

Community Consultation & Complaints Handling Procedure

SYD57 Project

23/01/2024

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PROJECT INFORMATION TABLE

Project information table				
Project name	Eastern Creek Drive Data Centre (SYD57)			
Location	10 Eastern Creek Dr, Eastern Creek 2766			
Client	Amazon Web Services (AWS)			
Taylor contacts information				
Company name	Taylor Construction Group Pty Ltd			
ABN	25 067 428 344			
Address	Level 16, 100 Pacific Highway, North Sydney 2060			
Telephone and fax	Ph.: 02 8736 9000 Fax: 02 8736 9090			
Position	Contact name	Phone numbers		
Chief Executive Officer	George Bardas	02 8736 9000		
General Manager Construction	Tim Christie	02 8726 9000		
Project Director	Hazem Gergis	0435 009 588		
Project Manager	Harrison Cornay	0426 255 741		
Site Manager	David Pereira	0415 241 170		
Site Supervisor	TBC			
Site Supervisor	TBC			
HSE Manager	Andrew Andreou	0404 492 614		
Safety Advisor	Nathan Hunter	0402 229 939		
Quality & Compliance Manager	Stephen Player	02 8726 9000		
Contracts Manager	Kam Lau	0405 613 198		
Senior Contract Administrator	Terrance Wu	0432 085 453		
Contract Administrator	Rafa Haidary	0432 559 934		
Graduate Contract Administrator	Dorsa Faghireh	0451 500 201		
Senior Project Engineer	Krish Baskaran	0413 841 501		
Project Engineer	David Tran	0433 618 021		
		Signature	Date	
Prepared by:	David Tannous	Site Engineer		
Reviewed by:	David Pereira	Site Manager		
Reviewed by:	Harrison Cornay	Project Manager		



Reviewed by:	Andrew Andreou	Head of WHS&E		
Reviewed by:	Tim Christie	General Manager		

Revised by:	Revision #	Date	Changes made
David.T	00	23/01/23	Initial Draft

Periodic Review (6 Monthly)	Date	Name	Signature



COMMUNICATION TOOLS

Keeping in line with both Taylor and AWS shared values of being a good neighbour within the communities we operate, the Taylor Community Consultation and Complaints Handling procedure has been developed to outline the process for engaging with local stakeholders along with outlining how appropriate action and management of complaints will be undertaken during the construction of the Eastern Creek Drive, Data Centre at 10 Eastern Creek Drive, Eastern Creek 2766 (SYD57)

This includes:

- Engagement with local leaders, organisations, residents and stakeholders
- Actively understanding the needs of local parties
- Minimise disruptions
- Development of neighbour facing notices and communications
- Receiving complaints and enquiries
- Responding to complaints and enquiries
- Escalation
- Recording complaints
- Reporting.

This complaints management system will be reviewed every six months for the duration of the project.

Taylor will work collaboratively with AWS in addressing any community concerns that may arise during construction and in engaging with the local community. Taylor will actively share necessary information with relevant stakeholders to keep them informed of the project.

PROJECT STAKEHOLDERS

The following parties have been identified as relevant stakeholders for the development:

Stakeholder	Contact (Name or Number)
Blacktown City Council	(02) 5300 6000
Department of Planning and Environment	1300 420 596
Amazon (Client)	
NSW Environmental Protection Authority (EPA)	131 555
Surrounding Residences	TBC

WORKFLOWS

The following workflow has been developed by Taylor to demonstrate to the Planning Secretary and AWS that complaints will be reviewed, remedied, and responded to in a timely fashion and in accordance with requirements referenced within item B12 of the SSDA. It also identifies roles and responsibilities between the Taylor & AWS Management Teams in ensuring consistent and aligned communications are released to the public.



Regular Updates on Customer requests/enquiries/complaints will occur at either the weekly meeting or summarised at the PCG Meeting held each month.



RESPONSIBILITIES

Initially, communication contents need to be developed to ensure the right messaging is being delivered. All communications will be developed considering the following –

- Introduction of Taylor and our role on the project
- Summary of the topic being communicated e.g. What construction event is happening and why, response to a enquiry/complaint etc.
- Start and completion dates/times if applicable.
- What can be expected e.g. disruption, noise, vibration, traffic, road closures, surveying, alarm testing, equipment testing etc.
- If they need to take an action, what it is, what is needed and when it is due.
- A contact email, phone number for them to report any concerns.

Separately, complaint's handling is the responsibility of all team members who come into contact with the community and stakeholders.

The project manager will be the designated complaints handling management representative for the project.

