



TRANS-CALEDON TUNNEL AUTHORITY (TCTA)

MOOI-MGENI WATER TRANSFER SYSTEM – ENVIRONMENTAL COMPLIANCE

MONTHLY ECO REPORT: FEBRUARY 2014

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TRANS-CALEDON TUNNEL AUTHORITY (TCTA)**MONTHLY ECO REPORT**

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LIST OF ACRONYMS & ABBREVIATIONS

DEA	Department of Environmental Affairs
ECO	Environmental Control Officer
EO	Environmental Officer
EMP	Environmental Management Plan
EM	Environmental Monitor
EMC	Environmental Monitoring Committee
MMTS-2	Mooi Mgeni Transfer Scheme Phase 2
TCTA	Trans-Caledon Tunnel Authority
EA	Environmental Authorisation

DEFINITIONS

Auditing

An 'environmental' audit is a methodical examination (including tests, checks, and confirmation) of environmental procedures and practices with the view of verifying whether they comply with internal policies, accepted practices and legal requirements.

Environment

- The surroundings in which humans exist and which comprise:
- The land, water and atmosphere of the earth.
- Micro-organisms, plant and animal life.
- Any part or combination of a) and b) and the interrelationships among and between them.
- The physical, chemical, aesthetic and cultural properties and conditions of the foregoing that can influence human health and well-being.

Environmental Aspect

Those components of the company's activities, products and services that are likely to interact with the environment.

Environmental Authorisation

The written statement from the relevant environmental authority in terms of the National Environmental Management Act (Act 73 of 1998), with or without conditions, that records its approval of a planned activity and the implementation thereof and the mitigating measures required to prevent or reduce the effects of environmental impacts during the life of a contract.

Environmental Feature

Elements and attributes of the biophysical, economic and social environment.

Environmental Impact

The change to the environment resulting from an environmental aspect (an activity) on the environment, whether desirable or undesirable. An impact may be the direct or indirect consequence of an activity.

Environmental Management Programme (EMPr)

A detailed programme of action prepared to ensure that recommendations for enhancing positive impacts and/or limiting or preventing negative environmental impacts are implemented during the life-cycle of a project.

Environmental Objective

Overall environmental goal pertaining to the management of environmental features.

Environmental Target

Performance requirement that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

Hazardous Waste

Any waste that contains organic or inorganic elements or compounds that may, owing to the inherent physical, chemical or toxicological characteristics of that waste, have a detrimental impact on health and the environment.

Monitoring

'Compliance' monitoring is a continuous and systematic process to ensure that the conditions in the Environmental Authorisation (EA) Environmental Management Programme (EMPr) are being adhered to.

Pollution

Any change in the environment caused by substances, radioactive or other waves, or noise, odours, dust or heat, emitted from any activity, including the storage or treatment of waste or substances, construction and the provision of services, whether engaged in by any person or an organ of state, where that change has an adverse effect on human health or well-being or on the composition, resilience and productivity of natural or managed ecosystems, or on materials useful to people, or will have such an effect in the future.

TRANS-CALEDON TUNNEL AUTHORITY (TCTA)

MONTHLY ECO REPORT

1 INTRODUCTION

SiVEST Environmental Division has been appointed by the **Trans-Caledon Tunnel Authority (TCTA)**, as the independent Environmental Control Officers (ECO) of the project, to undertake Environmental Auditing and monitoring of the construction phase for the water transfer system.

Environmental compliance monitoring is implemented by the ECO, who ensures systematic and methodical monitoring of all processes and activities of the Environmental Management Programme (EMPr) as required by the Environmental Authorisation (EA) (refer to **Figure 1**).

