tools, trucks and shadow vehicle. Email response shared with S2B regarding traffic signage relating to the detour signs.	Email response provided to resident which explains consideration of the community for night work, managing congestion at Broughton St and Canterbury Rd and provided a copy of the traffic management notice for Broughton St and Charles St changes relating to S2B.	Closed
Canterbury	22/08/2025 12:29	Email	Consultation - Respite; Noise & Vibration - OOHV; Respite & AA - Alternative Accommodation; Respite & AA - Respite	Resident contacted Sydney Metro to complain about not receiving respite vouchers for the evenings of 15 August and 21 August, stating that he has been impacted by noise from construction activities at Canterbury during the week and weekends, which has potential impacts to their work and sleep.	Sydney Metro and Martinus (contractor for this work) reviewed videos showing noise with balcony door closed and open. Reviewed dates and work activities which were related to Sydney Water investigations on Canterbury Road involving a road saw and vacuum truck. Reviewed previous complaints and correspondence sent to the resident, which were generally direct requests for compensation. The resident has previously been offered earplugs and noise monitoring at the address during planned piling works which were not taken up. The resident lives on the 9th floor of an apartment block adjacent to Canterbury Road.	Sydney Metro will lead the response to the resident detailing that they were not eligible for respite vouchers due to projected impacts from the work. Outside of this, Sydney Metro and Martinus will continue to review impacts from the work and consider the resident's sensitivity around future respite offers.	Closed
Dulwich Hill	18/08/2025 0:07	Phone call - 1800 Info Line	Consultation - OOHV	Resident called as they were experiencing noise related to nearby work at Dulwich Hill.	Sent information on works occurring at the closest overbridge and confirmed	Sent an SMS to the resident after no answer to attempt to call. Provided an overview of	Closed

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				Resident queried what considerations taken in regards to local residents when working past midnight and making noise with potential to impact residents.	works had been completed for weekend possession at 5am. Resident is located on The Parade and could be related to equipment on and off the rail gate. Tried to call resident, no response.	why we were on the rail corridor at night, and worker inductions and how we schedule work to mitigate noise. Requested address to investigate noise and contact email to send information on how we manage noise. No response on SMS. Resident has since sent an email to the local member and provided address and contact email. Reply to be sent through MP. Offered to subscribe resident to receive updates.	
Canterbury	17/08/2025 12:17	Email	Noise & Vibration - OOHV; Traffic, Transport & Parking	Resident contacted Sydney Metro via email to complain about a clunking noise from the use of a road plate that could be heard from their residence within a nearby unit block at Canterbury.	Reviewed video sent by the resident and time at 12.17pm on Sunday. Complaint related to Martinus work on Canterbury Road involving relocating some Sydney Water assets. The road plate was removed on Sunday night after completion of required asphaltting. The work did not trigger any additional mitigations (respite vouchers/alternative accommodation etc.)	Responded to resident highlighting work details and that the road plate had been removed.	Closed
Canterbury	16/08/2025 9:21	Email	Noise & Vibration - OOHV; Respite & AA - Respite	Resident contacted JHLOR to complain about noise from works on Canterbury Road occurring on Saturday/night early morning. Complaint was forwarded to Martinus as contractor working at Canterbury over the weekend.	Reviewed images provided from the resident, the time of noise of 1.30am and 4.30am against works report and the location of resident. Identified construction as part of Sydney Water investigations near Close Street and	Responded to residents email explaining works related to Martinus and acknowledged the work program. Sent follow up email. Provided latest information on upcoming weekend night works in September.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Canterbury Road. Reviewed OOHWA work and equipment used to conduct work. Specific resident notification provided on 13 August explained investigation works between 9pm and 5am from Friday 15 August and Thursday 7 August. Utility works at night are included within Canterbury monthly notification.		
Canterbury	18/08/2025 7:18	Email	Noise & Vibration - OOHWA; Respite & AA - Respite	Resident of Charles St apartment block wrote to JHLOR to complain about noise experienced on Friday night from adjacent work on Canterbury Road.	Reviewed time of noise between 11.30pm and 2.00am against works report and the location of resident. Identified construction as part of Sydney Water investigations being carried out by Martius as part of Sydney Metro activities.	Responded to resident email to provide details about work and confirm there were no offers of respite on this occasion.	Closed
Canterbury	16/08/2025 8:40	Email	Noise & Vibration - OOHWA	Resident made contact to other contractor (JHLOR) as they were experiencing a buzzing noise early Saturday morning at Canterbury. JHLOR passed the complaint to Martinus, who were working at Canterbury over the weekend.	Reviewed time of noise against works report and the location of resident. Identified construction as part of Sydney Water investigations. Reviewed work equipment identified and hours. Communications about the work included specific resident notification provided on 13 August. Utility works at night are also included within Canterbury monthly notification. Work did not trigger RO/AA.	Responded to resident to explain works part of Martinus and details of work and information about upcoming work.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Canterbury	15/08/2025 22:50	Email - Community Inbox	Noise & Vibration - OOHV; Respite & AA - Respite; Traffic, Transport & Parking	Resident made contact as apartment is experiencing noise from drilling and activities on Canterbury Road on Friday night at 11.50pm. Resident specifically referenced the possibility of receiving respite vouchers.	Reviewed video submitted by resident showing works on Close Street, Canterbury near the residents household in Charles St. Reviewed work report and identified construction as part of Sydney Water investigations. reviewed work equipment identified and hours. The resident has responded to previous notifications about upcoming work requesting respite vouchers even before the work has taken place.	Responded to resident to confirm there were no offers of respite or alternative accommodation related to the work and provided information about the work.	Closed
Bankstown	31/07/2025 10:20	Email - Community Inbox	Air Quality; Noise & Vibration - OOHV; Safety - Construction	The resident is concerned about the dust on their porch due to line marking removal work that occurred the night prior at South Terrace/Stacey Street at Bankstown. Requested if noise and dust could be avoided through better management. Referenced a belief government is corrupt.	Acknowledging the inconvenience of construction, said we are investigating the dust and noise concerns with the team. Sent correspondence to the Environmental Manager and Site Engineer. Reviewed the work scope for 29 July and the OOHWA. Mitigation was in place to allow the sweeping up of stockpiled material.	Follow up response sent post investigation. Site team has added additional mitigations to construction methodology for this work activity to reduce dust going forward. Have offered to pay for house cleaning as gesture of goodwill.	Closed
Canterbury	30/07/2025 13:00	Email - Community Inbox	Consultation - Respite; Respite & AA - Respite	Resident at 11-15 Charles Street observed vehicles entering rail corridor via Charles Street substation over weekend and requested respite. Resident was dissatisfied with response that they were not eligible for RO for this work, sought escalation to Sydney Metro.	Residents at 11-15 Charles Street were not offered RO or AA following consideration and review of noise models with project teams and the ER. Complainant then sent email directly to Sydney Metro Communications team which was escalated for response to	Email response was provided by Martinus in relation to eligibility to resident. Sydney Metro also replied separately to resident regarding eligibility for additional mitigations.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Sydney Metro Environment team.		
Bankstown	28/07/2025 19:07	Email - Community Inbox	Traffic, Transport & Parking	Complainant claiming that parking removal/installation of 'No stopping' signage on South Terrace, east of the Stacey Street overbridge at Bankstown was implemented without regulatory process being followed.	Martinus team reviewed the approvals which were required for this scope of works. Local Traffic Committee approved the installation of "No Stopping" signs at the Tuesday 10 June meeting, subject to conditions. At regular council meeting on Tuesday 17 June, Council also endorsed plan. Review of engagement and communications relating to the changes found that Initial community notification was distributed on 22 May 2025, via e-mail and in-person as works were initially planned for 9 June. As per LTC approval, a targeted door-knock was undertaken at identified properties on 26 June 2025. Additionally, the July and August monthly works notifications reference parking changes on South Terrace.	Email was sent to complainant outlining regulatory process Martinus undertook to have parking changes approved, including dates of council meetings and dates of community consultation.	Closed
Canterbury	26/07/2025 7:18	SMS	Noise & Vibration - OOHV; Respite & AA - Alternative Accommodation; Respite & AA - Respite	Resident of apartment building opposite Canterbury Station made complaint via SMS to Martinus Community Relations on Saturday night relating to not being provided AA on the Friday night. Complaint also mentioned concerns with works being conducted on weekend.	Resident's property was not eligible for AA/Respite offers. Reviewed and confirmed works that were scheduled over an ARTC possession which is a requirement for track works such as those which were occurring.	Response to complainant provided via email which outlined reasons for works occurring on weekend (ARTC possession and safety) and outlining process for OOHWA. Will consider AA offers for this resident on case-by-case basis	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
						around future OOO work around Canterbury.	
Canterbury	24/07/2025 10:55	Email	Consultation - Respite; Noise & Vibration - OOHV; Respite & AA - Alternative Accommodation; Working hours	Resident wrote to complain about not being offered alternative accommodation as a noise mitigation when other residents in their building had been offered. Drives for work and is concerned at the impacts on their sleep.	Stakeholder and Communications Manager in ongoing correspondence with resident. Resident tries to claim they lived in a building on a lower level and when asked for proof of address it was confirmed they live on Level 9. Have sought further evidence from resident of special circumstances to provide to us for consideration of AA offer as goodwill gesture. None provided.	Reviewed previous email and phone calls with resident regarding night work, work approvals, construction program and alternative accommodation. Detailed email to sent to summarise reason for night work, mitigation and acknowledge disruption to resident when working on the weekend and nights. Will consider AA as goodwill gesture in response to further information being provided.	Closed
Bankstown	4/07/2025 12:09	Phone call - 1800 Info Line	Noise & Vibration - Standard hours	Resident of South Terrace Bankstown called and emailed to complain about the loud noise relating to adjacent overbridge works during standard construction hours. Complainant works from home and reports noise is impacting ability to work. Also raised dissatisfaction with the call centre response.	Stakeholder and Communications Manager contacted resident to acknowledge complaint and query details of noise. Resident could not detail or specify the loud noise. Resident thought that works were being done too quickly so perhaps that is the reasoning for the noise. Spoke with site teams and discussed using alternative equipment. Team confirmed only practical alternative equipment is jackhammers, which would be similar noise profile.	Sent resident an email explaining mitigation, work hours, expected duration and outcome of investigation with equipment. Subscribed resident to receive email updates.	Closed

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Hurlstone Park	29/06/2025 17:39	Email - Community Inbox	Consultation - OOHW; Consultation - General; Traffic, Transport & Parking	Complainants from Hurlstone Park residents who raised concerns about parking removal resulting in their car being towed. Also claimed their driveway was taped off without prior communication. Reported that noise from work caused sleep disruption. Complainant has made further communication reporting damage to vehicle was caused during towing. Investigation commenced.	Contractor Community Relations Representative reviewed the distributed notifications and parking restriction information provided to residents. Resident received notification relating to local parking changes in the lead up to the work. Investigated with site team regarding driveway access. Found the tape for the driveway was used on the footpath and not the residents driveway, which is part of the traffic management to disseminate the pedestrian walkway to the work area. Residents access maintained throughout work via traffic control assistance.	Provided a written response to the complainants acknowledging their concerns. Before future work will communicate secondary, specific notice of impacts to streetside parking and disruption around property. Will continue to include information about communications around parking changes prior to work with traffic controllers and site personnel. Investigation around property damage to be progress through insurance processes.	Closed
Dulwich Hill	29/06/2025 21:10	Email - Community Inbox	Noise & Vibration - OOHW; Working hours	Complainant reported loud construction noise on Sunday night near Wardell Road at Dulwich Hill, including power tools and loud noise from workers. Stated this is a recurring issue and believes work should not occur on Sunday nights. Expressed frustration with ongoing disturbances and the conduct of workers	Martinus Community Relations Representative reviewed the approved Out of Hours Work Authority (OOHWA) for Wardell Road and confirmed that Sunday night works and use of power tools were permitted under this approval. Sought information from site supervisor regarding workers yelling and speaking loudly to each other.	Responded to complainant via email acknowledging the inconvenience caused by night works and thanking them for their continued feedback. Provided an overview explaining that the Sunday night works were part of a scheduled track possession — a full closure of the rail corridor — requiring critical activities to be completed prior to Monday morning to minimise network disruptions. Confirmed that these works were approved under the Out of Hours Work Authority	Closed

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						(OOHWA) and conducted in line with project requirements. Resident happy with the response provided. Workers will be reminded in pre-work discussions about need to ensure unnecessary noise is minimised.	
Canterbury	29/06/2025 9:01	Email - Community Inbox	Consultation - OOHWA; Noise & Vibration - OOHWA; Respite & AA - Respite	Complainant from Charles Street canterbury raised concerns about repeated noise disturbances from Canterbury Station works, specifically loud machinery operating on Sunday evening and the notification of weekend construction activity.	Martinus Community Relations Representative reviewed the approved Out of Hours Work Application (OOHWA) for Canterbury Station and confirmed the work hours and work activities were permitted. Reviewed the works and mitigation measures and verified that noise modelling for the work did not trigger additional mitigations (AA/RO) at this property.	Responded to the complainant via email acknowledging receipt of the complaint and thanking them for raising their concerns about weekend noise disruptions. Requested confirmation of the specific unit address to cross-check records and ensure accurate correspondence. Acknowledged the feedback regarding lack of notification and explained there are sometimes changes due to weather impacts and other required scheduling updates. Martinus Community Relations Representative updated details of the resident to ensure they will receive notifications and related communications moving forward.	Closed
Marrickville	28/06/2025 12:37	Email - Community Inbox	Noise & Vibration - OOHWA; Traffic, Transport & Parking	Complaint relates to workers talking loudly around their vehicles around the Livingstone Road site and workers occupying local car park spaces which limits parking availability for local residents.	Martinus Community Relations Representative reviewed work schedule and notifications for WE52 possession works at Livingstone and also overall program for works at Livingstone until completion.	Martinus Community Relations Representative engaged with site management and requested that a review on subcontractor and worker parking at Livingstone Road occur to see if a more appropriate location could be	Closed

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					Shared concern about parking and workforce noise with site manager. Parking in the local area is unrestricted.	identified. Site management reiterated that complainant concerns would be toolboxed for work that night and tomorrow to ensure worker behaviour is appropriate and to request that where possible, parking occurs further away unless required for tools etc - toolbox occurred on 28/6 night shift and 29/6 day shift to crews. Area will be noted as a sensitive parking area and workers will be discouraged from parking in this location.	
Canterbury	28/06/2025 5:14	Phone call - 1800 Info Line	Noise & Vibration - OOHV	Complaint from resident in relation to noise during planned OOHV at Charles St Canterbury. Complainant stated it was noise from workers that woke her and at that time, she noticed works occurring.	Martinus Community Relations Representative reviewed notifications provided to residents for works occurring on this date. Reviewed OOHV where additional mitigation of AA or RO not triggered from noise modelling. Martinus Community Relations Representative called complainant to seek further information as to source and type of noise and provided lookahead for remainder of weekend into next week.	Responded to residents email and request for additional mitigation of respite. Provided respite voucher as a gesture of goodwill due to reported sleep disturbance. Resident happy with the outcome.	Closed
Canterbury	26/06/2025 16:48	Email	Noise & Vibration - OOHV;	Resident contacted main work contractor to complain about daily construction noise during the day	Stakeholder and Communications reviewed residents location and	Responded to resident by email providing detail on the reasoning for night works when	Closed

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			Noise & Vibration - Standard hours; Respite & AA - Alternative Accommodation; Respite & AA - Respite	and night, and that there was no offer of alternative accommodation respite despite work occurring. Resident mentioned the overpass night works that are being done by another Metro contractor, and complaint was forwarded to that team.	attempted to call resident to hear concerns and explain noise mitigation.	working on the road, and confirmed that if their property is eligible for additional mitigations (AA/RO) in future they will be contacted prior to work. Included information on JHLOR works.	
Hurlstone Park	27/06/2025 0:12	Phone call - 1800 Info Line	Noise & Vibration - OOHV; Property - Access; Traffic, Transport & Parking	Complaint received via Sydney Metro call centre with complainant stating that workers had allegedly been verbally abusive to a request to remove amenities trailer from outside of residential property at night of 27 June 2025. Complainant remained anonymous and did not leave contact details.	Martinus Community Relations Representative reviewed site specific information including layout of site amenities including amenities van, ensuring that it was not parked on private property. Martinus Community Relations Representative engaged with site supervisors and engineers to understand nature of complaint and allegation of abusive workers/subcontractors. Investigation revealed that prior to complaint, complainant was abusing site workers and was potentially intoxicated, to which site workers requested the complainant leave them alone. Thereafter, site workers stated that complainant was moving between Canberra St and Melford St and harassing site workers during work until after 2:00am on that morning.	Close out occurred internally within Martinus and Sydney Metro by Martinus Community Relations Representative via dissemination of information and confirmation that procedures were followed with relation to amenities vans not being placed on private property. Martinus Community Relations Representative provided information to Sydney Metro to confirm events differed from complainant's version of events.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Canterbury	20/06/2025 11:09	Email - Community Inbox	Noise & Vibration - OOHV	Resident made contact to complain that they can hear reversing noises from two excavators outside the property on Canterbury Road.	Stakeholder and Communications Manager reviewed images provided and ongoing correspondence from resident regarding utility night works. Informed site engineer ahead of night works recommencing Sunday.	Investigating with site team. Sent email to resident explaining purpose of the reversing on excavators being a safety requirement for movements into lane closures and when approaching areas around excavation.	Closed
Campsie	19/06/2025 12:50	Phone call - 1800 Info Line	Noise & Vibration - Standard hours	Resident made contact after approaching team on site. Resident feels fatigue from ongoing construction work causing noise at Campsie Station as well as construction work across from the property relating to Martinus.	Stakeholder and Communications manager called resident. Queried type of noise, the resident said it was from everything and could not provide specific details. Could recall noise both at night and during the day. Is a caregiver and was at home at the time of the complaint.	Stakeholder and Communications manager confirmed the preferred contact detail. Confirmed with site team they were using a digger and tipper and concrete trucks in local area. Sent SMS back to resident to confirm the expected completion timing of the work.	Closed
Canterbury	19/06/2025 15:00	Phone call - 1800 Info Line	Noise & Vibration - OOHV; Respite & AA - Alternative Accommodation; Respite & AA - Respite; Visual amenity; Working hours	Resident is concerned about night construction hours between 9.30pm and 4am, and the impact on the household's sleep from the noise and lights. The resident has recently moved into The Charles at Canterbury and feels work at night and duration is impactful.	Stakeholder and Communications Manager reviewed resident email and phone call and images supplied showing Martinus Rail working on Canterbury Road overbridge at 3.20am on 19 June. Called resident to answer questions, provide upcoming planned night work, introduce Martinus Rail, listen to concerns and hear about the residents situation. Resident requested respite or alternative accommodation due to living in close proximity to works, working from home, impacts on relationship.	Sent email to resident confirming conversation, night shifts for June as agreed and providing public information on the south west metro construction. Liaised with site team regarding lights, and they confirmed that no lighting towers are in use. Will review noise models prior to future work and provide additional respite (RO/AA) as appropriate.	Closed