As per the workflows above, any public facing communication broadcasts are to be reviewed in consultation with the AWS Team by contacting **(Insert email here)**

Responsibilities for Complaints

Role	Responsibility
Taylor Community Relations Team	– Answer all phone calls within business hours and construction hours, including when working out-of-hours. – Provide a message service for calls received outside of construction hours. – Investigate and determine the source of a complaint immediately, including an immediate call to the complainant (when received by phone). – Provide an initial response to all complaints within two hours (where a phone number is provided) from the time of the complaint unless the enquirer agrees otherwise. – Provide an initial written response to email complaints within 24 hours (or during the next business day if received out-of-hours) and provide a follow up within 5 business days if the complaint cannot be resolved following initial contact. – Keep the complainant informed of the process until the complaint is resolved. – Close out complaints within agreed timeframe (with complainant). – Escalate complaints in accordance with the Complaints Escalation Procedure as detailed in the Complaints Management Procedure. – Record all complaints on the Community Contact Database
AWS Communications Team	– Review any public facing communications and confirm approval prior to release



RECEIVING COMPLAINTS

The project team has established the following tools for receiving complaints from the community. At a minimum, the telephone number, the postal address and the email address will be published via onsite signage prior to the start of construction.

Community Contact Tools

Tools	Explanation & Purpose
Community Contact Numbers	The number allows stakeholders to have access to the project team. All communication materials will include the community information line.
Community Email Address	The email address allows stakeholders to have access to the project team. All communication materials will include the community email address.

CLASSIFICATIONS OF COMPLAINTS

Complaints may include any interaction with a community member or stakeholder who expresses dissatisfaction with the project, contractor's services, staff members, actions or proposed actions during the project.

On the Project, complaints fall into two categories for reporting purposes:

- Unavoidable complaints; and
- Avoidable complaints.

Unavoidable Complaints

- Unavoidable complaints include a stakeholder's opposition to the project or complaints about issues that are within planning approval.

For example:

- Complaint about noise being generated within approved working hours for the project. Reference to be made to the CNVMP for appropriate monitoring and mitigation.

Avoidable Complaints

Avoidable complaints are generally those concerning issues outside planning approval or a commitment that has been given to the community or stakeholders. These commitments may be contained in staff inductions or written notifications. For example:

- Complaint about noise at night where work is being performed outside of approved criteria. For example: work outside of approved (or notified) construction hours or approved noise levels.
- Complaints about excess cars parking in local area.
- Poor worker behaviour, for example: littering, swearing, poor driving behaviour, when an induction has specified that behaviour is not acceptable.

RESPONDING TO COMPLAINTS

Receiving a Complaint

As outlined above, telephone contact should be made with a complainant where a phone number is provided. The Community Relations Team and Project Manager will be responsible for the management of the community information line and will exercise suitable telephone techniques to establish the nature of the complaint and the needs of the complainant.

This includes:

- Active listening
- Reducing barriers
- Open and closed questioning
- Summarising the call
- Confirming level of satisfaction with the actions and timeframes.

Referring Complaints

Regardless of how a complaint is received, it must be referred to the most appropriate person as soon as they are received. The following table outlines the referral process.