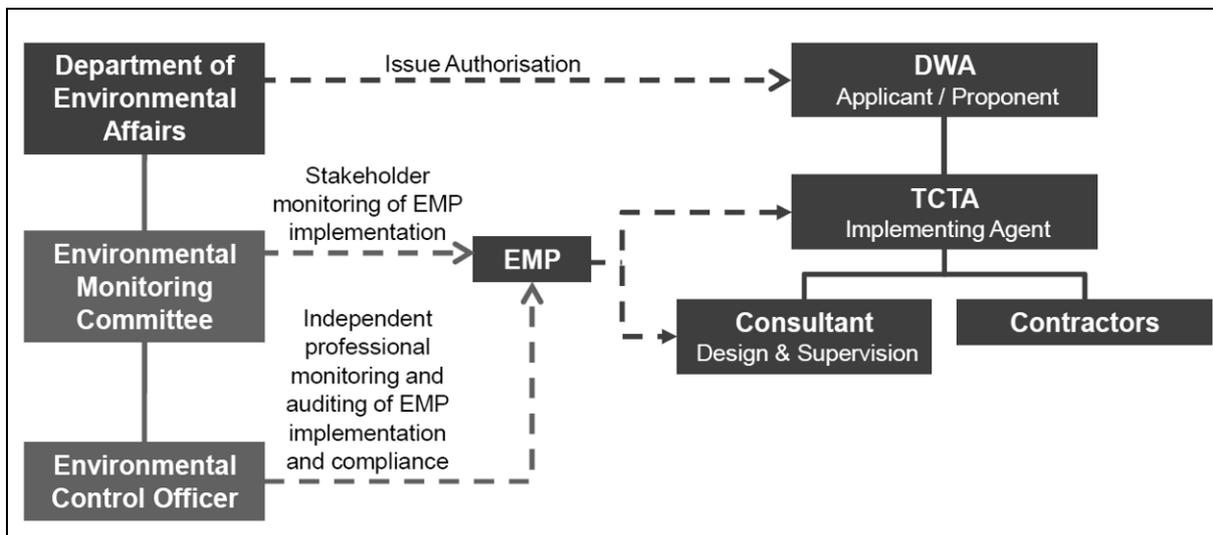


Figure 1: Flow diagram showing lines of accountability.

There is a single Environmental Management Programme (EMPr) in place for the project, and this EMPr has been approved by the Department of Environmental Affairs (DEA).

2 ECO MONITORING APPROACH

2.1 Weekly monitoring

The ECO spends one day a week on the TCTA site inspecting overall construction. The weekly monitoring reports are then written and submitted to TCTA and highlight:

- Good environmental practice and compliance;
- Improved environmental practice and compliance;
- Poor practice and noted concerns;
- Present status of previous poor practice or non-compliance; and
- Conclusions.

The ECO visitation is concentrated on best environmental practice rather than compliance.

2.2 Monthly Monitoring

The ECO spends one day a month on the TCTA site checking compliance against the conditions of the EA for the construction of the Water Transfer Scheme Infrastructure and the EMPr and associated conditions of approval. These conditions include checking:

- ◆ Environmental administrative provisions such as documentation; files and registers;
- ◆ Analysis of monitoring data;
- ◆ Checking that complaints have been addressed;
- ◆ Interviewing the Environmental Manager, Environmental Monitor (EM) and Environmental Officer (EO); and
- ◆ Completing the detailed ECO monitoring checklist (**Table 1**).

Table 1: ECO monitoring checklist categories extracted from the EMPr and EA.

ECO Monitoring Checklist Categories
◆ Construction Camp Management
◆ Air Quality Management
◆ Hazardous Substance Management
◆ Noise Management
◆ Waste Management
◆ Erosion Prevention
◆ Water Conservation
◆ Traffic Management
◆ Fire Risk Management
◆ Fauna and Flora
◆ Heritage Management
◆ Safety and Security Management
◆ Rehabilitation Management
◆ Institutional and Reporting Management

The site is then scored based on the Compliance Scores allocated to each item on the monitoring checklist (**Table 2**).

Table 2: Description of Compliance Scores.

Compliance Scores	Description
✓	Compliance score is from 85% to 100%
x	Non-Compliance score is 84% or below
N/A	Activity not applicable at time of monitoring

In the case of Non-Conformance to the EA and conditions and the EMPr mitigation measures is encountered (Conformance Score = / < 84%), the significance of the associated Impact is recorded based on Quality Compliance Scores (Table 3 and 4). Each Activity is weighted and maximum score of 5 or 10. Activities weighted 5 are less sensitive activities while activities weighted 10 have the greatest environmental impact.

Table 3: Description of Quality Compliance Scores weighted 5.