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Marrickville	13/06/2025 10:25	Email	Noise & Vibration - OOHV	Resident expressed dissatisfaction with the methods to reduce the noise impacts while working at night on Illawarra Road. Felt noise was not kept to a minimum and queried mitigation.	Stakeholder and Communications Manager sent resident the mitigation measures and reason for working at night. Searched resident details and could see they were not subscribed to receive emails. Liaised with engineer regarding upcoming night works.	Responded to resident with details and confirmed no night works planned however we will communicate any future shifts. Subscribed email.	Closed
Hurlstone Park	12/06/2025 9:42	Phone call - 1800 Info Line	Noise & Vibration - OOHV; Respite & AA - Respite; Working hours	Resident made contact to comment that the works were loud and impactful. Could hear noise from workers talking and equipment they were using due to being in a residential quiet area. Resident has personal circumstances which make living adjacent to the works difficult.	Stakeholder and Communications Manager called resident to hear further details on the noise and disruption experienced, and provide an update of night works for the month of June. Resident lives at the back of a commercial building and enquired about receiving respite vouchers. Is suffering from lack of sleep and did not recall the notification.	Stakeholder and Communications Manager responded to resident by email and made respite offer for upcoming night work. Resident accepted offer and was pleased with the outcome.	Closed
Canterbury	12/06/2025 12:14	Email - Community Inbox	Property - Access; Socio-economic - Business impacts/benefits; Traffic, Transport & Parking	Local business made contact to complain about the perceived operational and financial disruption due to utility works at Tincombe Street, Canterbury. Seeking extra traffic management and additional vms to direct traffic to the business.	Stakeholder and Communications Manager called stakeholder to acknowledge email and informed stakeholder we had read and shared the concerns and requests. Stakeholder and Communications Manager contacted traffic manager to discuss if there are any further mitigations, and shared businesses correspondence with site team.	Stakeholder and Communications Manager to send an email to outline the outcome and our response to the business requests. Martinus has implemented additional traffic control and a VMS sign showing that the business remains open during works.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
Hurlstone Park	2/06/2025 15:18	Email - Community Inbox	Visual amenity	Complaint in relation to the presence and need for a port-a-loo within the Floss Street carpark. Stakeholder is upset that port-a-loo is contained within car park, close to houses and believes the port-a-loo is unnecessary given a site compound has been established.	Martinus community relations representative approached site supervisor and manager to enquired about relocation of port-a-loo from previous complaint 28-May and was advised port-a-loo was relocated, however was not removed entirely from car park. Martinus site team are not responsible for the compound which contains existing toilet amenities, which therefore requires the port-a-loo. The site facilities are an S2B compound and are not for Martinus use. Martinus will identify suitable location for the port-a-loo to be relocated.	Martinus Community Relations Representative provided written response to complainant to explain situation, need for facility and conceded that Floss Street carpark was not the most suitable location. Martinus Community Relations Representative provided an update that the port-a-loo will be moved and subsequently, notice provided to complainant. Construction team liaising to access station bathrooms for the remaining duration of construction as an alternative source.	Closed
Canterbury	29/05/2025 9:16	Email - Community Inbox	Noise & Vibration - OOHV; Respite & AA - Respite	Resident adjacent to Canterbury Station complained about noise excessive from overnight work at the Station. Stakeholder questioned the scheduling of works, expressed dissatisfaction with the amount of the respite voucher provided, and requested details on future works and mitigation.	The Martinus Community Relations Manager conducted a thorough review of the work schedules for both Martinus and JHLOR to determine the timing and likely source of the reported noise. This included cross-referencing construction activities carried out overnight near Canterbury Road, with particular attention to those scheduled during the hours referenced in the complaint. Additionally, it was verified	The Martinus Community Relations Manager formally closed out the complaint by providing the stakeholder with a comprehensive written response. This correspondence explained in detail the regulatory and operational reasons why works interfacing with Canterbury Road must be undertaken at night, addressing the stakeholder's concerns about scheduling. The response also included an indicative	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					that the stakeholder had been offered, and had accepted, the JHLOR Respite Offer (RO) in accordance with noise models associated with the work.	lookahead schedule for upcoming night works, highlighting periods likely to be the most disruptive, to help the stakeholder plan accordingly. In addition, the process for noise mitigation and the rationale behind the respite offer were clearly outlined, ensuring the stakeholder understood the assessment and decision-making process. The communication concluded by offering the stakeholder an opportunity to engage in further discussion or seek additional clarification regarding the works or support available.	
Hurlstone Park	28/05/2025 11:38	Phone call - 1800 Info Line	Project need; Traffic, Transport & Parking	Business owner adjacent to Hurlstone Park Station complained about placement of a Port-A-Loo by Martinus in a public car park near his business. The car park is already partially occupied by a temporary works depot, which the complainant is not against. Complainant believed availability of existing toilet facilities on site—makes additional facility unnecessary and disruptive to nearby businesses. The complainant has requested that the Port-A-Loo be relocated to restore access to the parking space.	Reviewed the relevant permits and site setup arrangements and confirmed the placement of the Port-A-Loo was included in the approved traffic and site management plans. Site team was consulted to assess the necessity of the current Port-A-Loo location and to explore feasible alternative placements that would minimise impact on public parking and surrounding businesses.	Following the investigation, the Martinus Community Relations representative formally requested the site team to relocate the Port-A-Loo to a less disruptive location. The stakeholder was notified by phone that action would be taken to identify an alternative location for the port-a-loo to be moved to and then the carpark would be released. The stakeholder was asked to call Martinus Community Relations representative directly if they were unhappy with resolution or if this occurs again.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
						The port-a-loo was removed on 29/5/25.	
Canterbury	16/05/2025 1:25	Email - Community Inbox	Consultation - OOHW; Noise & Vibration - OOHW; Respite & AA - Respite	Resident at Canterbury contacted Martinus Community Relations in relation to recent night works for the Southwest Metro project. Concerns about noise and program adjustments.	Respite was offered respite vouchers and accepted. Work was postponed, which was communicated to resident. The construction activities on 14 and 15 May were a result of unavoidable contingencies including weather and site issues, leading to revised schedules. Martinus works proceeded under the conditions outlined in the updated notifications. Overlapping work program with JHLOR and changes to both programs likely cause of resident confusion.	Improvements incorporated internally around work coordination between contractors, particularly around schedule changes. Response to resident addressed the specific concerns raised and included an apology for the disruption and inconvenience experienced.	Closed
Canterbury	15/05/2025 0:40	Email - Community Inbox	Consultation - OOHW; Respite & AA - Respite	Written complaint regarding timing and delivery of a respite offer associated with Canterbury Road works. Expressed concern that the letter was not delivered before the respite offer's expiry.	Letter was physically delivered to the residence on 5/5. The delivery was carried out by a team member and recorded accordingly. Resident had not accepted the original offer prior to the stated expiry date, however the work dates had changed and he remained eligible for upcoming work.	Respite voucher was issued to resident. The email also included clarification on the separation between the Martinus scope and that of other contractors. Contact details were shared to ensure any further questions could be addressed promptly.	Closed
Canterbury	14/05/2025 21:58	Phone call - 1800 Info Line	Noise & Vibration - OOHW; Respite & AA - Respite	Resident at Charles Street, Canterbury, complained that a respite offer had been withdrawn, but he had experienced noise from	Investigation confirmed than a respite voucher had been offered and accepted by Martinus, and that work dates related to Martinus activities had subsequently been	A formal response email was sent to the complainant at 6:10am on 15 May 2025, explaining the circumstances and clarifying the distinction between different contractor	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
				work that resulted in sleep disturbance.	postponed until this week, which was communicated to the resident. The email to the resident confirmed that the RO would carry over to cover these activities. It was found that another contractor, JHLOR, had issued a different respite offer for unrelated works in the vicinity. This work was later postponed, which led to the resident thinking that both sets of work were not taking place.	activities to help prevent further confusion. Internal discussions also took place between SM and various contractors to ensure better alignment with work and changes.	
Canterbury	14/05/2025 8:21	Email - Community Inbox	Consultation - Respite; Respite & AA - Respite	Resident of building adjacent to Canterbury Station complained about the noise from ongoing works, reporting that it was particularly impactful the previous night. Martinus had offered respite for the period originally scheduled from 6-9 May, with some later works on 8-9 May rescheduled to this week. Resident accepted the respite offer, and was notified via email on 5 May about the changes, along with 2x email reminders about the rescheduled dates. Resident expressed dissatisfaction that JHLOR had provided alternative accommodation (AA) offers for upcoming works, which she feels should have been extended for the current works as	The Martinus Community Relations Representative reviewed the approved Out-of-Hours Work (OOHW) application and respite process. The respite offer was confirmed as an appropriate mitigation measure for the noise disturbance.	In speaking with the resident, she stated that she was additionally sensitive due to her pregnancy. Martinus has made a note of this and shared details with Sydney Metro and other contractors, with the intent of considering AA or additional mitigations around future work.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
				well, leading to her formal complaint.			
Dulwich Hill	12/05/2025 7:00	Phone call - 1800 Info Line	Property - Damage/prevention	Stakeholder reported that he collided with a traffic barrier at the entrance of Dulwich Hill car park near Wardell Road overbridge. Minor damage to vehicle.	- Called complainant immediately to seek further information on collision, particulars including time and date, as well as an account about what occurred. Complainant provided information about barriers not being visible at entrance to car park and the A pillar of his vehicle being struck by a barrier which wasn't manned by traffic control. Martinus Community Relations Representative requested photos and evidence of damage via email. - Martinus Community Relations Representative followed up incident with site based team and senior project engineer to investigate whether attributable to our works and if any, what measures were implemented as complainant believes he spoke to a Martinus representative. Traffic control on-site has differing view of events including that vehicle intentionally struck TC equipment multiple times. (Incident report attached)	Further evidence has been requested of complainant. Close out will be managed as required with further investigation and potential reimbursement agreement and process between complainant and contractor.	Closed
					13/05/2025 - Martinus		

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Community Relations Representative asked David to source quote whilst investigation occurs. 5/06/2025 - David provided quote for damage to vehicle (Approx \$230) which Martinus will consider internally.		
Marrickville	9/05/2025 9:42	Email - Community Inbox	Consultation - OOHW; Respite & AA - Respite	Complained there was lack of notification and then disruptive night works at Marrickville on evening of 8 May.	Martinus Community Relations Representative reviewed previous notifications which were distributed. Revealed physical distribution occurred 1 May 2025 and email distribution occurred 5 May 2025. Complainant was not on email list. Respite has also been offered to particular units. Martinus Community Relations Representative awaiting response from complainant in relation to specific unit number of occupancy.	Email back to complainant with response, outlining notifications distributed, as well as reasoning for night works which is due to road occupancy licenses (ROL) being granted only during OOHW. The email back to the complainant provided an opportunity to call and discuss and sought specific number of unit within 359 Illawarra Road. No response to date.	Closed
Dulwich Hill	2/05/2025 8:48	Email	Traffic, Transport & Parking	A community member submitted a complaint to the council regarding pedestrian safety near Dulwich Hill Station due to ongoing construction works. The concern relates to the closure of the footpath on the station side, forcing pedestrians to cross without a safe return path or clear signage.	Referred the matter to internal traffic management and construction teams to confirm compliance with the approved Traffic Guidance Scheme (TGS) and pedestrian management plan. Pedestrian detours and signage had been implemented in accordance	Implemented additional wayfinding signage and bollards to clearly guide pedestrians along the designated detour route. Deployed additional traffic controllers during peak times to assist with pedestrian movement and improve safety near the station.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					with TGS, particularly in relation to the station-side footpath closure and safe crossing points. Reviewed the operational arrangements in place over the school holiday period and recent weekends to assess viability around presence or absence of traffic control personnel. Assessed whether additional wayfinding signage or interim pedestrian controls were feasible to improve visibility and guidance for users during peak school and commuter times.	Provided a written response to both the complainant and Council outlining the actions taken and reinforcing Martinus' commitment to pedestrian safety and compliance with approved traffic controls.	
Dulwich Hill	29/04/2025 10:41	Email - Community Inbox	Traffic, Transport & Parking	Stakeholder believes pedestrian access at Dulwich Hill Station is unsafe, with no safe crossing on Wardell Rd's northwest side, forcing dangerous crossings. Immediate resolution is requested.	Martinus Community Relations Representative reviewed the concerns and referred the matter to the traffic and construction teams for initial advice to assess pedestrian safety and identify potential immediate improvements. Requested confirmation that road occupancy and detour requirements were correctly followed. Assessed what improvements could be made to current signage plan to communicate changes effectively to community.	As part of the response, Martinus proposed the installation of up to 10 additional wayfinding map signs to improve awareness and visibility of the correct detour routes for pedestrians. These signs are intended to assist pedestrians in navigating temporary changes more easily and to minimise confusion during construction activities. Martinus also provided written correspondence to the complainant, outlining the steps undertaken during the investigation, the mitigation measures considered, and the	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
						broader context for the night works. This correspondence aimed to address the concerns raised and demonstrate the actions Martinus is taking to minimise impacts on the community. In addition, Martinus reviewed internal processes for the installation and management of temporary signage to ensure alignment with best practice standards. This review will assist in improving the consistency, visibility, and effectiveness of signage across future projects, enhancing the overall experience for pedestrians and residents during works.	
Bankstown	24/04/2025 12:33	Phone call - 1800 Info Line	Noise & Vibration - Standard hours	High pitch noise observed from within rail corridor near Bankstown station by stakeholder.	Community Relations representative for Martinus received complaint details from JHLOR representative due to works occurring as part of Martinus scope at Stacey Street overbridge. Community Relations representative for Martinus immediately contacted stakeholder to identify specific location and details of complaint and noise. Stakeholder notified Community Relations representative that noise was from directly across road within rail corridor, nearer to	Investigated thoroughly between SM contractors and scopes of work to ensure not related to SM works. Martinus Community Relations representative contacted stakeholder via phone call (Event ID: 333620) to inform that was not related to SM upgrade works based on investigation and to contact again if noise persists / occurs again and we will assist in investigating again further.	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Bankstown Station site. Stakeholder had observed workers within the corridor earlier within the day and described two separate noises, a high pitch noise and also a blade cutting or grass cutting type of noise. Stakeholder had to close windows as was working from home during the day and believed noise was excessively loud. Community Relations representative re-contacted JHLOR representative as Martinus works are isolated to the Stacey Street overbridge and not within the rail corridor. JHLOR representative ensured Martinus Community Relations representative that was not related to JHLOR works. Martinus Community Relations representative engaged with internal network / integration team to investigate if ARTC or other associated works were occurring. Verified that ARTC were not working and potentially could be UGL / TSOM. Martinus Community		

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					Relations representative contacted TSOM representative to inquire whether works were occurring as part of their scope. TSOM stated had subcontractor with hand tools near platforms on that date but these would not be audible at the resident's property. Martinus Community Relations representative contacted stakeholder via phone call (Event ID: 333620) to inform that was not related to SM upgrade works based on investigation and to contact again if noise persists / occurs again and we will assist in investigating again.		
Marrickville	24/04/2025 10:00	Phone call - 1800 Info Line	Noise & Vibration - OOHW; Respite & AA - Respite	Noise from night works at Dulwich Hill overbridge causing disturbance.	Stakeholder was called by Community Relations representative, to obtain further information about the noise which was observed. The stakeholder was asked to confirm that he receives notifications and received notification for the works that occurred, which he stated he had. Notifications were provided on 9 and 23 April 2025. The approved out-of-hours works approval was reviewed to ensure respite offers were	Whilst on call to stakeholder, community relations representative explained process and protocol for respite via modelling for noise and vibration. Stakeholder was also provided with explanation that multiple contractors are working at the site and surrounding area and hence, potentially it may appear to be occurring consistently around Dulwich Hill Station. Community Relations representative told stakeholder that he will be sent an email with an overview of remaining	Closed

Address	Date/Time	How was the complaint received?	Topics raised by the Stakeholder	Nature of complaint	Investigation	Close out action with complainant	Complaint Status
					not triggered for works which had occurred. Confirmed that respite was not triggered by works.	works at Dulwich Hill, with an overview of upcoming night shifts and also an expected final completion time for works. Stakeholder was told that despite Martinus works finalising in June / July, further works would continue for broader upgrades to SM.	
Dulwich Hill	24/04/2025 4:57	Email - Community Inbox	Noise & Vibration - OOHV; Worker behaviour	Complaint from resident near Wardell Road overbridge in relation to noise of scheduled night works, scheduling of works for night time periods and worker behaviour.	Notifications were provided on 9 April 2025 and 24 April 2025 via email relating to this work. Works were specifically scheduled for OOHV due to traffic and pedestrian impacts, as well as road occupancy permits. Community relations team escalated worker behaviour concerns with internal construction team, to ensure that workers are mindful to not cause further unnecessary noise during OOHV due to community sensitivity and additional noise.	Community relations team attempted to call stakeholder, with no success after receiving the complaint, to obtain further information. Community relations team provided a response to the stakeholder, providing justification and reasoning for out of hours works, as well as providing notice about previous notifications. Stakeholder was also assured that worker behaviour and consideration for noise would be addressed internally within construction function.	Closed
Canterbury	1/04/2025 12:32	Email	Noise & Vibration - OOHV; Respite & AA - Respite	Resident lives facing rail corridor and reported hearing noise across the weekend. Requested respite.	Complaint received by JHLOR who forwarded the complaint to Martinus. Resident did not provide full address. Martinus at Canterbury was low impact, any noisy work in the area was likely ARTC scope.	Responded to resident providing the work notification, and confirmed that properties on Broughton St did not trigger respite offers relating to Martinus scope of overbridge remediation work. JHLOR also provided ARTC contact details for follow-up.	Closed

3.2 Monitoring & Mitigation

A review of noise monitoring results and community feedback identified three instances where resident complaints corresponded with periods of elevated works.

Community feedback suggests that the primary cause of dissatisfaction during these periods was related to ongoing cumulative nighttime impacts, overlapping contractor activity, and construction fatigue rather than the operation of specific plant or machinery during monitored activity.