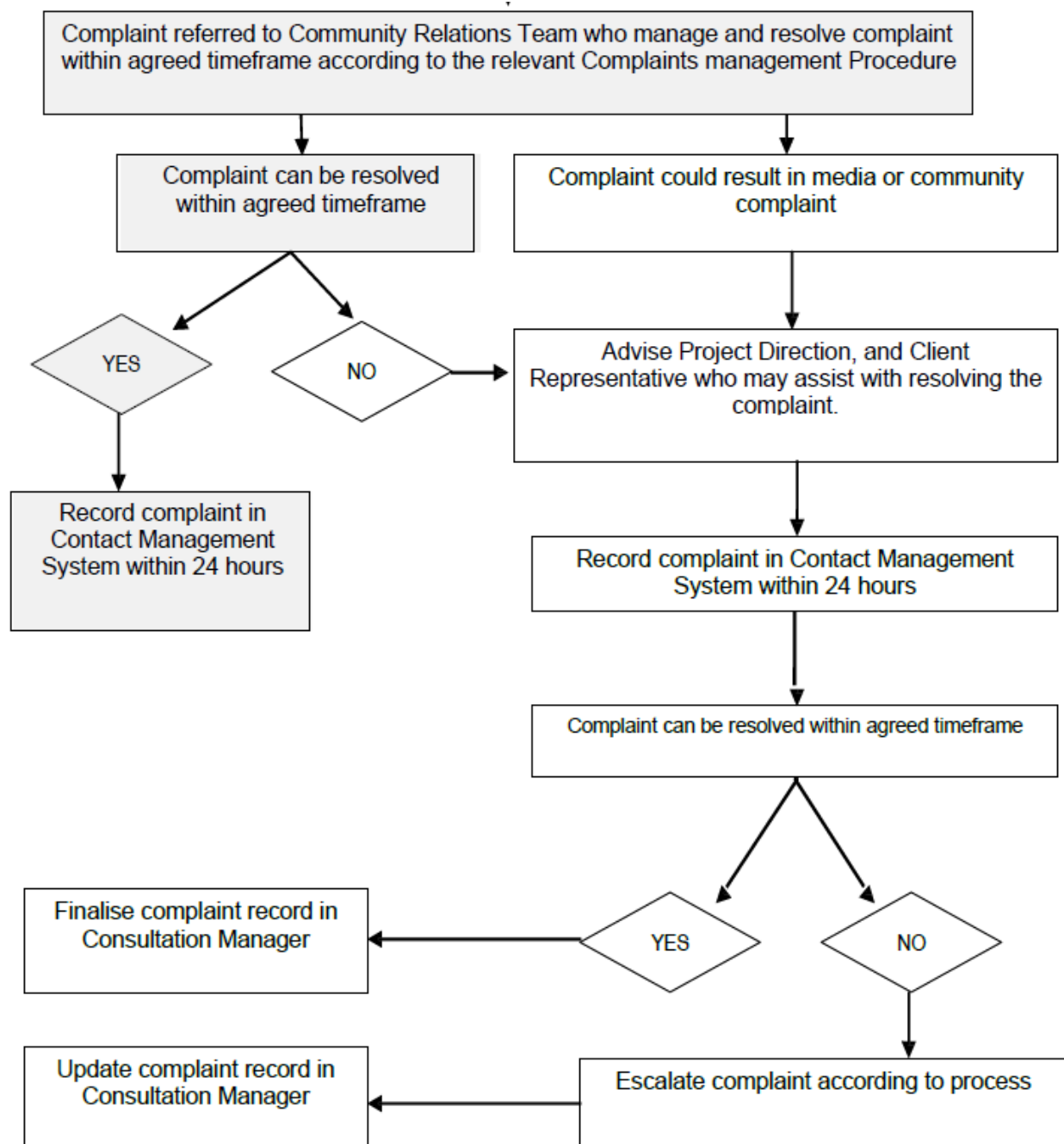
Guideline for Referring Complaints

Type of Complaint	Description	Referred To
Early construction works	Complaint is about early works activities or the early works contractor	Community Relations Team
Construction site specific	Complaint is about construction work, behaviour or activities at/or around the construction site (except early construction (works))	PM & Client Representative
Overall project	Complaint about the need for the project, the projects procedures or processes the approval process	PM & Client Representative
Media	Complaint has come via a member of a media organisation	Community Relations Team



Responding to Complaints

Responding to Complaints Diagram





Complaint Escalation Procedure

Complaints should be escalated when:

- The complaint cannot be resolved using the procedure in the section above, within a timeframe agreed to by the complainant.
- The nature of the complaint falls into one of the following categories:
 - An activity generates three complaints within a 24-hour period (separate complainants).
 - A single complainant reports three or more complaints within a three-day period.
 - A complainant threatens to escalate their issue to the media or government representative.
 - The complaint was avoidable.

Complaints would first be escalated to the Community Relations Manager or Project Manager as the designated complaints handling management representative for the project.

If the complaints handling management representative for the project is unable to resolve the complaint, it would be escalated to the following project representatives.

Complaint's Escalation

Type of Complaint	Escalation Process
Environment (including noise and vibration)	Referred to HSE Manager
Health and safety	Refer to HSE Manager If not resolved, refer to General Manager
Consultation/Communications	Refer to Community Relations Manager
Construction issue	Refer to Project/Site Manager, if not resolved, refer to General Manager

RECORDING COMPLAINTS

Stakeholder Complaint Form

The stakeholder complaint form should be used in the first instance to record a stakeholder complaint.

The aim of the form is to collect the following information to help resolve the stakeholder's complaint quickly and effectively.

- Complainant contact details.
- Description of the complaint.
- The requested remedy/action.
- Due date for response.
- Immediate action taken (if any); and
- Who was the complaint referred to?

Once all details have been recorded within the complaints register the original form should be filed.



Complaints Register

All complaints must be recorded in a complaints register. This is necessary to enable management of the complaint and monitoring of response times.

At a minimum, the detail record within the register includes:

- date, time and nature of complaint,
- type of communication (telephone, letter, meeting, etc.),
- name, address and contact number of complainants,
- nature of the complaint,
- action taken in response, including follow up contact with the complainant,
- details of whether resolution was reached,
- details of whether mediation was required or used; and
- any monitoring to confirm that the complaint has been satisfactorily resolved.

REPORTING ON COMPLAINTS AND REPRESENTATIONS

Details of complaints, representations and the response to complaints and representations will be included in a complaints register and updated quarterly at a minimum. The report will include the average and maximum times taken to respond to representations.

TIMEFRAMES FOR RESPONDING TO ENQUIRIES

Taylor expects a response to all enquiries as follows:

- All phone enquiries must be acknowledged within 24 Hours of receipt.
- All written enquiries must be responded to within 48 hours of receipt.
- Enquires and concerns raised to the communications team. Response in 5 business days

PRELIMINARY COMMUNICATIONS PROGRAM

The table below outlines the key construction stages and the associated communications actions.

Preliminary Communications Program

Construction Stage	Construction Timing	Planned Communications Activities/Opportunities	Communications Timing
Pre-construction work/Commencement	As required by project SSDA / CC.	Letterbox Notifications	- Prior to commencement of activity - As required.
Road works	As detailed in ROL (if any)	- Letterbox Notifications - Other communication tools e.g., email and SMS alerts	As applicable.
Out of Hours Works	As required by SSDA / CC / Blacktown City Council.	- As above - Targeted consultation	- As above - As required
Excess Noise / Vibration	As required by CNMP	- Letterbox Notifications - Targeted consultation where noise and vibration will exceed thresholds stipulated in CNVMP.	As stipulated by CNMP.