Quality Compliance Scores	Significance	Description
4-5	Low	Mitigation not needed / mitigation measures to be maintained
1-3	High	Mitigation should be considered

Table 4: Description of Quality Compliance Scores weighted 10.

Quality Compliance Scores	Significance	Description
6-10	Low	Mitigation not needed / mitigation measures to be maintained
1-5	High	Mitigation should be considered

The overall site compliance score is then based on the cumulative total for all the checklist categories and converted into a percentage.

The monthly monitoring reports are then written and submitted to TCTA, the Environmental Monitoring Committee (EMC), and DEA.

2.3 Surprise Inspections

TCTA requested that surprise inspections of the site be undertaken once a month. The inspection includes reexamining selected concerns identified as part of the earlier weekly monitoring events, and spot-checks of certain areas within the construction area.

The results of the surprise inspection for February 2014 are included in **Appendix A**.

3 CONSTRUCTION ACTIVITIES FOR THE MONITORING PERIOD

The following main construction activities took place during the monthly monitoring period as identified during the monitoring sessions and from the EOs daily site diary: N/A

COMMENTS	
TCTA	

4 ENVIRONMENTAL ACTIVITIES FOR THE MONITORING PERIOD

Some of the key environmental activities on site, which also include areas of good practices and compliance, were as follows:

On-going activities:

- Regular dust suppression;
- Safe storage and use of hazardous substances;
- Use of mobile toilets;
- Appropriate signage displayed
- Barricading where applicable;
- Waste management;
- Good Housekeeping;
- Use of personal protection equipment;
- Environmental awareness;
- Earth moving activities (see **Figure 2**);
- Controlled clearance of servitude boundary fence lines for erection of fences (see **Figure 3**).



Figure 2: Excavation of pumpstation platform.



Figure 3: Controlled clearing of servitude boundaries for erection of fences.

COMMENTS	
TCTA	

5 WATER, AIR AND NOISE MONITORING

Please note that the below results will only become available from the various sub-consultants at the end of March. No results are therefore included in the current monitoring period.

5.1 Contractors Monitoring Results

5.1.1 Air Quality

5.1.2 Environmental Noise

5.1.3 Water Quality

5.1.4 Raw Data

COMMENTS	
TCTA	

6 ENVIRONMENTAL PERFORMANCE

A synopsis of the environmental performance during the monthly monitoring period is provided in the sections below:

6.1 Weekly ECO Monitoring – Status of Issues

Noteworthy environmental aspects and impacts are recorded in this section, based on the following qualitative conditions that were used to screen the weekly ECO monitoring reports:

1. Hazardous nature of the environmental aspect or impact;
2. Extent of impact (within / beyond the boundaries of the construction domain);
3. Sensitivity of receiving environment;
4. Probability of aspect resulting in significant impact;
5. Regulatory context;
6. Liability / cost related to corrective actions;
7. Potential to lead to legitimate concerns by interested and affected parties; and
8. Cumulative impacts.

6.1.1 5 February 2014

Table 5: Summary of weekly ECO Monitoring Checklist: February 2014

Issue Ref	Category	Area of Concern	Status
	N/A		

6.1.2 12 February 2014

Table 6: Summary of weekly ECO Monitoring Checklist: February 2014

<i>Issue Ref</i>	<i>Category</i>	<i>Area of Concern</i>	<i>Status</i>
	N/A		

6.1.3 19 February 2014

Table 7: Summary of weekly ECO Monitoring Checklist: February 2014

<i>Issue Ref</i>	<i>Category</i>	<i>Area of Concern</i>	<i>Status</i>
1	Pollution	Concrete for fence posts being mixed within a closed tray, but spillage occurring, and cement bags stored directly on the ground. Plastic liner to be used in future to contain spills and for the storage of cement.	Attended to.

6.1.4 Conclusions

There was only one issue recorded during the initial weekly inspections, and it was attended to immediately. Construction activities are only just beginning.