As discussed in Section 2.1.2, the project adapted to the results seen through the reporting period and further mitigated the impacts through the following methods:

- Increasing the area of AA/RO qualifying properties for consideration; and
- Ensuring that all scheduling of works had any high impact activities (road sawing) completed at the earliest time of the shift possible, once traffic control was set.

Table 6 provides a summary of the monitoring outcomes and associated community responses.

Table 7: Monitoring and Community Feedback Summary

Date/Time of Monitoring	Location of Monitoring	Results of Monitoring	Complaint Date	Complaint	Investigation	Alignment with Monitored Activity
15/05/2025 00:43-00:47	2 Broughton St, Canterbury	Road saw: Brief LAmax exceedance observed during approved night works. Levels within anticipated range.	16/05/2025	Resident at 417/2D Charles Street Canterbury raised concerns about ongoing night works, noise and program adjustments.	Respite had previously been offered and accepted by resident. The concurrent presence of multiple construction scopes in the same area and overlapping communications have contributed to resident confusion and dissatisfaction. Construction fatigue among impacted residents is evident.	Yes – however complaint was general in nature, likely linked to cumulative construction activity rather than the short-term use of the road saw.
15/05/2025 01:36-01:46	2 Charles St, Canterbury	Vac truck: Minor LAmax exceedance noted. Background noise dominated by regular traffic on Canterbury Rd.				
21/08/2025 21:53-22:09	2 Close Street, Canterbury	Road saw: Short-term LAmax peaks recorded at start of shift; otherwise, compliant levels during remainder of works. The impact from the use of the road-saw was acute, only lasting 16 minutes and completed at the commencement of the shift. From there, the rest of the night shift involved the use of a vac truck on low revolutions, and a small excavator backfilling the excavation at the conclusion of the shift.	22/08/2025	Resident at 922/2D Charles Street Canterbury complained about not receiving respite vouchers stating that he has been impacted by noise from construction activities at Canterbury during the week and weekends, which has potential impacts to their work and sleep.	Confirmed that impacts were within approved limits and not eligible for additional respite. Reviewed videos showing noise with balcony door closed and open. Reviewed previous complaints and correspondence sent to the resident, which were generally direct requests for compensation. The resident has previously been offered earplugs and noise monitoring at the address during planned piling works which were not taken up.	Yes – however complaint was general and referred to multiple work periods. Complaint is likely due to ongoing construction fatigue and perception of constant works
29/08/2025 02:08-02:27	2 Charles St, Canterbury	Road saw: During potholing investigations, a small series of saw cuts were needed to further inform design once further service locating was completed during the shift. The LAeq was within limits, however a brief exceedance to the LaMAX was observed.	30/08/2025	Resident contacted the community inbox to report disturbance from ongoing night works on Canterbury Road. The resident described the noise as intrusive due to a clunking of the steel road plate when vehicles passed over it. The resident expressed frustration at the	Reviewed the time of noise disturbance around 4:00am against the approved OOHWA and the construction schedule. Identified the works as part of the Sydney Water service investigations on Canterbury Road, with a steel road plate in place to safely cover an open excavation. The use of the road plate was required for safety, was actively	No – complaint was specifically regarding sound of steel road plate

				lack of respite options and noted that other residents in the building were also affected and dissatisfied.	monitored by the site team, and formed part of the approved and planned methodology.	
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4 CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN AND SUBPLANS - AMENDMENTS

The Construction Environmental Management Plan and associated Subplans were approved by the Department of Planning, Housing and Infrastructure (DPHI) on the 10th of October 2024 (Appendix B).

The following table captures the changes and amendments made to the CEMP and Subplans throughout the Construction Period (October 2024 – September 2025), that have been reviewed and accepted by Sydney Metro and the Environmental Representative for the project.

Table 8: CEMP and Subplans - Amendments throughout Construction

Amendment No.	Management Plan	Description
1	CEMP	Table 7 – Reference to the NVMP has been updated
2	CEMP	Appendix A – Compliance table – error repair to A35 and A37 references
3	CEMP	Appendix A – D1, E31, E34, E46, E53, TC6 wording amended away from Martinus responsibility due to being an operational aspect.
4	CEMP	Section 3.3 – Section added to address environmental 'life cycle perspective' of products and general considerations around product procurement and disposal.
5	CEMP	Environmental Control Maps – Overall updates to reflect site conditions
6	Noise and Vibration Management Subplan (NVMP)	Appendix A – reference errors amended to several conditions throughout the table.
7	Heritage Management Subplan (HMP)	Section 5.1.3 – formatting error amended.
8	HMP	Appendix A – NAH19 and AH1 reference amended.
9	HMP	Appendix A – NAH21 and NAH22 missing, now added.
10	HMP	Header – error stating CEMP on pg. 61 amended to state HMP
11	VAMP	Table 7 – wording relating to CoA A20, Column 5 (<i>Compliance</i>) has been amended to reflect considerations around a <i>Change Notice</i> issued to Martinus from Sydney Metro regarding safety hazards around boundary screening being implemented on temporary fencing around worksites with high pedestrian thoroughfare and limited separation around public vehicles.

APPENDICES

APPENDIX A – Noise and Vibration Monitoring Reports (Renzo Tonin)

APPENDIX B – CEMP and Subplans Approval Evidence

3 October 2025

TN794-07F01 Canterbury Noise Monitoring Report (r1)

Martinus

Phillip Matevski

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Southwest Metro Package 4 - Water main relocation works - Canterbury Noise Monitoring

1 Introduction

Renzo Tonin & Associates was engaged by Martinus to conduct noise monitoring during the Canterbury overbridge water main relocation works for the Southwest Metro Package 4.

Noise monitoring was undertaken to measure construction activities and compare them to the predicted noise levels presented in the Gatewave report (Gatewave ID: TN794_060) prepared for the works. This report provides a summary of the monitoring results.

The work documented in this report was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian Standard / NZS ISO 9001.

2 Details of monitoring

Noise monitoring was undertaken at Canterbury Station on 2nd October 2025.

2.1 Monitoring location

The noise measurements were conducted at the nominated monitoring locations in the Gatewave report prepared for the works or at the closest representative noise impacted receiver. The measurement locations are listed in Table 2-1. Figures depicting the monitoring locations are included in APPENDIX A.

Table 2-1: Measurement details

Measurement ID	Assessment Point	Date and Time	Measured plant	Monitoring type	Measured distance	Temporary noise barrier between measured plant/receiver
M1	193 Canterbury Road, Canterbury (Appendix A.1)	02.10.2025 09:28pm – 09:43pm	Concrete saw and handtools	Noise	44m	Noise blankets surrounding sawing activity
M2	2 Charles Street, Canterbury (Appendix A.1)	02.10.2025 09:45pm – 10:00pm	Concrete saw and handtools	Noise	18m	Noise blankets surrounding sawing activity
M3	2 Charles Street, Canterbury (Appendix A.1)	02.10.2025 10:00pm – 10:15pm	Concrete saw, light vehicle and handtools	Noise	18m	Noise blankets surrounding sawing activity
M4	193 Canterbury Road, Canterbury (Appendix A.1)	02.10.2025 10:19pm – 10:34pm	Concrete saw, excavator and light vehicle	Noise	44m	Noise blankets surrounding sawing activity

2.2 Monitoring methodology

Noise measurement equipment consisted of one NTi Audio XL2 Type 1 sound level meter and microphone calibrator. The microphone was checked prior and after measurements using a Bruel & Kjaer Type 1 model 4231 calibrator. No significant drift in calibration was observed. All instrumentation complies with AS IEC 61672.1 2004 '*Electroacoustics – Sound Level Meters*' and carries current NATA certification (or if less than 2 years old, manufacturers certification).

Table 2-2 provides a summary of the noise measurement equipment.

Table 2-2: Summary of noise measurement equipment

Instrument	Make	Model	Serial Number	Last Calibrated
Type 1 Sound Level Meter	NTi	XL2	#A2A-16217-E0	1 September 2025
Type 1 Sound Level Meter Calibrator	B&K	4231	#3009707	18 December 2024

2.3 Environmental conditions

Environmental conditions recorded during the measurements are provided in Table 2-3. Environmental conditions did not have an adverse effect on the measured noise levels.

Table 2-3: Environmental conditions

Measurement ID	Assessment Point	Date and Time	Environmental Conditions
M1	193 Canterbury Road, Canterbury	02.10.2025 09:28pm – 09:43pm	Clear sky; air temperature 13°C, wind speed < 5m/s; relative humidity 60%
M2	2 Charles Street, Canterbury	02.10.2025 09:45pm – 10:00pm	Clear sky; air temperature 13°C, wind speed < 5m/s; relative humidity 60%
M3	2 Charles Street, Canterbury	02.10.2025 10:00pm – 10:15pm	Clear sky; air temperature 13°C, wind speed < 5m/s; relative humidity 60%
M4	193 Canterbury Road, Canterbury	02.10.2025 10:19pm – 10:34pm	Clear sky; air temperature 13°C, wind speed < 5m/s; relative humidity 60%

3 Noise Monitoring results

The results of the noise monitoring are presented in Table 3.1.

Table 3.1: Noise monitoring results

Measurement ID	Assessment Point	Prediction assumption (plant and equipment)	Predicted noise level		Measured plant	Measured construction contribution dB(A)		Above predicted noise level?	Comments
			L _{Aeq,15min} dB(A)	L _{Amax} dB(A)		L _{Aeq,15min}	L _{Amax}		
M1	193 Canterbury Road, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	76	78	Concrete saw and handtools	68 (63+5) ¹	70	No (L _{Aeq,15min})	The measured L _{Aeq,15min} contribution was below the predicted noise level. - Concrete saw events were observed to be ~68-70 dB(A) and operated for 3 minutes in the 15 minute period. - Noise blankets were installed surrounding the sawing works.
M2	2 Charles Street, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	82	84	Concrete saw and handtools	78 (73+5) ¹	85	No (L _{Aeq,15min})	The measured L _{Aeq,15min} contribution was below the predicted noise level. - Concrete saw events were observed to be ~80-85 dB(A) and operated for 1 minute in the 15 minute period. - Noise blankets were installed surrounding the sawing works.
M3	2 Charles Street, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	82	84	Concrete saw, light vehicle and handtools	69 (64+5) ¹	69	No (L _{Aeq,15min})	The measured L _{Aeq,15min} contribution was below the predicted noise level. - Concrete saw events were observed to be ~67-69 dB(A) and operated for 2 minutes in the 15 minute period. - Light vehicle events were observed to be ~60-65 dB(A) and operated for 7 minutes in the 15 minute period. - Noise blankets were installed surrounding the sawing works.
M4	193 Canterbury Road, Canterbury	Vacuum truck, Concrete / road / rail saw, Tipper and Excavator w bucket (13t)	76	78	Concrete saw, excavator and light vehicle	71 (66+5) ¹	70	No (L _{Aeq,15min})	The measured L _{Aeq,15min} contribution was below the predicted noise level. - Concrete saw events were observed to be ~68-70 dB(A) and operated for 4 minutes in the 15 minute period. - Light vehicle events were observed to be ~66-67 dB(A) and operated for 4 minutes in the 15 minute period. - Noise blankets were installed surrounding the sawing works.

Notes:

1. 5 dB(A) penalty applied to concrete sawing works due to annoying characteristics in accordance with the ICNG.

As shown in Table 3.1, the construction contribution $L_{Aeq,15min}$ were below the corresponding predicted noise levels for all monitoring locations.

4 Conclusion

Renzo Tonin & Associates has conducted noise monitoring during the Canterbury overbridge water main relocation works for the Southwest Metro Package 4.

The results of the noise measurements were below the predicted noise levels presented in the corresponding Gatewave report for all monitoring locations.

Document control

Date	Revision history	Non-issued revision	Issued revision	Prepared	Instructed	Reviewed / Authorised
03.10.2025	First issue	0	1	A. Hannelly	R. Zhafranata	R. Zhafranata
File Path: R:\AssocSydProjects\TN751-TN800\TN794 mt SWM4\1 Docs\03 Noise Monitoring\07 WExx Noise Monitoring\TN794-07F01 Canterbury Noise Monitoring Report (r1).docx						

Important Disclaimers:

The work presented in this document was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian/New Zealand Standard AS/NZS ISO 9001.

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APPENDIX A Monitoring locations

A.1 Canterbury Station: 2 Charles Street & 193 Canterbury Road, Canterbury



SYDNEY METRO SOUTHWEST METRO CONVERSION AND STATION WORKS (SWM4) PROJECT

Sydney Water Assets Vibration Monitoring Report

24 September 2025

Martinus

TN794-01-04F02 Sydney Water Asset Vibration Monitoring Report (r6)

Document details

Detail	Reference
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Prepared for:	Martinus
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Document control

Date	Revision history	Non-issued revision	Issued revision	Prepared	Instructed	Authorised
10.01.2025	First Issue	0	1	A. Hannelly	R. Zhafranata	M. Tabacchi
23.01.2025	Updated to include M4, M5 & M6	-	2	A. Hannelly	R. Zhafranata	R. Zhafranata
25.02.2025	Updated to include M7	-	3	A. Hannelly	R. Zhafranata	R. Zhafranata
03.03.2025	Updated to include M8	-	4	A. Hannelly	R. Zhafranata	R. Zhafranata
09.03.2025	Updated to include M9-M11	-	5	A. Hannelly	R. Zhafranata	R. Zhafranata
24.09.2025	Updated to include M12 & M13	-	6	A. Hannelly	R. Zhafranata	R. Zhafranata
R:\AssocSydProjects\TN751-TN800\TN794 mt SWM4\1 Docs\04 Vibration Monitoring\TN794-01-04F02 Sydney Water Asset Vibration Monitoring Report (r6).docx						

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1 Introduction

Renzo Tonin & Associates was engaged to undertake vibration monitoring during vibration intensive works associated with the SWM4 Project that are within proximity of the Sydney Water assets.

The work documented in this report was carried out in accordance with the Renzo Tonin & Associates Quality Assurance System, which is based on Australian Standard / NZS ISO 9001.

Appendix A contains a glossary of acoustic terms used in this report.

2 Sydney Water vibration limits

In accordance with Sydney Water Specialist Engineering Assessment¹, the vibration limits for Sydney Water buried assets are shown in Figure 2-1.

Figure 2-1: Sydney Water vibration limits

Asset type	Threshold values for velocity (PPV) measured on the asset in mm/s
Brittle Pipe assets – RC, VC/ EW, CICL	Maximum PPV for intermittent vibrations 10mm/s Maximum PPV for continuous vibrations 5mm/s
Ductile Pipe assets – SCL, DI, PVC, PE, PP, GRP	Maximum PPV for intermittent vibrations 20mm/s Maximum PPV for continuous vibrations 10mm/s
Masonry	3 mm/s
Unreinforced concrete	3 mm/s

For the brittle pipe assets, the following vibration limits have been applied for intermittent vibration intensive works:

- 5 mm/s PPV screening criterion
- 10 mm/s PPV stop works limits

3 Vibration monitoring methodology

The vibration monitor was installed as close as practicable to the assessed asset. Monitoring location surfaces were brushed to displace any dirt and the accelerometers were attached to the surface using double sided adhesive tape. The accelerometers used in the measurements have current calibration checks and were deemed suitable for the measurements.

The details of the instrumentation being used for each measurement is defined in APPENDIX B.

¹ Sydney Water Specialist Engineering Assessment, Doc No: D0001870, Version 1, Issue Date: 19 February 2021

4 Monitoring locations

The vibration monitoring was conducted at the locations presented in Table 4-1. Figures depicting the monitoring locations have been prepared for each measurement in APPENDIX B.

Table 4-1: Monitoring locations

ID	Date	Distance to works	Plant	Assessment point	Location
M1	15.11.2024	1-10m	Baseline vibration monitoring; pedestrian, cyclists, car passbys, truck passbys, bus passbys	Livingstone Road Overbridge: Sydney Water assets; W001/DN150 CICL, W002-A/DN250 CICL and W002-B/DN200	As shown in report TN794-01-04F01 Livingstone Rd Bridge Baseline Vibration Monitoring Report (r1)
M2	17.12.2024	2.5m	MRC 1.2t bored piling rig	Livingstone Road Overbridge: 2.5m away from piling works (in-line with W002-A/DN250 CICL and W002-B/DN200)	As shown in Appendix B.1
M3	19.12.2024	3.5m	MRC 1.2t bored piling rig	Livingstone Road Overbridge: 3.5m away from piling works (in-line with W001/DN150 CICL)	As shown in Appendix B.2
M4	07.01.2025	1-10m	Baseline vibration monitoring; pedestrian, car passby	Melford Street Overbridge: Sydney Water assets; W003 100CICL, S004-A 200PE, S004-B 200PE	As shown in Appendix B.3
M5	13.01.2025	3.5m	MRC 1.2t bored piling rig	Melford Street Overbridge: 3.5m away from piling works (in-line with W003 100CICL). Also assessing S004-A 200PE, S004-B 200PE.	As shown in Appendix B.3
M6	13.01.2025	2.5m	Zaxis 170W Excavator with drill attachment	Melford Street Overbridge: 2.5m away from piling works (in-line with W003 100CICL). Also assessing S004-A 200PE, S004-B 200PE.	As shown in Appendix B.4
M7	20.02.2025	1m	MRC 1.2t bored piling rig	Floss Street Overbridge: 1m away from piling works (in-line with W009-A OD125 PE encased in DN150 CICL).	As shown in Appendix B.5
M8	27.02.2025	3m	MRC 1.2t bored piling rig	Floss Street Overbridge: 3m away from piling works (in-line with W009-A OD125 PE encased in DN150 CICL).	As shown in Appendix B.6

ID	Date	Distance to works	Plant	Assessment point	Location
M9	06.03.2025	1m	MRC 1.2t bored piling rig	Wardell Road Overbridge: 1m away from piling works (in-line with W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/OD219 SCL). Also assessing S002-E DN225 VC, S003-E Vent Stack and S006-E/1 Junction Maintenance Hole.	As shown in B.7
M10	06.03.2025	1.5m & 2m	14t excavator with auger attachment	Wardell Road Overbridge: 1.5m and 2m away from piling works (in-line with W006-E DN500 CICL/OD356 SCL). Also assessing S006-E Oviform Brick Tunnel.	As shown in B.8
M11	06.03.2025	1m	MRC 1.2t bored piling rig	Wardell Road Overbridge: 1m away from piling works (in-line with W006-E DN500 CICL/OD356 SCL).	As shown in B.9
M12	20.09.2025	1.5m	40t excavator with bored piling rig attachment	Canterbury Road Overbridge: 1.5m away from piling works (in-line with W010 DN300 CICL/W011 DN450 CICL)	As shown in B.10
M13	20.09.2025	1.5m	40t excavator with bored piling rig attachment	Canterbury Road Overbridge: 1.5m away from piling works (in-line with W010 DN300 CICL/W011 DN450 CICL)	As shown in B.11

5 Results summary

The results of the vibration monitoring are summarised in Table 5-1. The vibration monitoring details and results from each location are shown in APPENDIX B.

