



**RailCorp**

Central Precinct Management - The Basement PO Box K349 Haymarket 1238  
"Bus Bay 4", Eddy Avenue  
Sydney, NSW, 2000  
Tel: (02) 9379 2646, Fax: (02) 9379 5021, Mob 0412 828 284

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To Whom it Concerns

**Central Station – Waterproofing Western Vehicular Concourse – Company Reference**

Consolidated Quality Projects (CQP) were engaged by RailCorp to manage, supply, install and test the waterproofing of the Western Vehicular Concourse at Central Station, Sydney, NSW - a 4,000-m<sup>2</sup> project.

The work was performed under very difficult circumstances – outside normal contractual boundaries. At one end the public holidays associated with the Royal Easter Show controlled start-up and at the other end the media hype and bureaucratic sensitivities inherent in a global event such as APEC<sup>1</sup> and the perception of terrorism - drove the finishing process. Despite these constraints the works advanced at a hectic pace and were completed on time.

An array of contract variations needed to be recorded concurrently and negotiated retrospectively - a difficult task to perform and still maintain transparency. Nevertheless, these matters were all addressed, resolved and settled satisfactorily without great pain.

In my opinion this good result was a consequence of very long hours performed by the company's project manager and staff, a sound trust between the company's owner and its project manager, and a determination to get an equally sound result by each party.

Leak tracing and control required a patient approach and free from entrenched blame-game overtures. Both parties were required to work conscientiously and fairly together in order to resolve all possibilities. I believe that CQP and RailCorp would not have reached a satisfactory outcome had it not been for CQP's trusting and patient approach to the leak diagnosis phase – a totally unstructured and extemporary event.

Should you wish to discuss the matter any further, please feel free to contact me to talk the matter through.

Yours faithfully

Robert T Salmon  
Project Manager for Glen Green  
Central Precinct Manager

<sup>1</sup> Asia Pacific Economic Conference