6.2 Monthly ECO Monitoring – Status of Issues

6.2.1 25 February 2014

Table 8: Summary of monthly ECO Monitoring Checklist: February 2014

Activities	Compliance	All Max. Scores	Audit Max. Scores	Score on Audit	Comments
Construction Camp Management	✓ Some areas N/A	85	70	70	
Air Quality Management	✓ Some areas N/A	60	40	40	
Hazardous Substance Management	✓ Some areas N/A	260	175	173	Register not yet complete for all chemicals currently on site. Missing MSDS for blasting material. Currently using drip-trays

					until slab can be cast.
Noise Management	✓	35	35	35	
Waste Management	✓ Some areas N/A	130	90	90	
Erosion Prevention	✓ Some areas N/A	65	10	10	
Water Conservation	✓	20	20	20	
Traffic Management	✓ Some areas N/A	50	25	25	
Fire Risk Management	✓	25	25	25	
Fauna and Flora	✓ Some areas N/A	50	30	30	
Heritage Management	✓ Some areas N/A	50	30	30	
Safety and Security Management	✓	35	25	25	
Rehabilitation Management	N/A	80	0	0	
Institutional and Reporting Management	✓ Some areas N/A	50	45	45	
Total Score		950	590	588	99.66%

6.2.3 Areas of Non-Compliance

Areas of noteworthy non-compliance for February 2014 that influenced the compliance scores (Table 9).

Table 9: Areas of Non-Compliance: February 2014

Monitoring Category	Condition/ Mitigation Measure	Comments
Hazardous Substance Management Noise Management	The types and quantities of hazardous materials present on the project site must be documented in a hazardous chemicals schedule.	Update register to include all hazardous materials currently stored on site.
	Material Safety Data Sheets (MSDS) must be obtained for all hazardous chemical formulations before use.	MSDS for blasting material to be obtained from blasting specialist before any more blasts take place.
Environmental Authorisation	The EMC must meet before the commencement of construction activities (to appoint a chairperson and to discuss terms of reference).	The first EMC meeting (to choose a chairperson) did not take place before the construction had commenced.

6.2.3 Conclusions

Only **minor** issues were noted during the first monitoring period, and this is related to the slow start to construction activities as the contractor establishes their site camp and secures appropriate access route for the servitude from landowners.

COMMENTS	
TCTA	Construction commenced early in January 2014. An EMC meeting could not be scheduled for December of early January due the holiday period. Furthermore, the pumping station was authorised in the RoD for the Spring Grove Dam. Only the pipeline component of the project was appealed and upheld by the Minister of Justice and Constitutional Development, who in that decision requested that a new EIA be conducted to determine the route of the pipeline. TCTA included the pumping station (although authorised) into this new EIA to ensure that this was addressed in the EMPr and therefore form part of the contractual documentation with the new Contractor.

7 NON-CONFORMANCE / INCIDENT REPORTING

The following non-compliance / incidents recorded remain unaddressed:

- N/A

Table 10: Non-compliance / incidents recorded for January-February 2014

Date of incidence	Description	Corrective action	EM deadline	Date corrected
N/A				

COMMENTS	
TCTA	

8 ISSUES AND COMPLAINTS

All recorded issues and complaints from the Social Monitor (SM) during the monthly ECO monitoring period are outlined in **Table 12**. The following issues, based on the Issues and Complaints Register (excluding matter pertaining to expropriation), remain open and require feedback / action from the project team (**Table 11**)

Table 11: Description of open issues

Open Issues from February 2014	
Issue Number	Description
◆ 16	<p>Issue:</p> <p>Clearing for the fencing, with a dozer, has resulted in the unnecessary and unlawful removal of a tree on private land (i.e. Outside of the 40m servitude). Landowner extremely angry, unpleasant phone call to Social Monitor, situation handled very badly by team on site.</p> <p>Response:</p> <p>14 Feb 2014: tree replanted. Landowner prepared to accept this as a solution and apology only if the tree survives. Issue to be closed when the state of the tree can be determined absolutely.</p>
◆ 18	<p>Issue:</p> <p>Trees not re-planted as discussed. Engineer on site says another one should also have been saved. Why wasn't this done?</p> <p>Response:</p> <p>Tree to be re-planted when a larger piece of machinery reaches site.</p>