Table 5-1: Summary results

ID	Assessment point	Monitoring results	Monitoring Outcome	Comment
M1	Livingstone Road Overbridge: Sydney Water assets; W001/DN150 CICL, W002-A/DN250 CICL and W002-B/DN200	See report TN794-01-04F01 Livingstone Rd Bridge Baseline Vibration Monitoring Report (r1)	When there are no construction activities, all measured activities were below the screening criterion of 5 mm/s PPV.	No further action required

ID	Assessment point	Monitoring results	Monitoring Outcome	Comment
M2	Livingstone Road Overbridge: 2.5m away from piling works (in-line with W002-A/DN250 CICL and W002-B/DN200)	See Appendix B.1 for details	At 2.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M3	Livingstone Road Overbridge: 3.5m away from piling works (in-line with W001/DN150 CICL)	See Appendix B.2 for details	At 3.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M4	Melford Street Overbridge: Sydney Water assets; W003 100CICL, S004-A 200PE, S004-B 200PE	See Appendix B.3 for details	When there are no construction activities, all measured activities were below the screening criterion of 5 mm/s PPV.	No further action required
M5	Melford Street Overbridge: 3.5m away from piling works (in-line with W003 100CICL). Also assessing S004-A 200PE, S004-B 200PE.	See Appendix B.3 for details	At 3.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M6	Melford Street Overbridge: 2.5m away from piling works (in-line with W003 100CICL). Also assessing S004-A 200PE, S004-B 200PE.	See Appendix B.4 for details	At 2.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M7	Floss Street Overbridge: 1m away from piling works (in-line with In line with W009-A OD125 PE encased in DN150 CICL).	See Appendix B.5 for details	At 1m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M8	Floss Street Overbridge: 3m away from piling works (in-line with In line with W009-A OD125 PE encased in DN150 CICL).	See Appendix B.6 for details	At 3m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M9	Wardell Road Overbridge: 1m away from piling works (in-line with W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/OD219 SCL). Also assessing S002-E DN225 VC, S003-E Vent Stack and S006-E/1 Junction Maintenance Hole.	See Appendix B.7 for details	At 1m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required

ID	Assessment point	Monitoring results	Monitoring Outcome	Comment
M10	Wardell Road Overbridge: 1.5m and 2m away from piling works (in-line with W006-E DN500 CICL/OD356 SCL). Also assessing S006-E Oviform Brick Tunnel.	See Appendix B.6 for details	At 1.5m and 2m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M11	Wardell Road Overbridge: 1m away from piling works (in-line with W006-E DN500 CICL/OD356 SCL).	See Appendix B.9 for details	At 1m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M12	Canterbury Road Overbridge: 1.5m away from piling works (in-line with W010 DN300 CICL/W011 DN450 CICL)	See Appendix B.10 for details	At 1.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required
M13	Canterbury Road Overbridge: 1.5m away from piling works (in-line with W010 DN300 CICL/W011 DN450 CICL)	See Appendix B.11 for details	At 1.5m away, all piling activities produce vibration levels below the screening criterion of 5 mm/s PPV.	No further action required

6 Conclusion

Renzo Tonin & Associates was engaged to undertake vibration monitoring to protect the Sydney Water assets from potential vibration impacts.

The vibration monitoring confirms compliance with the Sydney Water vibration limits.

APPENDIX A

Glossary of terminology

The following is a brief description of the technical terms used to describe vibration to assist in understanding the technical issues presented.

Peak particle velocity (ppv)	The maximum instantaneous velocity of a particle at a point during a given time interval.
Vibration	A mechanical phenomenon whereby oscillations occur about an equilibrium point; a periodic back-and-forth motion of an elastic body or medium, commonly resulting when almost any physical system is displaced from its equilibrium condition.

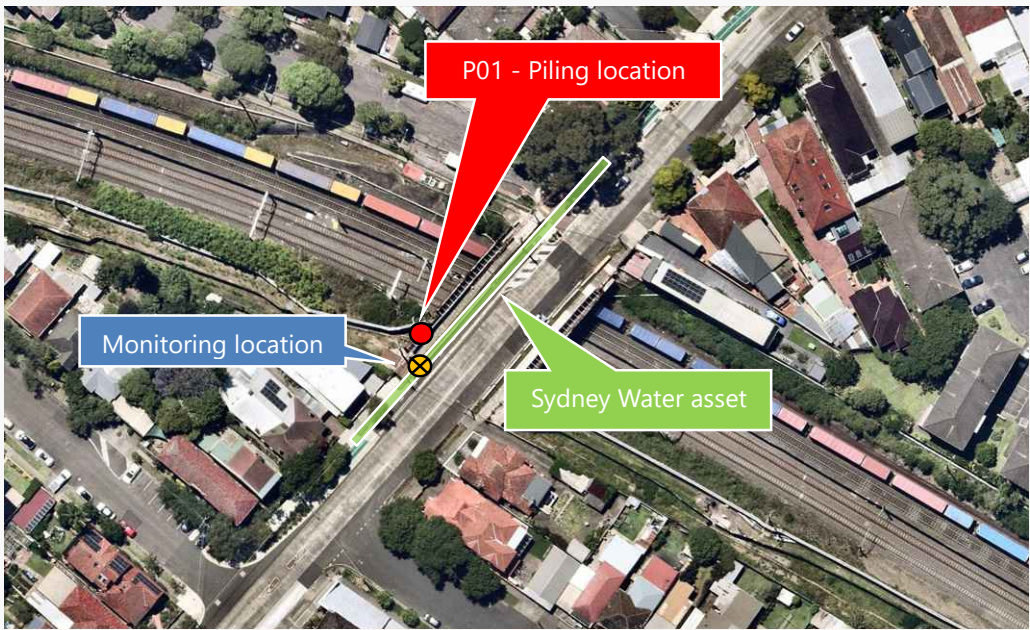
APPENDIX B

Monitoring details, results, locations

B.1 Livingstone Rd Overbridge P01 piling works vibration monitoring

Measurement ID:	M2	
Assessment point:	In-line with W002-A/DN250 CICL and W002-B/DN200	
	Date:	17.12.2024
	Measurement type:	Vibration
	Meas. location:	In line with W002-A/DN250 CICL and W002-B/DN200
	Measured distance:	2.5m
	Geology:	Competent soil
	Plant	MRC 1.2t bored piling rig
	Instrumentation:	Sinus Soundbook-1 + B&K Type 4524B (SN: 39142)
Notes	Monitor located on surface above the W002-A/DN250 CICL and W002-B/DN200 Sydney Water assets, approximately 2.5m from the works.	

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 17th December 2024. Based on the results shown below, the works produced vibration levels below the screening criterion of 5 mm/s at 2.5m away.

Appendix B.1: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration limits
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M2									
17.12.2024 12:21pm – 12:46pm	2.5m	MRC 1.2t Bored piling rig	5	2.20	5	2.86	4	1.51	5 mm/s 10 mm/s

Figure B.1: 17.12.2024 measured vibration levels from all P01 works (X-Axis)

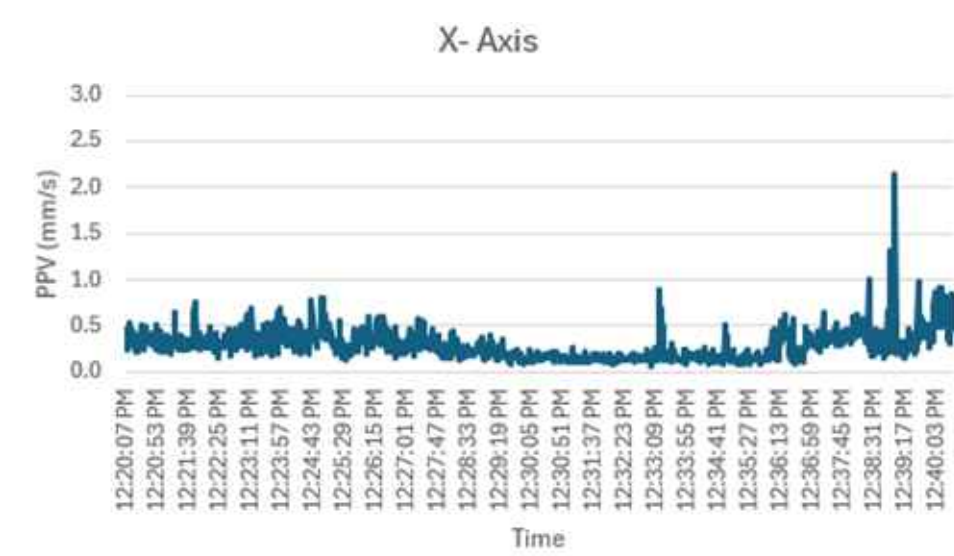


Figure B.1: 17.12.2024 measured vibration levels from all P01 works (Y-Axis)

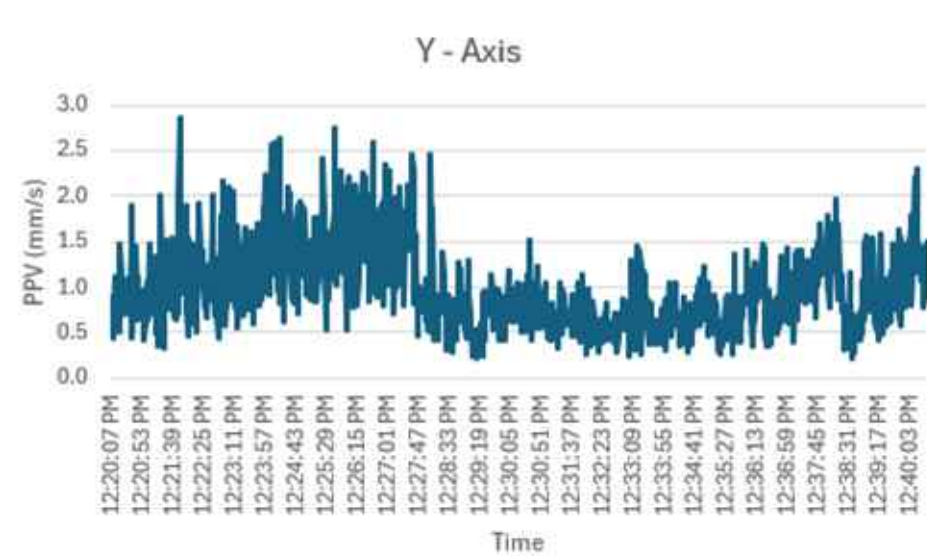
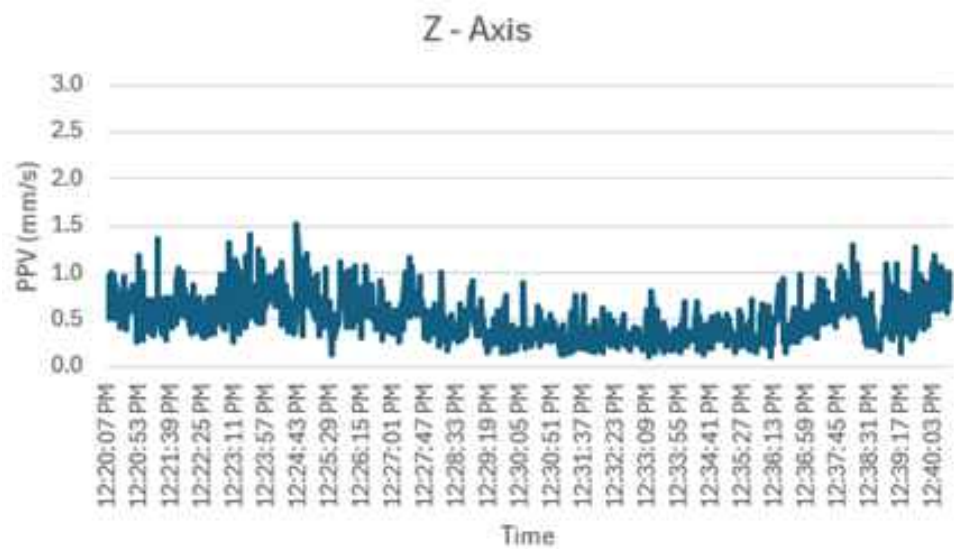


Figure B.1: 17.12.2024 measured vibration levels from all P01 works (Z-Axis)



B.2 Livingstone Rd Overbridge P03 piling works vibration monitoring

Measurement ID:	M3
Assessment point:	In line with W001/DN150 CICL
	
Date:	19.12.2024
Measurement type:	Vibration
Meas. location:	In line with W001/DN150 CICL
Measured distance:	3.5m
Geology:	Competent soil
Plant	MRC 1.2t bored piling rig
Instrumentation:	Sinus Soundbook-1 + B&K Type 4524B (SN: 39142)
Notes	Monitor located on surface above the W001/DN150 CICL Sydney Water asset, approximately 3.5m from the works.

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 19th December 2024. Based on the results below, , the works produced vibration levels below the screening criterion of 5 mm/s at 3.5m away.

Appendix B.2: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M3									
19.12.2024 12:01pm – 12:49pm	3.5m	MRC 1.2t Bored piling rig	5	2.01	5	2.68	4	2.45	5 mm/s 10 mm/s

Figure B.2: 19.12.2024 measured vibration levels from all P03 works (X-Axis)

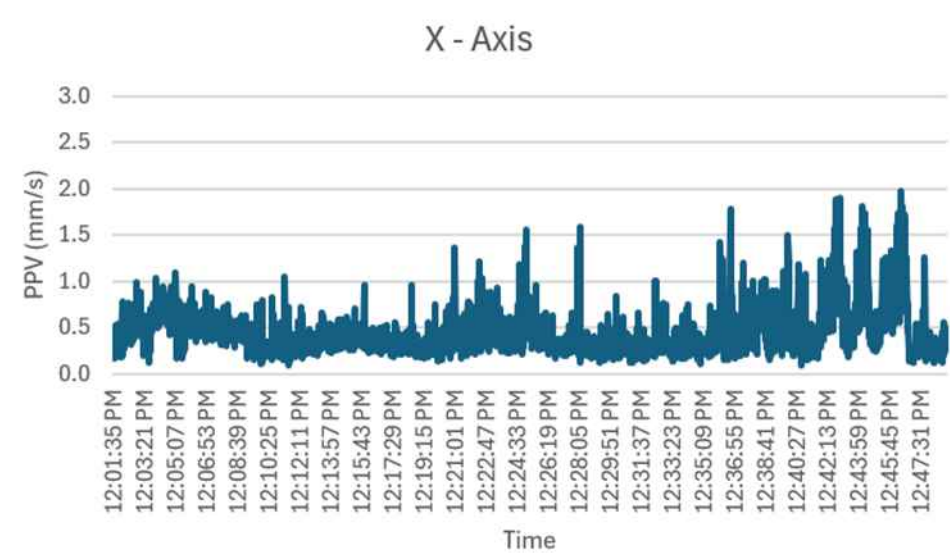


Figure B.2: 19.12.2024 measured vibration levels from all P03 works (Y-Axis)

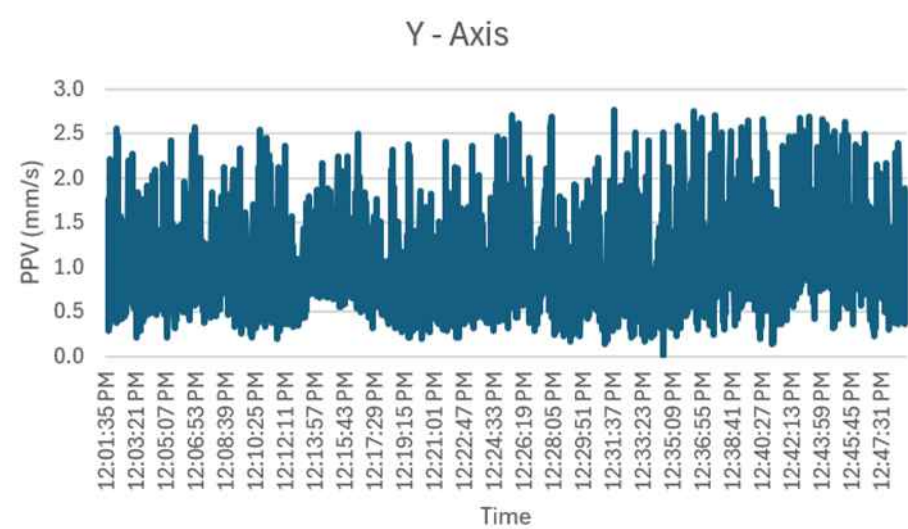
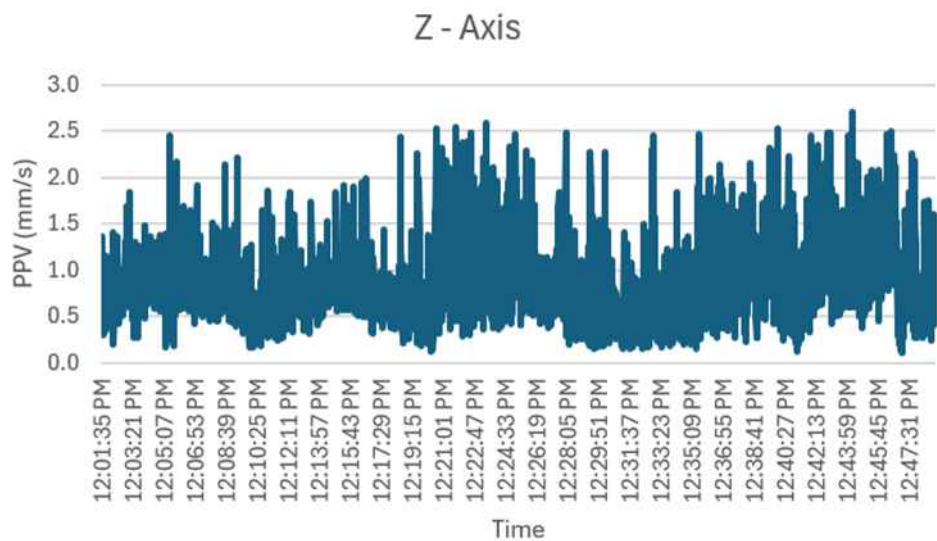


Figure B.2: 19.12.2024 measured vibration levels from all P03 works (Z-Axis)



B.3 Melford Street Overbridge P01 piling works vibration monitoring

Measurement ID:	M4 & M5	
Assessment point:	In line with W003 100CICL. Also assessing S004-A 200PE and S004-B 200PE.	
	Date:	13.01.2025
	Measurement type:	Vibration
	Meas. location:	In line with W003 100CICL
	Measured distance:	3.5m
	Geology:	Piling works undertaken on competent soil
	Plant	MRC 1.2t bored piling rig
	Instrumentation:	Sinus Soundbook-1 + B&K Type 4524B (SN: 39142)
Notes		Monitor located on surface above the W003 100CICL Sydney Water asset, approximately 3.5m from the works. This measuring point is also assessing S004-A 200PE and S004-B 200PE assets.

Monitoring location



Comments

Baseline vibration monitoring shows that vibration levels were below 5 mm/s when there were no construction activities occurring on site. Vibration monitoring was conducted during the piling works on 13th January 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 3.5m away.

Appendix B.3: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria ppv (mm/s)
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	
M4									
07.01.2025	1-10m	Baseline vibration monitoring; pedestrian, car passby	-	0.49	-	1.02	-	0.79	5 mm/s 10 mm/s
M5									
13.01.2025 11:06am – 11:40am	3.5m	MRC 1.2t Bored piling rig	4	1.13	4	2.30	4	2.25	5 mm/s 10 mm/s

Figure B.3: 13.01.2025 measured vibration levels from all P01 works (X-Axis)

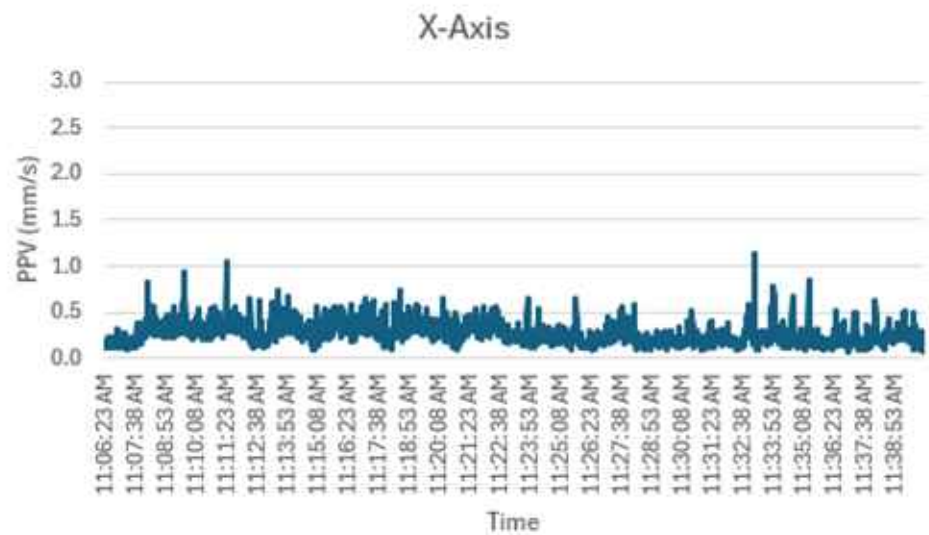


Figure B.3: 13.01.2025 measured vibration levels from all P01 works (Y-Axis)

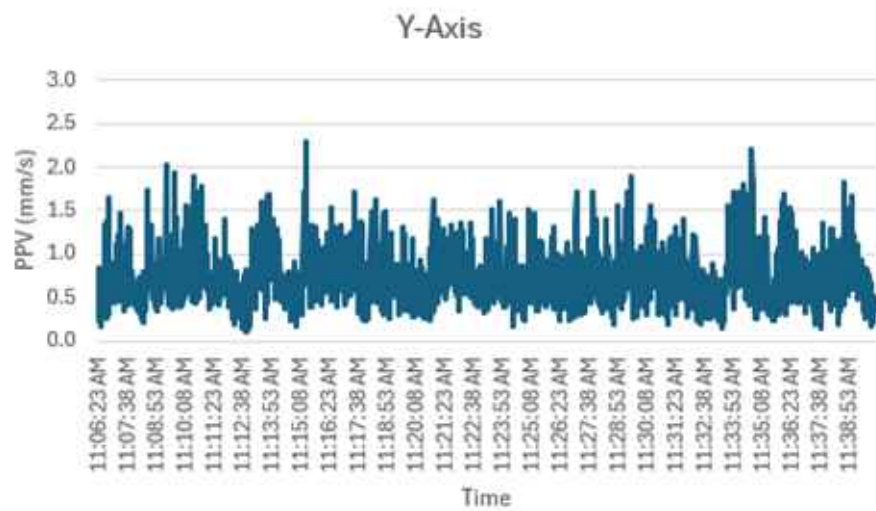
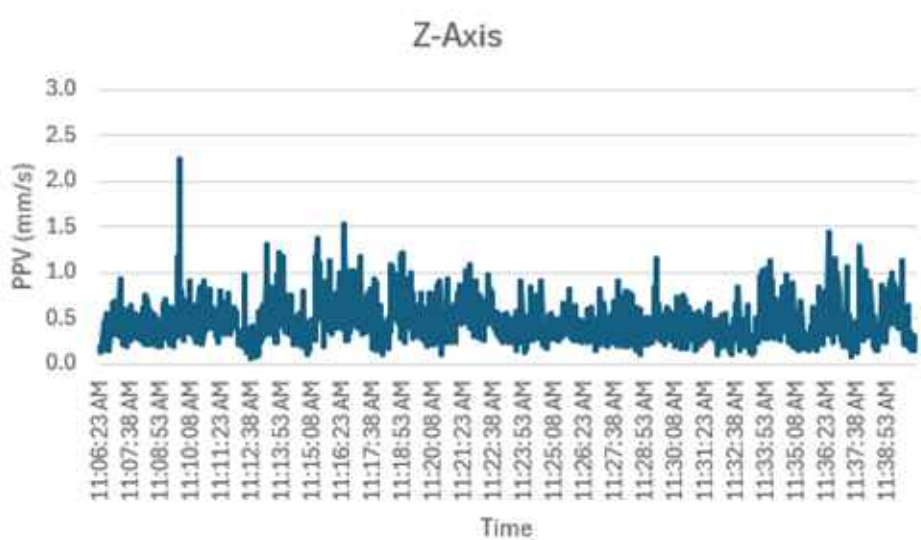


Figure B.2: 13.01.2025 measured vibration levels from all P01 works (Z-Axis)



B.4 Melford Street Overbridge P02 piling works vibration monitoring

Measurement ID:	M6
Assessment point:	In line with W003 100CICL. Also assessing S004-A 200PE and S004-B 200PE.
	
Date:	13.01.2025
Measurement type:	Vibration
Meas. location:	In line with W003 100CICL
Measured distance:	2.5m
Geology:	Piling works undertaken on competent soil
Plant	Zaxis 170W Excavator with drill attachment
Instrumentation:	Sinus Soundbook-1 + B&K Type 4524B (SN: 39142)
Notes	Monitor located on surface above the W003 100CICL Sydney Water asset, approximately 2.5m from the works. This measuring point is also assessing S004-A 200PE and S004-B 200PE assets.

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 13th January 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 2.5m away.

Appendix B.4: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M6									
13.01.2025 12:25pm – 02:46pm	2.5m	Zaxis 170W Excavator with drill attachment	4	2.75	4	2.45	4	1.81	5 mm/s 10 mm/s

Figure B.4: 13.01.2025 measured vibration levels from all P02 works (X-Axis)

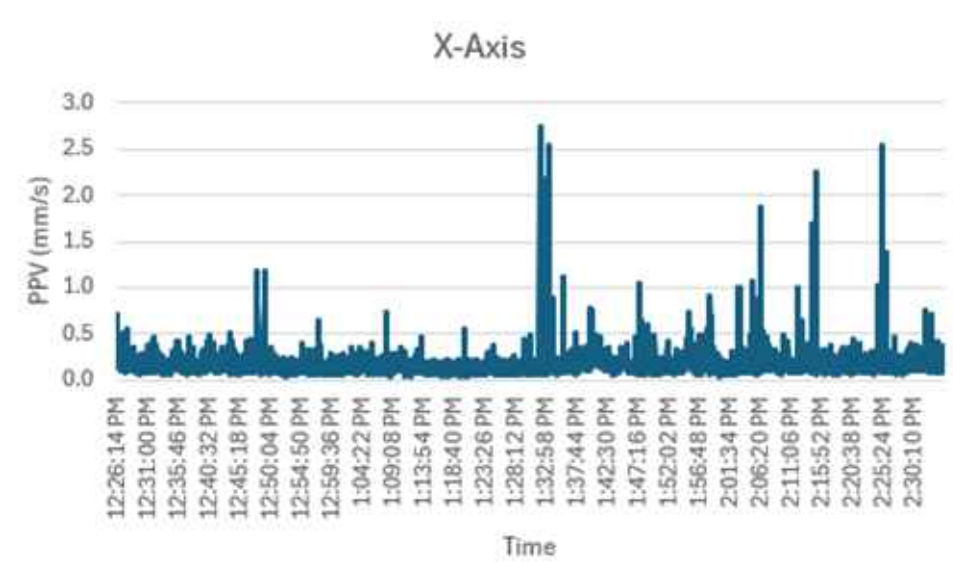


Figure B.4: 13.01.2025 measured vibration levels from all P02 works (Y-Axis)

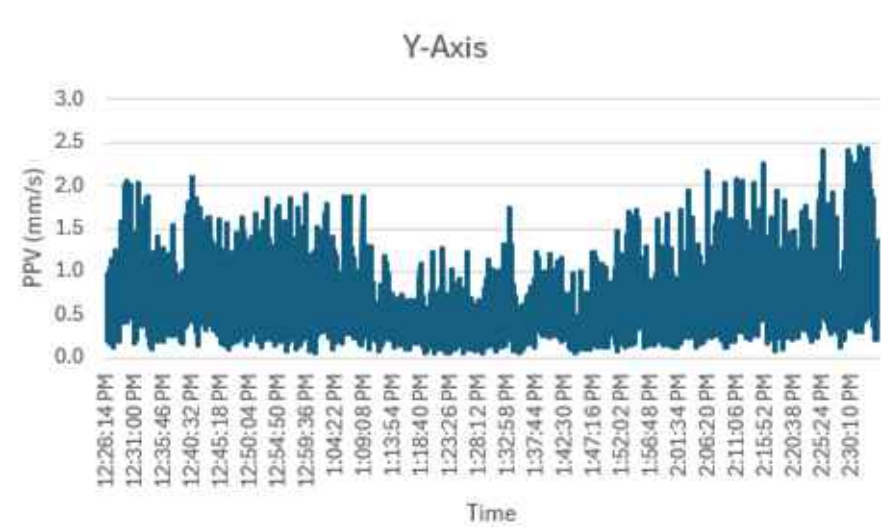
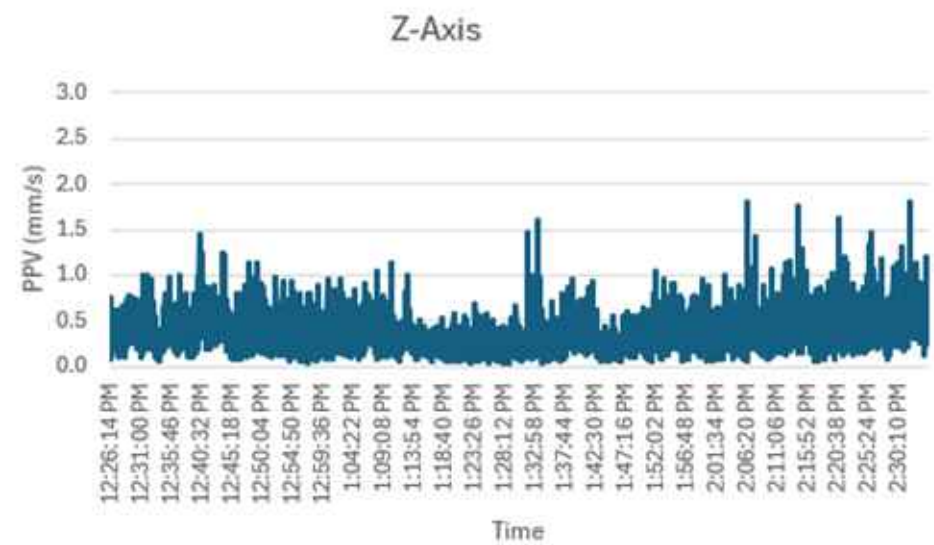


Figure B.4: 13.01.2025 measured vibration levels from all P02 works (Z-Axis)



B.5 Floss Street overbridge piling works vibration monitoring

Measurement ID:	M7	
Assessment point:	In line with W009-A OD125 PE encased in DN150 CICL	
	Date:	20.02.2025
	Measurement type:	Vibration
	Meas. location:	In line with W009-A OD125 PE encased in DN150 CICL
	Measured distance:	1m
	Geology:	Piling works undertaken on competent soil
	Plant	MRC 1.2t bored piling rig
	Instrumentation:	Sigicom C22 (SN: #116237)
Notes		Monitor located on surface above the W009-A OD125 PE encased in DN150 CICL Sydney Water asset, approximately 1m from the works.
Monitoring location		
		
Comments		
Vibration monitoring was conducted during the piling works on 20 th February 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1m away.		

Appendix B.5: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria ppv (mm/s)
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	
M7									
20.02.2025 11:45am – 01:30pm	1m	MRC 1.2t bored piling rig	59	2.96	7	1.80	55	2.10	5 mm/s 10 mm/s

Figure B.5: 20.02.2025 measured vibration levels from piling works (X-Axis)

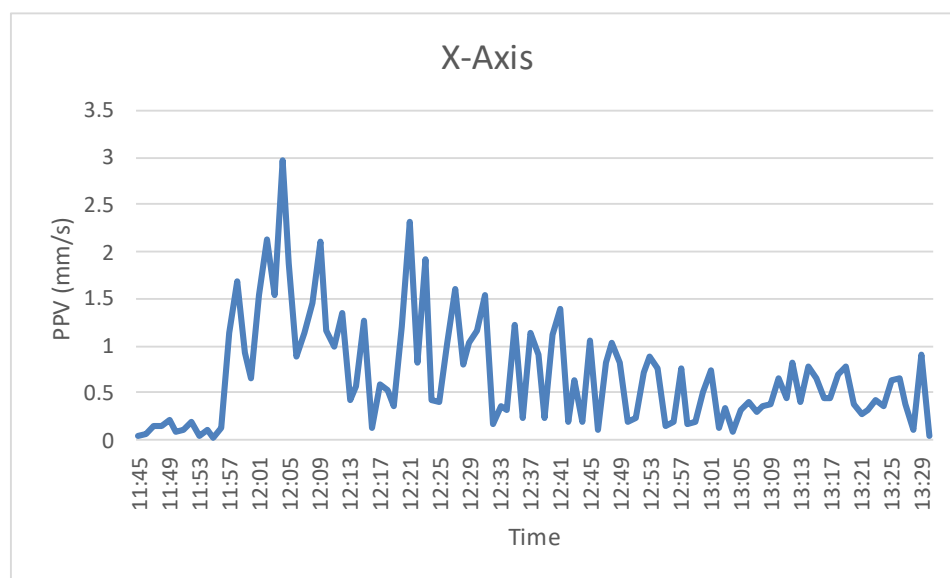


Figure B.5: 20.02.2025 measured vibration levels from piling works (Y-Axis)

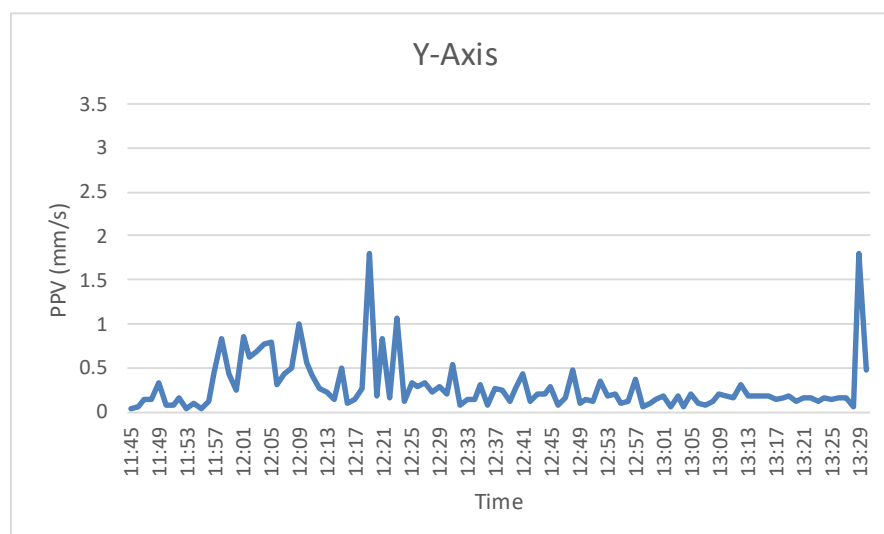
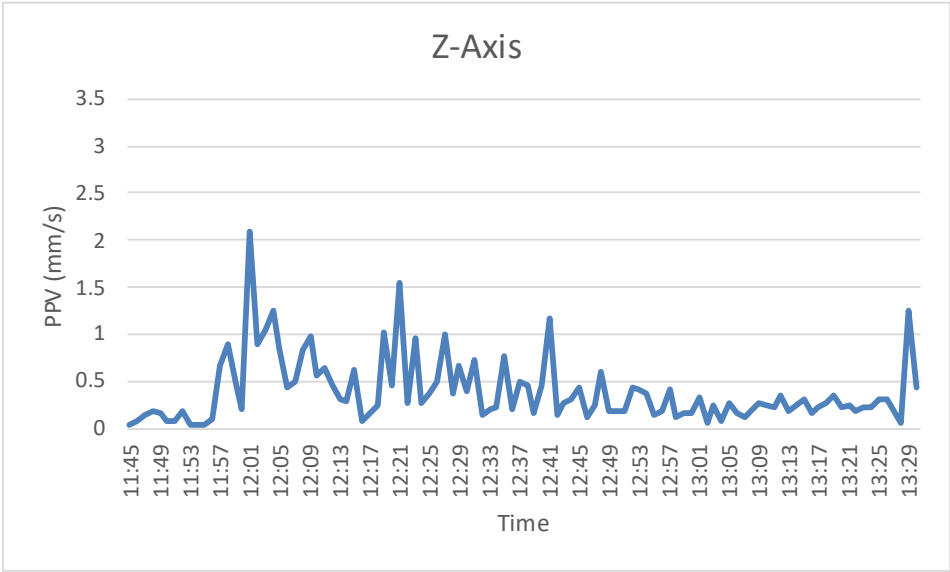
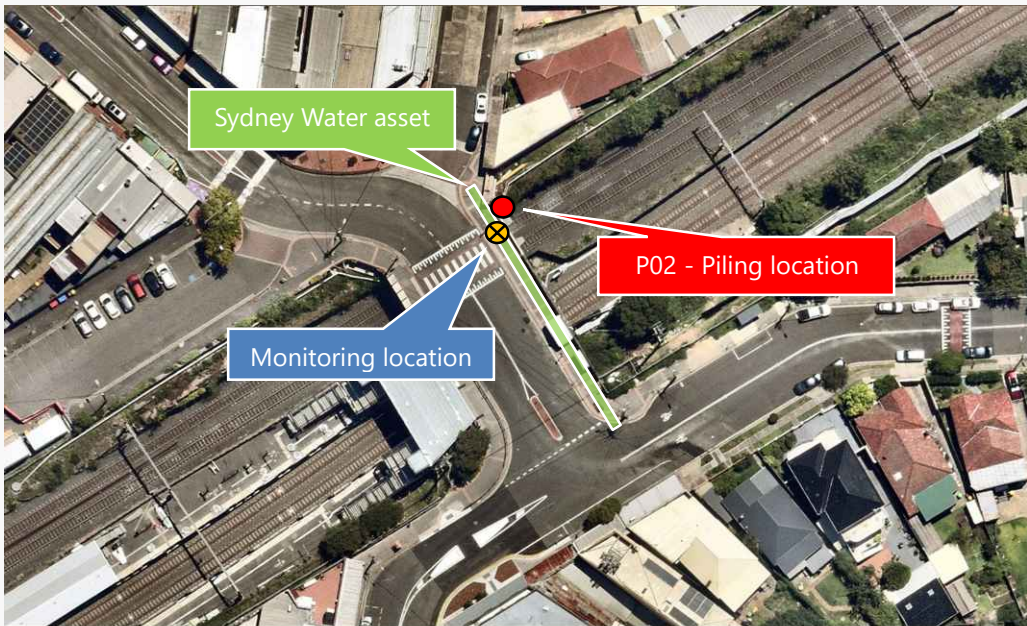