Table 12: Issues and Complaints Register January- February 2014

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
1	23-Oct-12	James Berning	0825606632	In response to request to allow a truck to access the pipeline servitude on his property: not unless you upgrade the road in the bad patches.	Gavin Elliott, Mike Hilton	23-Oct-12	Engineers and SM drove the access route to identify bad sections of the road.	N		Final resolution with owner to be confirmed. Engineer has identified areas that could do with some grading/surfacing.	10
2	04-Mar-13	Sandra Berning	0825140405	1. Dear Mrs Fenenga. If our roads are wet on the 7th I will not allow you to use our road. As for the tlb I have seen it trampling through our field and some of the vehicles used have no signs on. Security is always a worry on farms. Thank you Sandra Berning Springvale farm. 2. Hi Katie. James is away at the moment. No material has been delivered or placed anywhere on our road. It is impossible for the tlb to stay on the servitude as it has to use our roads to gain access to the pipeline. I do not know if it will rain on Thursday. We will just have to wait and see. If it is not wet there should not be a problem. Thank you. Sandra	Gavin Elliott, Peet Viljoen, Mike Hilton	04-Mar-13	Dear Sandra, Please call me Katie. Thanks for your response. I had tried to call James a few times today but I know that he's often out of range. We really need to show these contractors the servitude on Thursday, because we want to make sure that they tender absolutely correctly and with the full understanding of the area so that when the work is done they have every possible resource at hand to do it properly, cleanly, seamlessly, and in an environmentally conscious manner (not like the fiasco 30 years ago). I do understand, however, that the roads are awful in wet weather. I was under the impression that suitable material had been placed on the bad spots by our team, in order to upgrade the road so that we could use it, but I will follow-up tomorrow. I'll also discuss with our team (copied in the e-mail) the contingency plan should the roads be very wet. I am SO sorry about the unmarked vehicles on your farm! That really isn't on and I'm glad that you've told me so that I can solve it. It's very worrying to see unidentified vehicles helping	N		Suitable material to be placed on road for long term use. To be handled under the new contract.	5

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
							themselves to your space. The TLB should be within the servitude, and a number of notifications have gone out about that work. Do you feel that any damage has been caused by it outside of the servitude, and have gates been left open? I hope that you'll keep in contact so that we can solve issues as they happen. Thanks for being so accommodating so far. For your reference my number is 0833874604. Kind regards, Katie				
3	28-May-13	James Berning	0825606632	Hi Katie, The excavator has been using the routes we discussed at meeting , which include the route discussed . Some issues :- 1.The excavator has driven over fence at spot of site meeting – when will that be repaired/ put new gate in ? 2.When will the road contribution start ?- I am going to look at deadline here as I feel that with all parties involved – all are waiting for the next person / contractor to get involved. This is Dept Water affairs (Umgeni Water) problem . If by Friday No Response – Problems! We need a person responsible for this 3. Issues we discussed at roadside meeting that need attention : 4.The servitude agreement of 1983 is being abused . 5.Road widened up steep hill . 6. Extension to bridge under railway line . 7. Toilets at all sites . 8.All personnel to have ID – seem to be workers wandering everywhere – this morning at 5 am a security from WK on his way to Notts , etc 9.Snares found on fence line close to where contractors working in	Gavin Elliott, Claire Hurrell	28-May-13	Hi James, Thank you so much for your response about the excavator. We didn't want to take the excavator off the servitude if at all possible, but we are all aware of the routes that we discussed and agreed upon and the excavator will use those. I am discussing the list of issues with the team and will revert as soon as possible. Kind regards, Katie. Hi James, We've got all heads together working on a reasonable response to your set of queries, including timeframes. Gavin in the main person responsible, as Resident Engineer, and will instruct the contractor about such things as road repair and maintenance. Please could I ask you to set out what you mean by "The servitude agreement of 1983 is being abused". I'm not in a position to interpret that on your behalf, please elaborate. Could you also please tell me when the last time was that you found snares in the Reserve? Andrew Ferendinos was in touch about this a couple of months ago, and we	N		To be handled under the WBHO contract.	3