Figure B.5: 20.02.2025 measured vibration levels from piling works (Z-Axis)



B.6 Floss Street overbridge piling works vibration monitoring

Measurement ID:	M8	
Assessment point:	In line with W009-A OD125 PE encased in DN150 CICL	
	Date:	27.02.2025
	Measurement type:	Vibration
	Meas. location:	In line with W009-A OD125 PE encased in DN150 CICL
	Measured distance:	3m
	Geology:	Piling works undertaken on competent soil
	Plant	MRC 1.2t bored piling rig
	Instrumentation:	Sinus Soundbook-1 + B&K Type 4524B (SN: 39142)
Notes	Monitor located on surface above the W009-A OD125 PE encased in DN150 CICL Sydney Water asset, approximately 3m from the works.	
Monitoring location		
		
Comments		
Vibration monitoring was conducted during the piling works on 27 th February 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 3m away.		

Appendix B.6: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M8									
27.02.2025 11:19pm – 12:21am	3m	MRC 1.2t bored piling rig	80	2.08	4	1.10	50	0.77	5 mm/s 10 mm/s

Figure B.6: 27.02.2025 measured vibration levels from piling works (X-Axis)

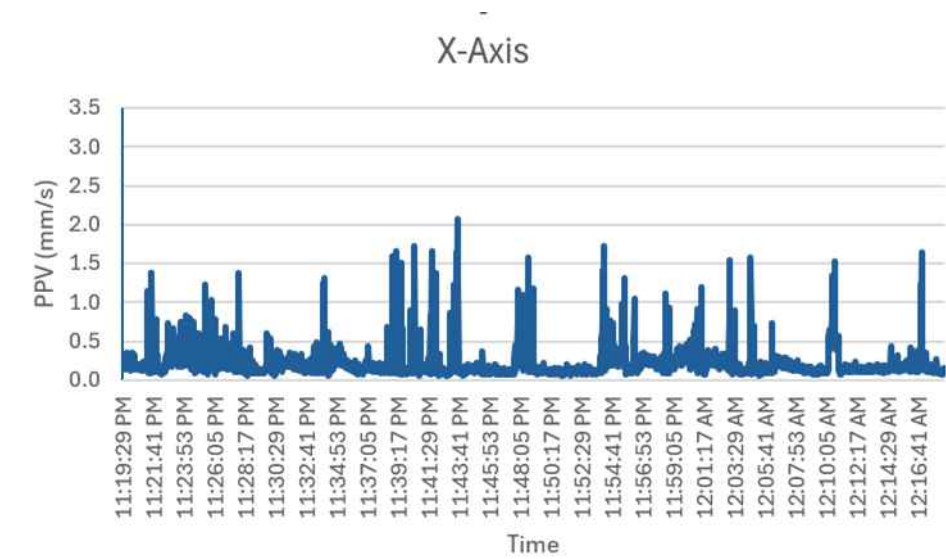


Figure B.6: 27.02.2025 measured vibration levels from piling works (Y-Axis)

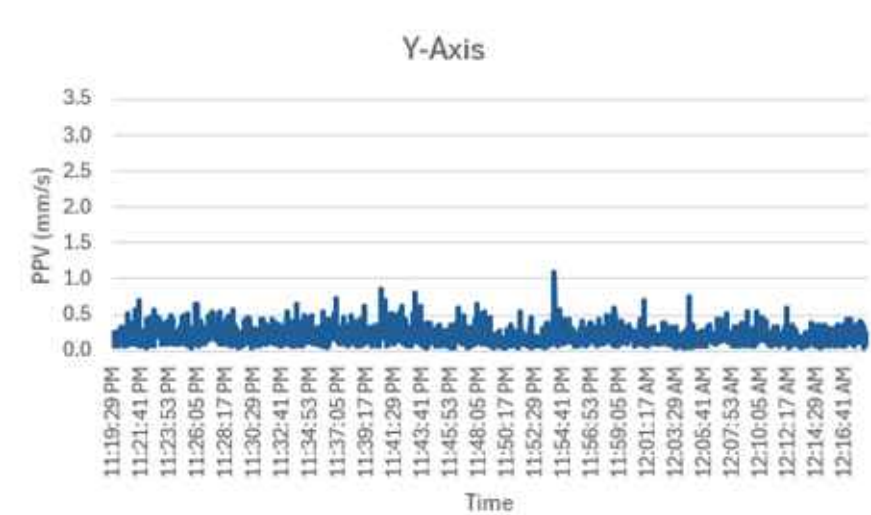
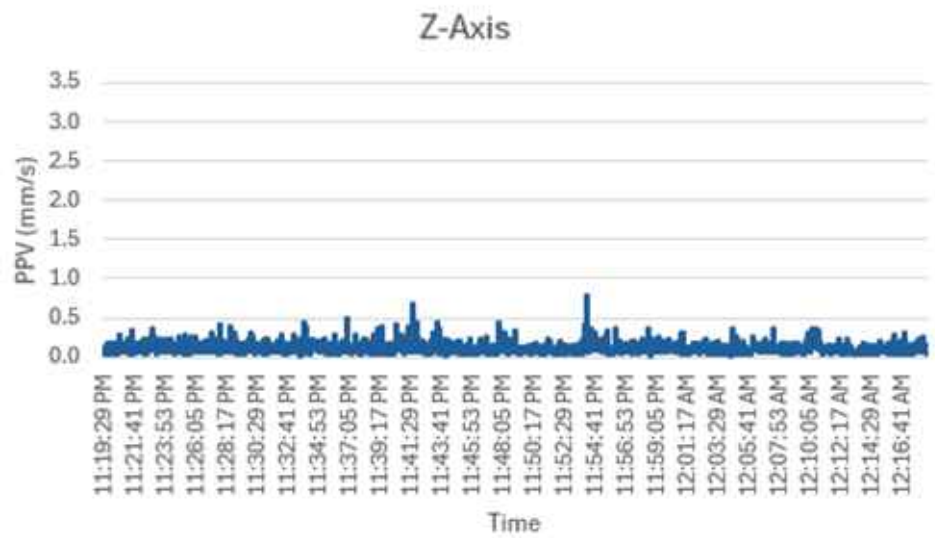


Figure B.6: 27.02.2025 measured vibration levels from piling works (Z-Axis)

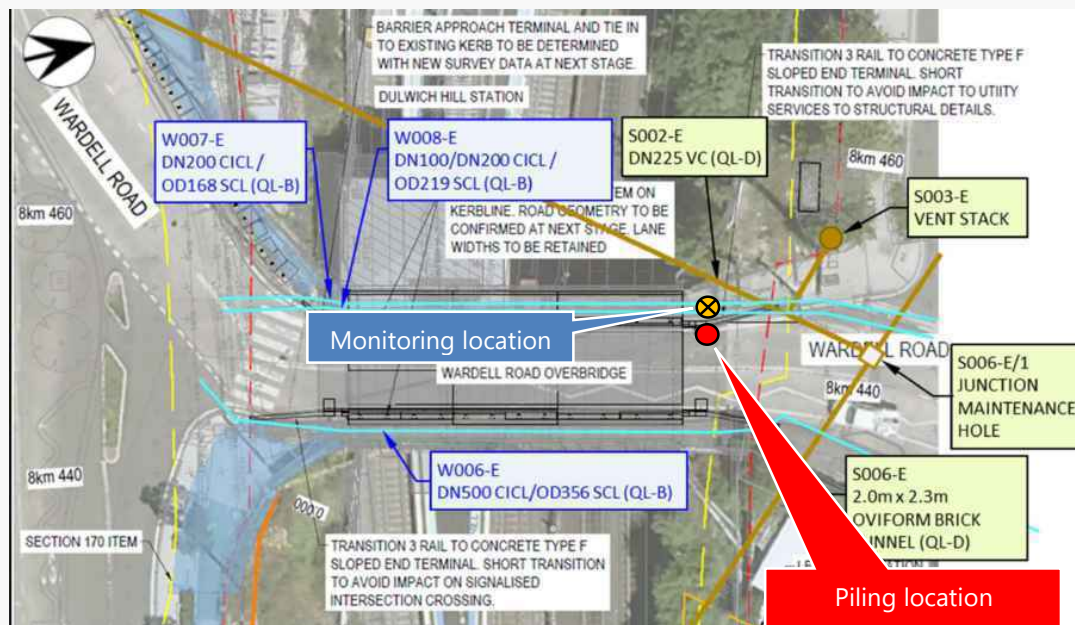


B.7 Wardell Road overbridge piling works vibration monitoring

Measurement ID:	M9
Assessment point:	In-line with W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/ OD219 SCL
Date:	06.03.2025
Measurement type:	Vibration
Meas. location:	In-line with W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/ OD219 SCL
Measured distance:	1m
Geology:	Piling works undertaken on soft rock
Plant	MRC 1.2t bored piling rig
Instrumentation:	Sigicom C22 (SN: #116242)
Notes	Monitor located on surface above the W007-E DN200 CICL/OD168 SCL and W008-E DN100/DN200 CICL/ OD219 SCL Sydney Water asset, approximately 1m from the works. This measuring point is also assessing S002-E DN225 VC, S003-E Vent Stack and S006-E/1 Junction Maintenance Hole assets.



Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 6th March 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1m away.

Appendix B.7: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria ppv (mm/s)
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	
M9									
06.03.2025 12:40am – 01:05am	1m	MRC 1.2t bored piling rig	158	3.05	85	2.10	108	0.90	5 mm/s 10 mm/s

Figure B.7: 06.03.2025 measured vibration levels from piling works (X-Axis)

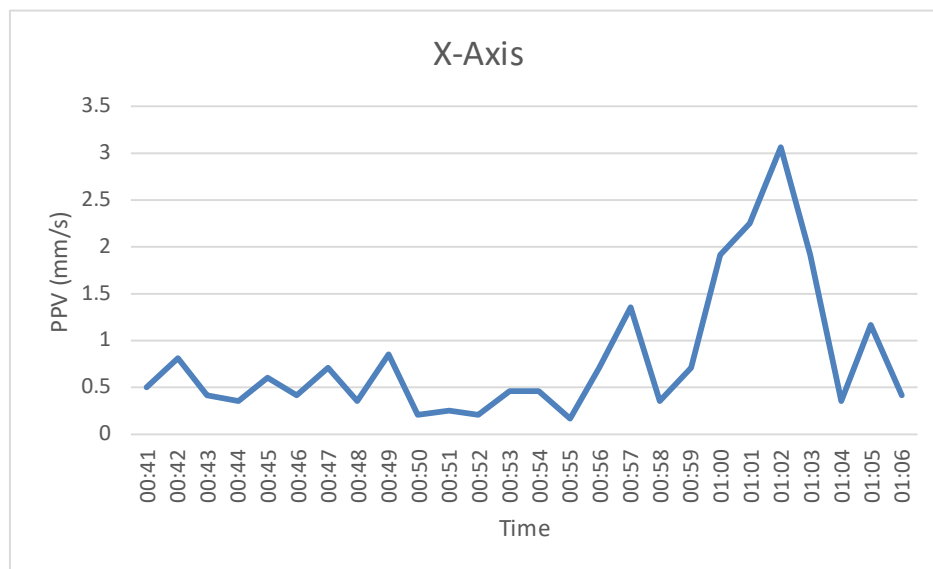


Figure B.7: 06.03.2025 measured vibration levels from piling works (Y-Axis)

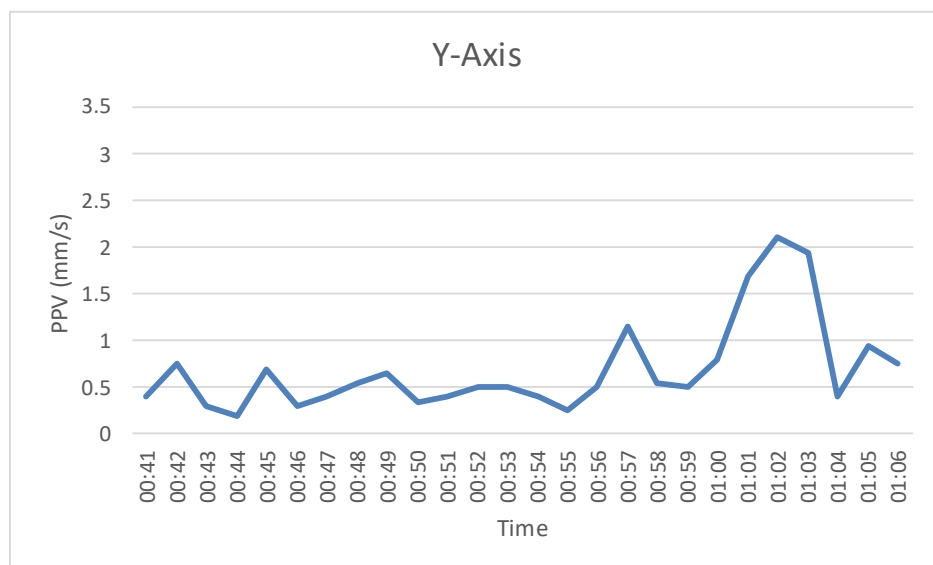
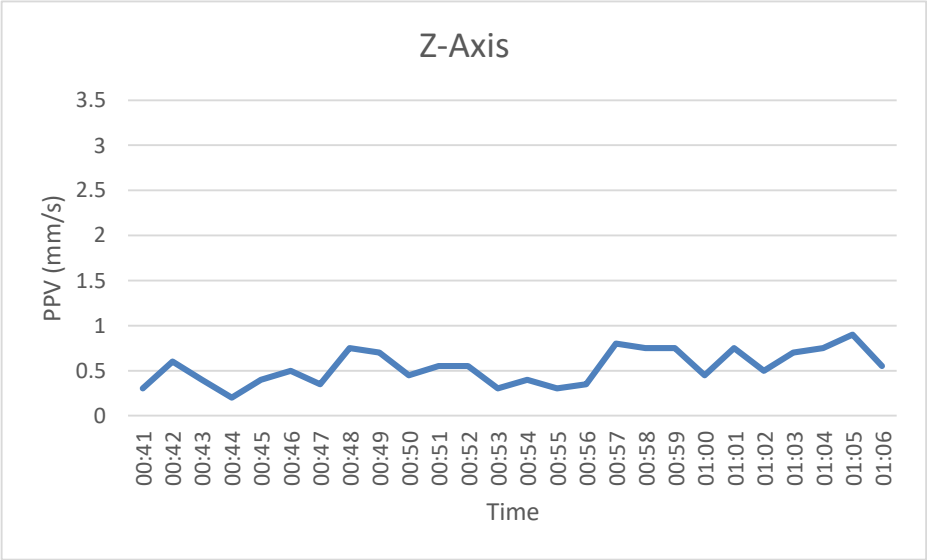


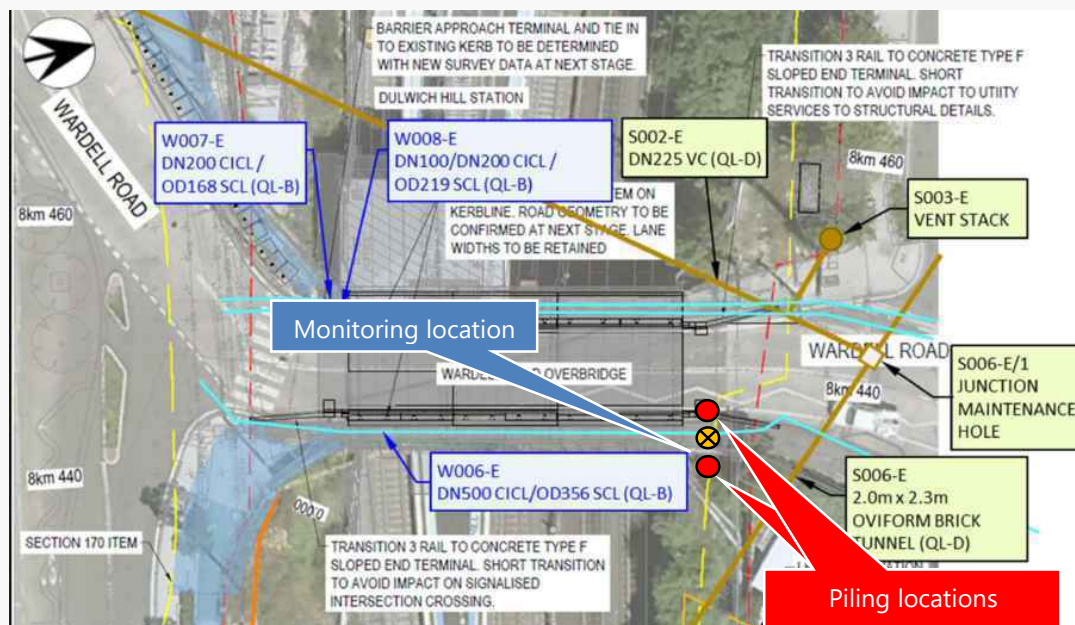
Figure B.7: 06.03.2025 measured vibration levels from piling works (Z-Axis)



B.8 Wardell Road overbridge piling works vibration monitoring

Measurement ID:	M10	
Assessment point:	In-line with W006-E DN500 CICL/OD356 SCL	
	Date:	06.03.2025
	Measurement type:	Vibration
	Meas. location:	In-line with W006-E DN500 CICL/OD356 SCL
	Measured distance:	1.5m and 2m
	Geology:	Piling works undertaken on soft rock
	Plant	14t excavator with auger attachment
	Instrumentation:	Sigicom C22 (SN: #116242)
	Notes	Monitor located on surface above the W006-E DN500 CICL/OD356 SCL Sydney Water asset, approximately 1.5m and 2m from the works. This measuring point is also assessing S006-E Oviform Brick Tunnel asset.

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 6th March 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1.5m and 2m away.

Appendix B.8: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M10									
06.03.2025 10:18pm – 11:00pm	1.5m	14t excavator with auger attachment	66	2.65	79	2.20	43	2.05	5 mm/s 10 mm/s
06.03.2025 11:00pm – 11:40pm	2m	14t excavator with auger attachment	205	2.10	108	0.80	128	0.75	5 mm/s 10 mm/s

Figure B.8: 06.03.2025 measured vibration levels from piling works (X-Axis)

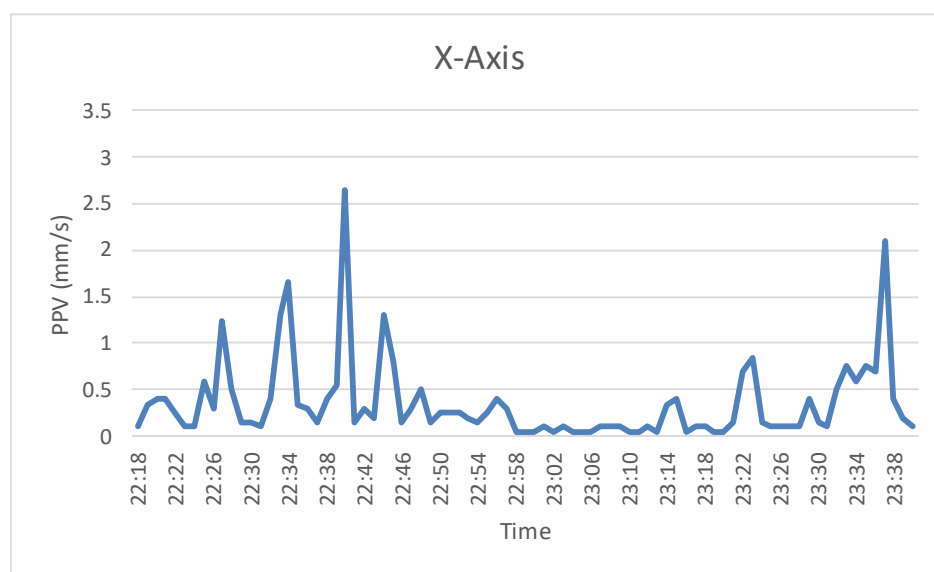


Figure B.8: 06.03.2025 measured vibration levels from piling works (Y-Axis)

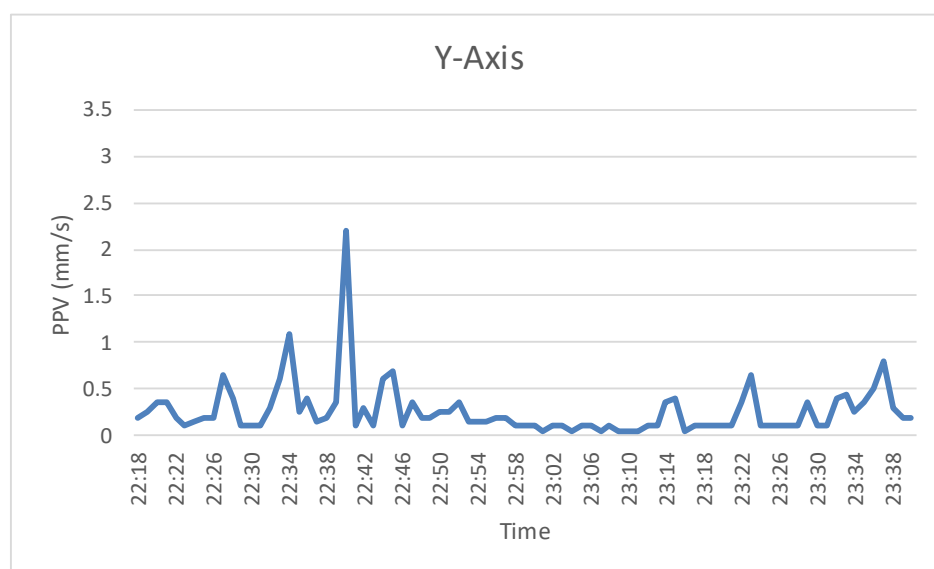
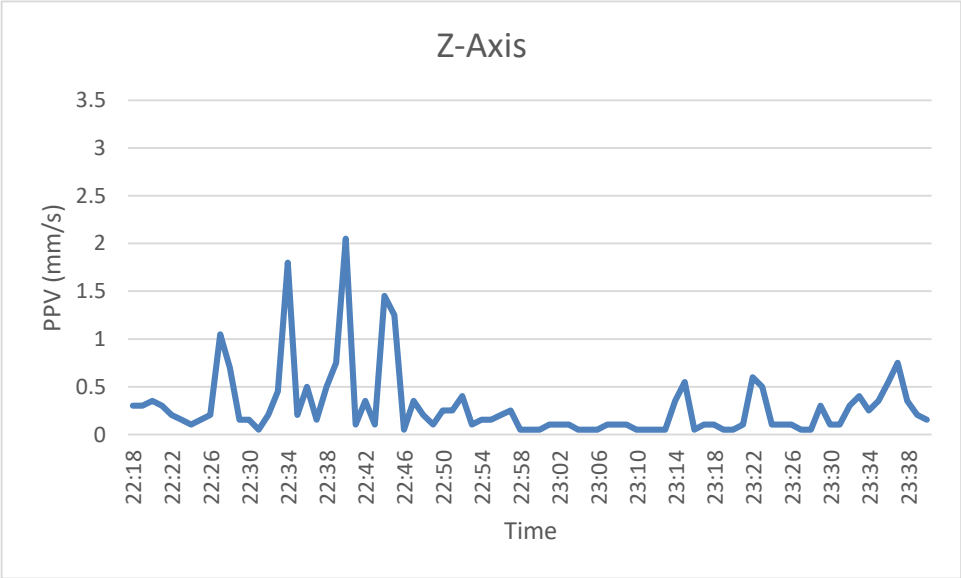


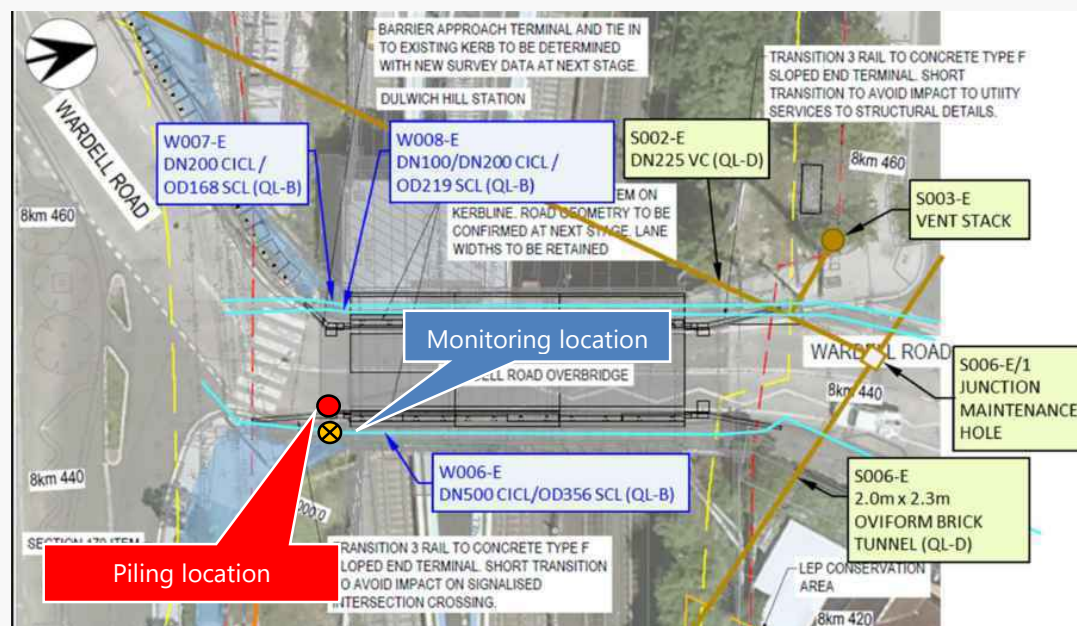
Figure B.8: 06.03.2025 measured vibration levels from piling works (Z-Axis)



B.9 Wardell Road overbridge piling works vibration monitoring

Measurement ID:	M11	
Assessment point:	In-line with W006-E DN500 CICL/OD356 SCL	
	Date:	06.03.2025
	Measurement type:	Vibration
	Meas. location:	In-line with W006-E DN500 CICL/OD356 SCL
	Measured distance:	1.m
	Geology:	Piling works undertaken on soft rock
	Plant	MRC 1.2t bored piling rig
	Instrumentation:	Sigicom C22 (SN: #116242)
Notes	Monitor located on surface above the W006-E DN500 CICL/OD356 SCL Sydney Water asset, approximately 1m from the works.	

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 6th March 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1m away.

Appendix B.9: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M11									
06.03.2025 11:42pm – 12:18am	1m	MRC 1.2t bored piling rig	186	3.15	1.40	2.20	98	2.05	5 mm/s 10 mm/s

Figure B.9: 06.03.2025 measured vibration levels from piling works (X-Axis)

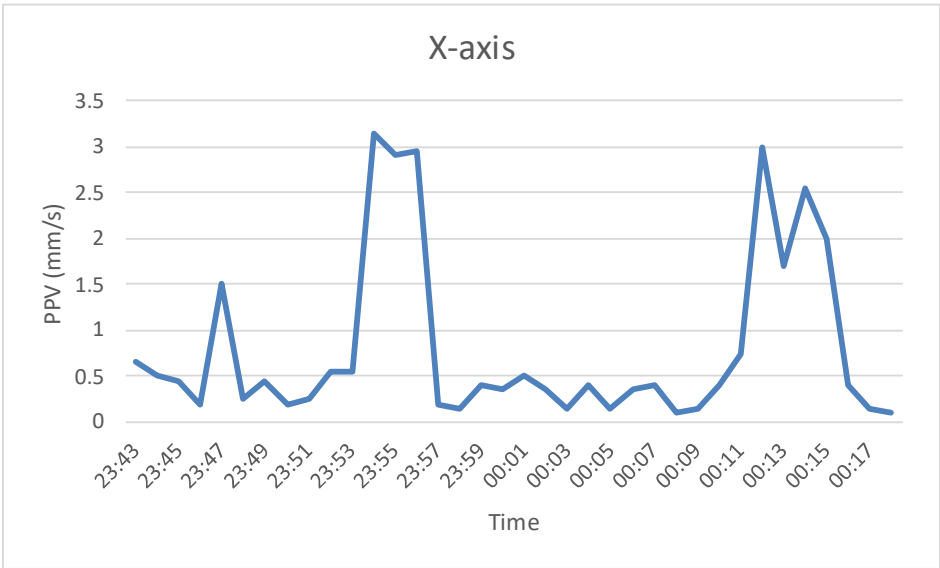


Figure B.9: 06.03.2025 measured vibration levels from piling works (Y-Axis)

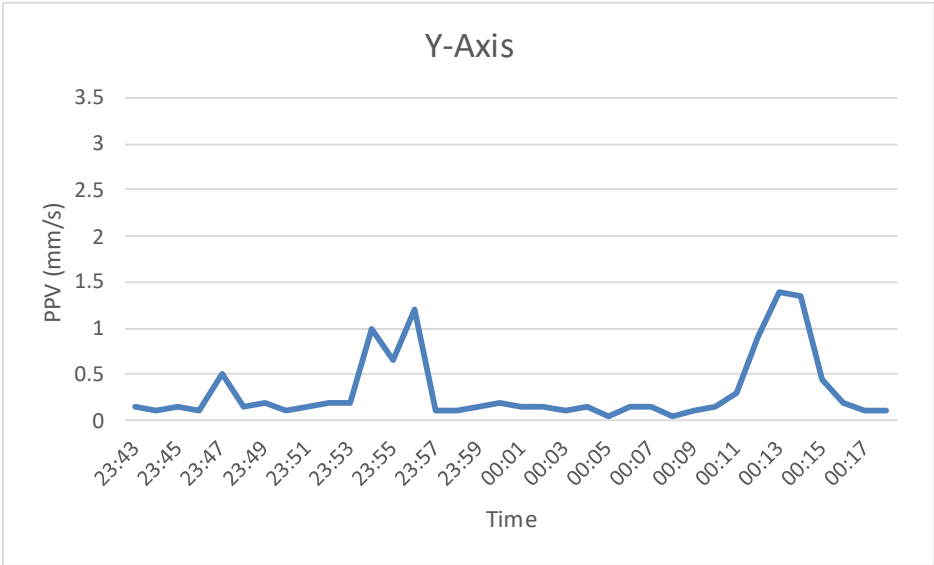
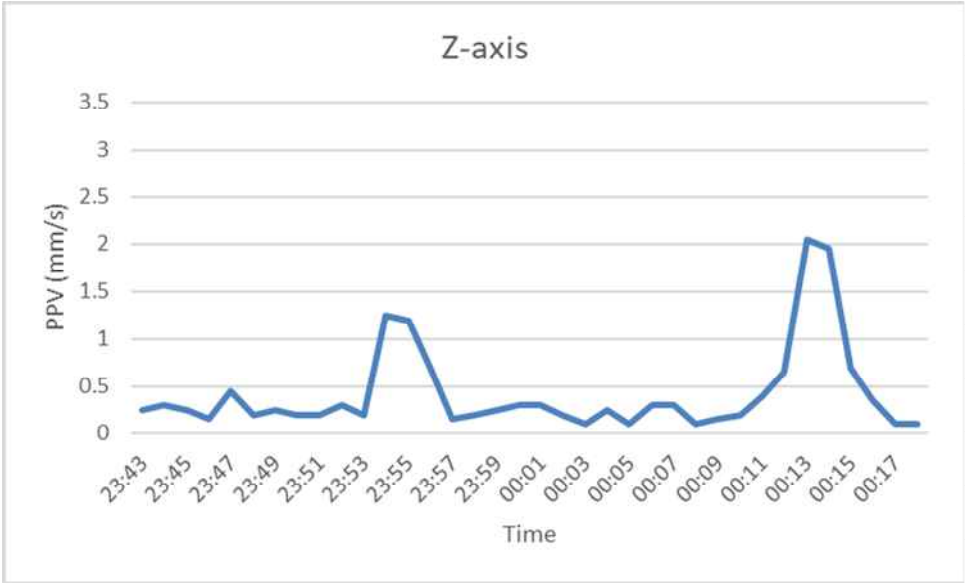
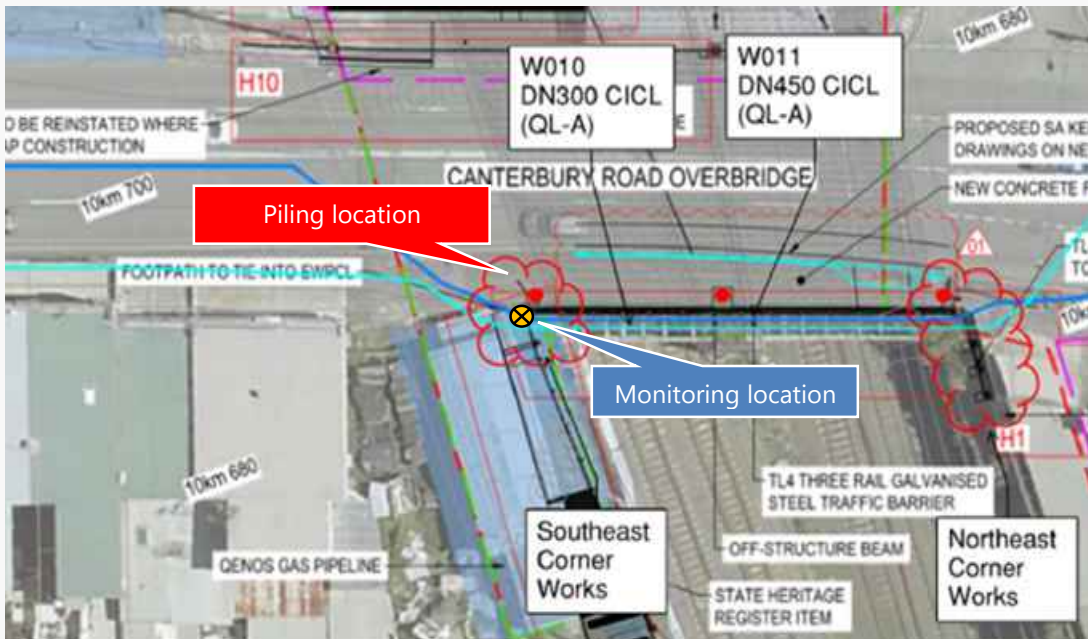


Figure B.9: 06.03.2025 measured vibration levels from piling works (Z-Axis)



B.10 Canterbury Road piling works vibration monitoring

Measurement ID:	M12	
Assessment point:	In-line with W010 DN300 CICL/W011 DN450 CICL	
	Date:	20.09.2025
	Measurement type:	Vibration
	Meas. location:	In-line with W010 DN300 CICL/W011 DN450 CICL
	Measured distance:	1.5m
	Geology:	Piling works undertaken on bridge abutment
	Plant	40t excavator with bored piling rig attachment
	Instrumentation:	Sigicom C22 (SN: #102478)
Notes		Monitor located on surface above the In-line with W010 DN300 CICL/W011 DN450 CICL Sydney Water asset, approximately 1.5m from the piling works.
Monitoring location		
		
Comments		
Vibration monitoring was conducted during the piling works on 20 th September 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1.5m away.		