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
				the Reserve – 10.Fenceing off the areas in Reserve. Thanks James. Hi Katie, Thanks for your reply . When will Gavin get back to me ? Need a time today. As regards the servitude . Your legal person should get in touch with me . Can you give me his number and email ? Ann Burke told me about the snare – will find out when it was lifted . The servitude on the reserve being fenced off will get more pressure if snares found and staff seen outside of servitude area . Issue 1 not resolved ? Thanks, James			did a huge toolbox talk and education drive regarding the issue. Have you found snares recently? We have had requests for the servitude through the reserve to be fenced-off, but it was not appropriate to do so during this refurbishment process. Would you like to make another proposal that we do fence it off? Kind regards, Katie. Meeting set for Tuesday 4 June to discuss list of issues.				
4	04-Jun-13	James Berning	0825606632	Needs to chat to DWA and Umgeni Water about use of roads out of the servitude.	Gavin Elliott, Claire Hurrell	04-Jun-13	Gavin Elliott and Katie Fenenga met with Mr Berning on 5 June 2013 to discuss the matters that can be attended to under this contract. Agreements have been made that the sections of road that have been used and have been degraded will be attended to by the current contractor (G5) and that the rest of the matters need to be discussed by the new project management team before budgets can be made available.	N		Meeting arranged for Tuesday 4 March 2014, to discuss long-term management of the servitude.	2
5	17-Oct-13	Hugo Kuhn	0724506497	The servitude for the pipeline must be fenced! Not just the house.	Claire Hurrell	17-Oct-13	Confusion resulted from an engineer giving the landowner invalid information about fencing and security. Landowner understands that the servitude will be fenced.	Y	18-Oct-13		
6	07-Jan-14	Erica Millican	0822544230	Work has started on site, despite your e-mail that stated that the site would re-open on the 8th. Bookings with guests were based on work only starting again on the 8th.	Gavin Elliott, Andrew Olden, Ryan Phelan, Eben van Niekerk	07-Jan-14	Sorry Erica, it must just be registration by WBHO. The e-mail that I sent out was based on dates given to me by my engineers, so I can only apologise. Note: G5 decided to send their subcontractors to work a day early	Y	08-Jan-14		

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
							without communicating the decision. Low impact work on site.				
7	08-Jan-14	Erica Millican	0822544230	Photos of dust, via Whatsapp: I would like someone from TCTA to stand on my veranda and go through this and witness for themselves the level of dust and noise pollution. It's unfit for any living person to have to live with. How am I supposed to live or earn an income like this?	Gavin Elliott, Ryan Phelan, James Liversage	08-Jan-14	Dust mitigation being arranged now.	Y	08-Jan-14		
8	09-Jan-14	Erica Millican	0822544230	Trucks watered early this morning but nothing since 09h50. The truck loads of sand have resumed work and the roads are not wet so the dust is yet again bad. I am simply trying to dry washing on the line.	Gavin Elliott, Ryan Phelan, James Liversage	09-Jan-14	Driver being inducted, and will be back at work soon. Apologies for the interim dust.	Y	09-Jan-14		
9	11-Jan-14	Erica Millican	0822544230	06h50: Morning Katie, the whole property awoken by a white double cab screaming past this morning, slamming on brakes as he got to the corner, driving down to the waters edge and abluting into the dam before reversing out again! I have the reg number of the vehicle but this is starting to seriously compromise my security. Also, the trucks are dumping soil and the noise is unbearable and my friends and visitors staying this weekend are as disgruntled as I am. Please could I request that a dust and noise meter is installed on my property. Surely the current situation is illegal from an environmental point of view? Note: noise stopped at 10h30. Reg number is NMR 7752.	Gavin Elliott, Ryan Phelan, James Liversage	11-Jan-14	Hi Erica, unacceptable, please send registration number. Will need to discuss dust and noise receptors with environmental professionals. Note: driver of white bakkie works for Bellrock, and has been reprimanded.	Y	11-Jan-14		