Appendix B.10: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M12									
20.09.2025 10:00am – 11:00am	1.5m	40t excavator with bored piling rig attachment	57	3.92	26	3.89	55	3.66	5 mm/s 10 mm/s

Figure B.10: 20.09.2025 measured vibration levels from piling works (X-Axis)

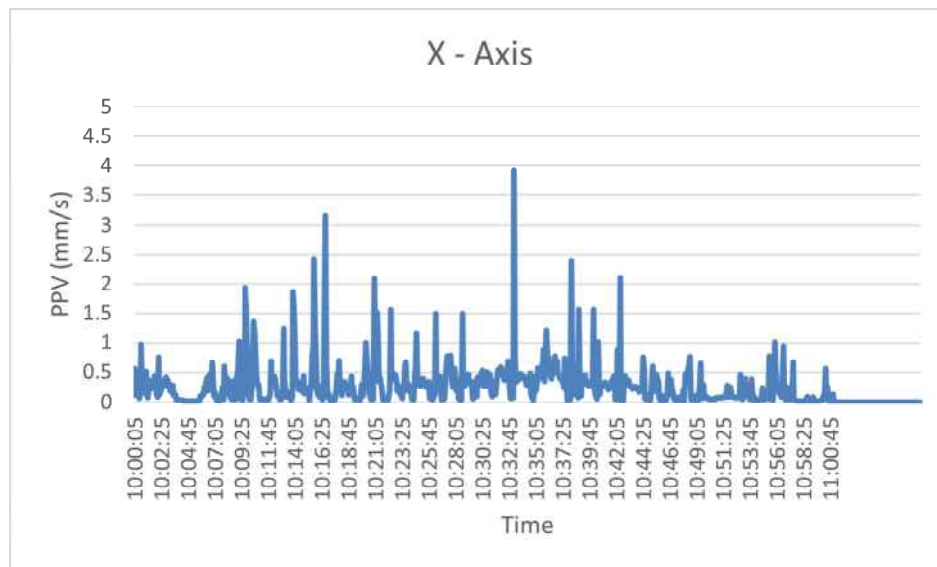


Figure B.10: 20.09.2025 measured vibration levels from piling works (Y-Axis)

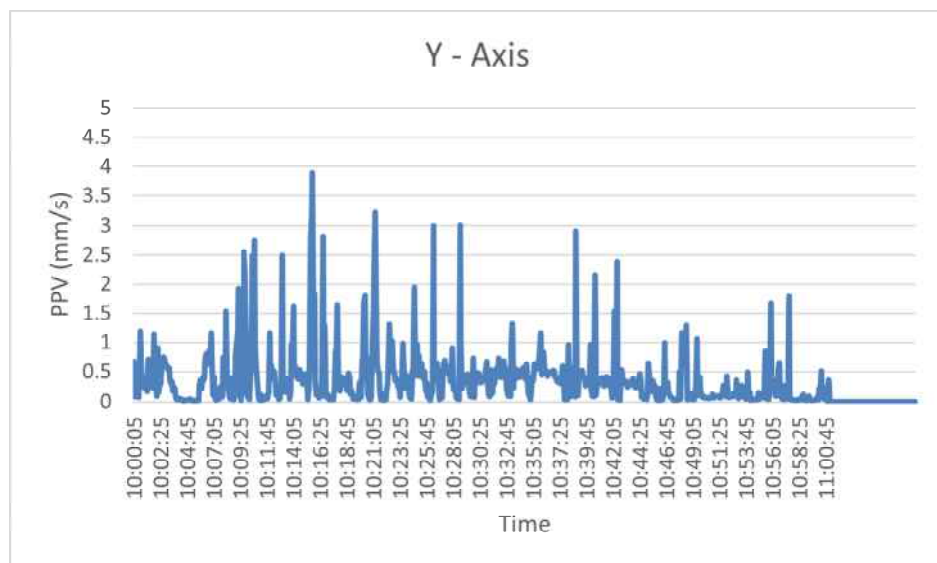
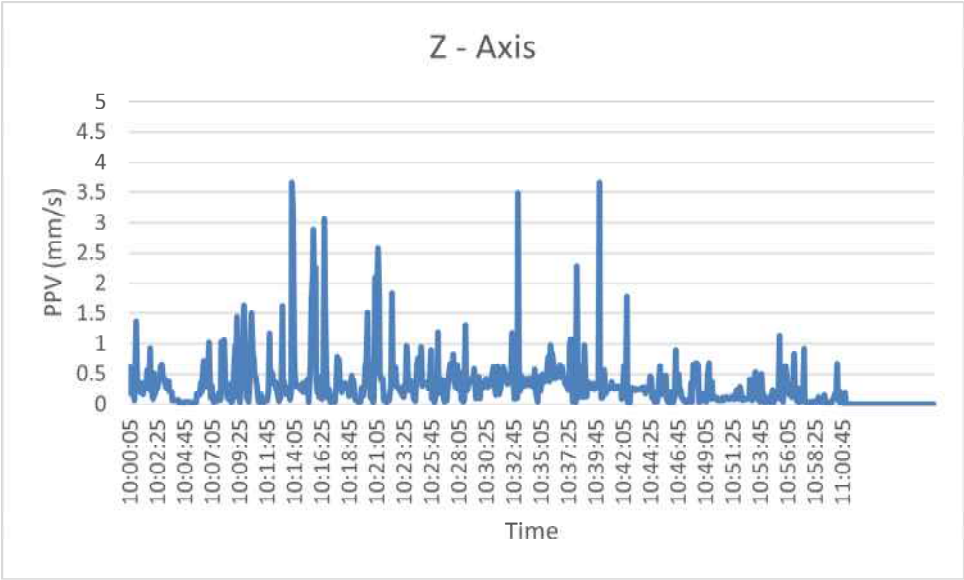


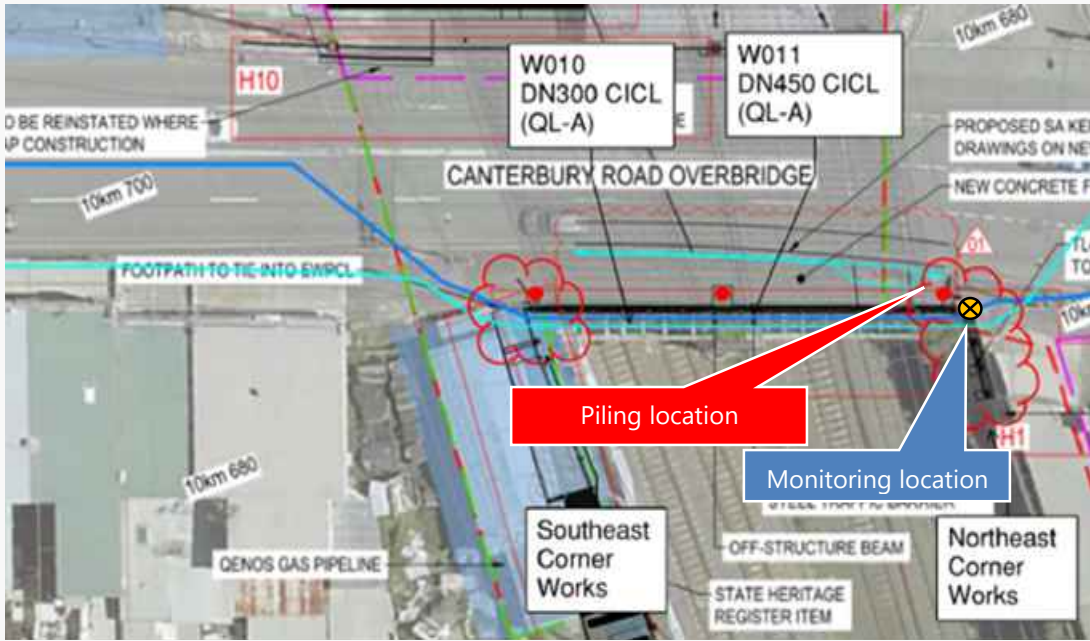
Figure B.10: 20.09.2025 measured vibration levels from piling works (Z-Axis)



B.11 Canterbury Road piling works vibration monitoring

Measurement ID:	M13	
Assessment point:	In-line with W010 DN300 CICL/W011 DN450 CICL	
	Date:	20.09.2025
	Measurement type:	Vibration
	Meas. location:	In-line with W010 DN300 CICL/W011 DN450 CICL
	Measured distance:	1.5m
	Geology:	Piling works undertaken on bridge abutment
	Plant	40t excavator with bored piling rig attachment
	Instrumentation:	Sigicom C22 (SN: #116234)
Notes		Monitor located on surface above the In-line with W010 DN300 CICL/W011 DN450 CICL Sydney Water asset, approximately 1.5m from the piling works.

Monitoring location



Comments

Vibration monitoring was conducted during the piling works on 20th September 2025. Based on the results below, the works produced vibration levels below the screening criterion of 5 mm/s at 1.5m away.

Appendix B.11: Piling works vibration monitoring results summary

Date and Time	Distance (m)	Plant operating	Measured peak particle velocity (ppv), mm/s						Vibration criteria
			X-axis		Y-axis		Z-axis		
			Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	Frequency (Hz)	Maximum ppv	ppv (mm/s)
M13									
20.09.2025 05:30am – 06:30am	1.5m	40t excavator with bored piling rig attachment	44.5	3.20	32.5	4.75	32.5	3.95	5 mm/s 10 mm/s

Figure B.11: 20.09.2025 measured vibration levels from piling works (X-Axis)

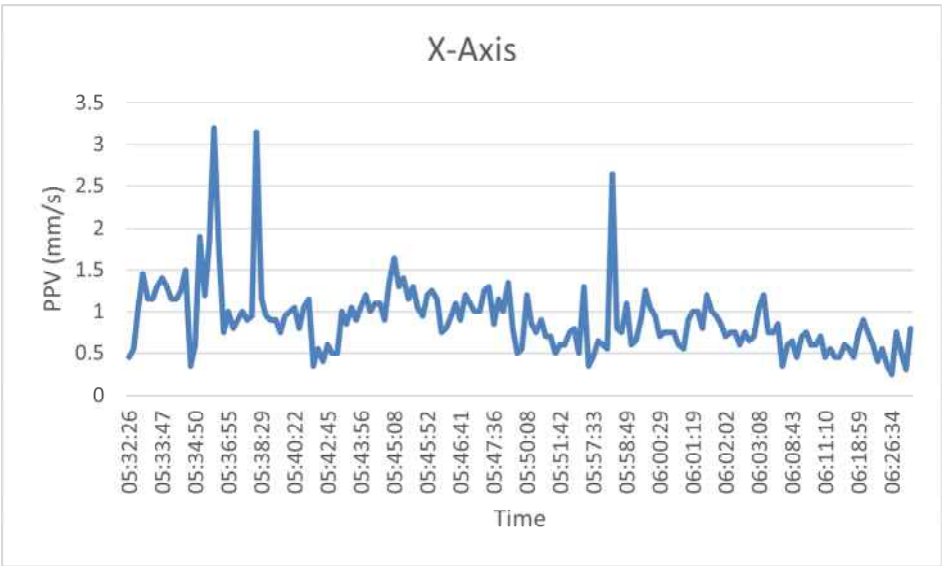


Figure B.11: 20.09.2025 measured vibration levels from piling works (Y-Axis)

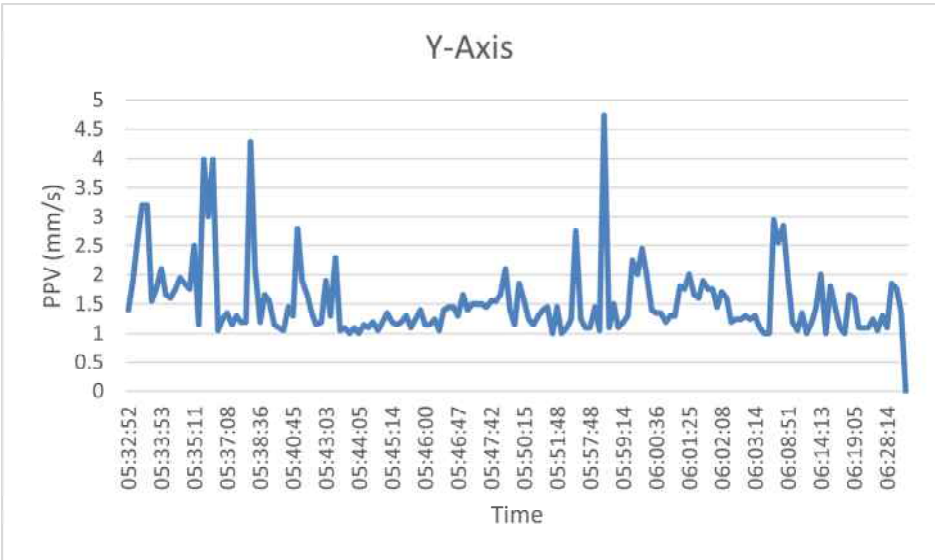
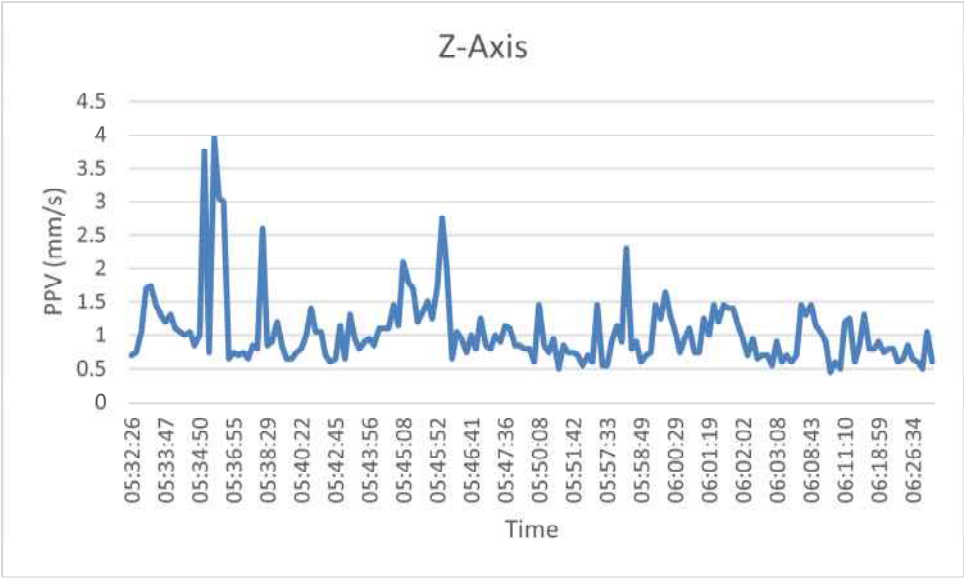


Figure B.11: 20.09.2025 measured vibration levels from piling works (Z-Axis)



Fil Cerone
Director of Sustainability, Environment and Planning
Sydney Metro

Attention: Sam Fard – Senior Manager Environment

10/10/2024

Subject: Sydney Metro, City & Southwest, Sydenham to Bankstown, Errant and Hostile Vehicle Mitigation Treatments – Construction Management Environmental Plan and Sub-plans.

Dear Mr Cerone

Thank you for submitting the Sydney Metro, City & Southwest, Sydenham to Bankstown Errant and Hostile Vehicle Mitigation Treatments (EHVMT) – Construction Environmental Management Plan and Sub-plans as outlined in Table 1 (the documents), on 30 August 2023. Thank you also for responding to the Department's requests for additional information.

I note the documents in Table 1 have been:

- prepared in consultation with the relevant stakeholders,
- reviewed by Sydney Metro and no issues have been raised with the Department, and
- endorsed by the project Environmental Representative.

Accordingly, as nominee of the Planning Secretary, I approve the documents listed in Table 1 under conditions C2 and C6 of SSI 8256. Further, I approve the monitoring programs incorporated into those documents under condition C11 of SSI 8256.

Table 1 – CEMP and Sub-plans

Document	Revision	Reference
Construction Environmental Management Plan (CEMP)	D	SSI-8256-PA-431
Heritage Management Plan (HMP)	C	SSI-8256-PA-433
Noise and Vibration Management Plan (NVMP)	C	SSI-8256-PA-432
Waste and Spoil Management Plan (WSMP)	B	SSI-8256-PA-434
Utility Management Strategy (UMS)	B	SSI-8256-PA-435

If there are any inconsistencies between the documents and the conditions of approval, the conditions prevail.

Please ensure you make the documents and this letter publicly available on the project website as soon as possible.

If you wish to discuss the matter further, please contact Lincoln De Haas at Lincoln.dehaas@dpie.nsw.gov.au

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Brown', written over a light grey rectangular background.

Grant Brown
Acting Director
Infrastructure Management

As nominee of the Planning Secretary

Carolyn Riley
Director Environment, Sustainability and Planning
Sydney Metro
Transport for NSW
PO Box K659
HAYMARKET NSW 1240

29 August 2024

REF: 170108 (y) CMONP_RA

Dear Carolyn

RE: Endorsement of Construction Monitoring Program, Sydney Metro Southwest – Construction of Errant and Hostile Vehicle Mitigation Treatments for the Southwest Metro Project

Thank you for providing the following documents for Environmental Representative (ER) review and endorsement as required by the Condition of Approval A26 (d) of the Sydney Metro Sydenham to Bankstown Infrastructure Approval (CSSI 8256 Mod-1, 22 October 2020):

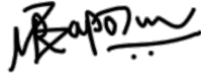
- Construction Monitoring Program – Southwest Metro Southwest – Construction of Errant and Hostile Vehicle Mitigation Treatments for the Southwest Metro Project, RevA dated 20 August 2024 (Ref: MR-EHVM-EE-006) (the CMonP) as required by Condition C8 of the Infrastructure Approval.

As an approved ER for the project, I have reviewed and provided comment on the CMonP for consistency with the requirements in or under the Infrastructure Approval and now consider it appropriate for submission to the Planning Secretary for approval as required by Condition C11.

It is noted that:

- The Construction Monitoring Program has been prepared by Martinus to address the requirements of the Infrastructure Approval condition C8.
- Previous versions of the document have been reviewed and updated following comments from the ER in accordance with Condition C11.
- Sydney Metro has reviewed and commented on previous versions of the document.
- Stakeholder consultation has been undertaken in accordance with Condition C8 and this has been included as part of the NVMP. Where stakeholders have responded, comments have been generally addressed and it is noted that there is an ongoing interface with the consulted parties.
- Following the above reviews the document is considered to contain information required by the Conditions of Approval (SSI 8256).

Yours sincerely



Maulik Bapodara

Environmental Representative – Southwest Sydney Metro