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
10	15-Jan-14	Erica Millican	0822544230	Morning. The dust and noise are back :(please let me know when we are having a meeting to discuss this.	Gavin Elliott, Ryan Phelan, James Liversage	15-Jan-14	Hi Erica, Ryan checked up on the dust at the time of your message and that is the general level of dust that you can expect. Trying to get everyone to agree on a meeting time. Will let you know. Note: meeting took place on 17 Jan 2014	Y	15-Jan-14		
11	17-Jan-14	Erica Millican	0822544230	With photo, via Whatsapp: I think the water truck also needs to do the road for the new dumping area please.	Gavin Elliott, Ryan Phelan, James Liversage	17-Jan-14		Y	17-Jan-14		
12	20-Jan-14	Peter Warren	0722453256	In response to sms notifying landowners re search and rescue specialists surveying the route: Dear Katie, is it not time we got to know about payment for the servitude. It seems strange to me that objections etc could still occur and maybe alter the path of the servitude after all this work is being done. Is this not cart before the horse syndrome?	NA	20-Jan-14	Hi Peter, the time for objections has passed! The route has been decided upon absolutely 100% and acquisition (expropriation) of your land will take place between now and April. These specialists just need to identify impacts on the environment, and then make sure that we manage and monitor them properly.	Y	20-Jan-14		
13	07-Feb-14	Willy and Lauraine Brysiewicz	0835877069	Why are there people on the property if we haven't been paid yet? We haven't given permission for this project to take place.	NA	07-Feb-14	Thank you for being understanding about allowing our specialists onto your property. The EIA has been given a positive Environmental Authorisation, which means that it has been given the go-ahead. Your land is, obviously, still private property, but in order to ensure that we follow best-practice we'd really appreciate it if you continued to allow our specialist teams onto your land even before expropriation has taken place.	Y	07-Feb-14		
14	08-Feb-14	Alex Drew		Needed to let fencing team in wrong gate on a Saturday morning. Surely work won't be taking place on a Saturday?	NA	08-Feb-14	During a meeting with the landowner on site on 10 Feb 2014: Work will take place on Saturdays, as we follow normal construction hours. Work begins at 07h00 and ends at 15h00 on a Saturday. Please be reminded that the work	Y	10-Feb-14		

Issue No.	Date submitted	Submitted by (name)	Contact details (tel, cell, fax, e-mail)	Description of Issue	Issue reported to (name)	Date reported	Response to Issue	Resolved and Communicated	Date resolved	SM memo/notes regarding status of resolution	No. of months open
							won't be intense for the full period.				
15	12-Feb-14	Erica Millican	0822544230	Via Whatsapp: Hi KT. Long time not chat :) Getting concerned about the size of the loading pile outside my house.	Gavin Elliott, Ryan Phelan, James Liversage	12-Feb-14	Hi Erica, yes, that's the spoil area, but they'll be landscaping it and levelling it (we're just waiting for the design). K	Y	12-Feb-14		
16	13-Feb-14	Alex Drew	0718721360	Clearing for the fencing, with a dozer, has resulted in the unnecessary and unlawful removal of a tree on private land (i.e. Outside of the 40m servitude). Landowner extremely angry, unpleasant phone call to Social Monitor, situation handled very badly by team on site.	Ryan Phelan, Ullrich Haydam, Ntsoeleng Mohale, James Liversage	13-Feb-14	14 Feb 2014: tree replanted. Landowner prepared to accept this as a solution and apology only if the tree survives. Issue to be closed when the state of the tree can be determined absolutely.	N	13-Feb-14		
17	15-Feb-14	Erica Millican	0822544230	Via Whatsapp: Hi Katie. So awful to have trucks and dust flying past the top road all Sat morning :(James Liversage, Bennie Smuts	15-Feb-14	Hi Erica, it must be horrid. Their spoil area is along there for the time being. I've asked that their speed be curtailed, and that there is adequate dust abatement. K	Y	15-Feb-14		
18	24-Feb-14	Alex Drew	0718721360	Trees not re-planted as discussed. Engineer on site says another one should also have been saved. Why wasn't this done?	Ryan Phelan, Ullrich Haydam, Ntsoeleng Mohale, Alphonse Masitise	14-Feb-14	Tree to be re-planted when a larger piece of machinery reaches site.	N	24-Feb-14		
19	26-Feb-14	Sandra Berning	0825140405	Unmarked car on my property; no identification, rude man (asked what Sandra's problem is), not acceptable considering the current concerns about security.	James Liversage		Sent to James: please could you have a quick chat with any of your team who will be out-and-about and coming into contact with landowners, and just let them know that they *must* have WBHO ID on them, preferably be in marked vehicles (WBHO stickers?) and must definitely not respond to any landowners with anything other than full respect.	Y	26-Feb-14		

COMMENTS	
TCTA	