

Southwest Metro Corridor and Bankstown Early works Business Management Strategy

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Document and Revision History

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Management reviews

Review date	Details	Reviewed by

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1. Introduction

1.1 Purpose

The Business Management Strategy (BMS) identifies businesses potentially affected by the Southwest Metro Corridor and Bankstown Early works and proposes communication and engagement strategies to mitigate impacts and encourage cooperation. The BMS is an addendum to the Sydney Metro City & Southwest Sydneyham to Bankstown Upgrade BMP.

1.2 Objectives

- The objectives of the BMS are to:
- comply with the CoAs
- identify and address business issues
- work cooperatively with Sydney Metro to provide a coordinated and consistent approach to engagement and communication with businesses
- minimise Southwest Metro Corridor works impacts on local businesses, particularly any potential cumulative impacts from adjacent projects
- protect and where possible enhance the reputation of the Southwest Metro Corridor works, the NSW Government, Sydney Metro and joint venture partners
- confirm strategies and procedures for receiving feedback regarding to business operations
- provide an indicative program for the implementation of business liaison activities, including key dates for start and completion of construction activities, associated impacts, mitigation measures and proposed strategies.
- Comply with current Government advice and implement physical distancing, travel and hygiene measures to protect employees and members of the community

1.3 Compliance requirements

The key components of the BMS will be introduced to all staff and general workforce via the project inductions. The controlled copy of this document is maintained on TeamBinder.

The preparation and implementation of the BMS is under authority of the John Holland Pty Ltd and Laing O'Rourke Australia Construction Pty Ltd Joint Venture (JHLORJV) Community Place Manager.

Sydney Metro has prepared the Sydney Metro Overarching Community Communication Strategy (OCCS) and the Sydney Metro City & Southwest Business Management Plan (BMP). JHLORJV Stakeholder and Community Relations Manager has prepared the Southwest Metro Corridor work Community Communication Strategy (CCS).

The BMS will be approved by the Director Project Communications, Sydney Metro City & Southwest.

The BMS will be implemented for the duration of the project work and for 12 months following the completion of construction. Appendix A outlines how the CoAs are addressed in this strategy.

1.4 Structure and interface with other management plans

The BMS is a sub plan to the BMP and does not function in isolation but is designed to complement and adhere to a number of other project management plans including:

- Construction Environmental Management Plan
- Construction Traffic and Access Management Plan
- Construction Noise and Vibration Management Plan including Out-of-Hours Work (OOHW) Protocol
- Construction Management Plan
- Property Management Plan
- Workforce Development and Training Management Plan.
- Industry Participation Management Plan
- Construction Management Plan

The BMS:

- identifies the business stakeholders that may be impacted by the work and their specific issues and interests
- outlines the JHLOR JV approach that will be taken to engage with businesses
- identifies the required roles and available tools for successful implementation
- explains the mitigation measures that will be implemented to manage impacts
- includes key dates for start and completion of construction activities with the potential to impact businesses.

1.5 Further development

This BMS will be reviewed, updated and further developed at least every six (6) months or as required to address:

- any changes in the business management process or other linked plans
- changes in the design and construction program
- comments and feedback from businesses and Sydney Metro
- changes in business needs and information requirements
- changes in technology and work methods to improve processes, and
- changes identified through continuous improvement.

The updates will be used to reflect project progress and ensure communication tools and activities match the timing of construction activities, remain effective and relevant to all stakeholders, customers and the public and are in compliance with the CoAs and the OCCS.

1.6 Southwest Metro Corridor works scope of work

JHLORJV have been awarded the contract for the Southwest Metro Corridor works of the Bankstown Line between Sydenham and Bankstown.

The works include:

- (a) Upgrading 12 bridges that crossover or under the railway and footbridges, including installation of safety screens and safety beams to a number of bridges
- (b) Installation of traction substations and associated civil works
- (c) Removal of Australian Rail Track Corporation (ARTC) infrastructure between Marrickville and Belmore Station
- (d) Civil construction including work on retaining walls, culverts and track drainage
- (e) Fencing along the rail corridor and the segregation of the existing freight line from the new driverless railway (these works will not occur along the stations)
- (f) Rail systems work including new track crossovers at Campsie, upgrading and refurbishing overhead wiring and work to support signalling and communication equipment
- (g) Utility modifications.

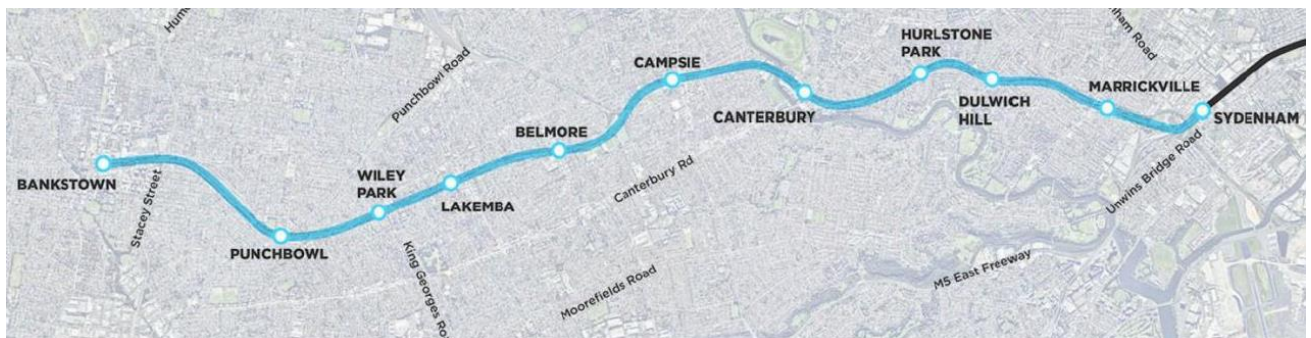


Figure 3: Southwest Metro Corridor works scope of work

1.7 Bankstown Early works

1.8 Construction activities and timeline – Southwest Metro Corridor works

Southwest Metro Corridor works construction activities will be carried out in three (3) distinct stages:

- Early works
 - Construction phase
 - Finishing works.
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Table 1 provides a summary of the key construction activity timeline

Timing	Construction activities
Early work August 2020 – March 2021	<ul style="list-style-type: none"> • Field and geotechnical investigations and survey • Service searching, identification and potholing • Bridge examination • Vegetation protection • Sydney Trains relocation • Establishment of site compounds and laydown areas • Pre-construction condition and dilapidation surveys
Construction phase March 2021 – October 2022	<ul style="list-style-type: none"> • Start of major construction • Clearing and grubbing • Installation of CSR route, including GST, GLT, conduit routes • Sydney Trains signalling, communications and HV diversions • Bridge works • Construction of retaining walls • Installation of boundary and segregation fencing • Overhead Wire works • Removal of redundant ARTC infrastructure • Drainage • Trackworks • Civil works
Finishing works October to December 2022	<ul style="list-style-type: none"> • Finishing work including site demobilisation • Handover of assets • Post construction conditions surveys

Table 1: Key activities and timeline

1.9 Construction activities and timeline – Bankstown Early works

Table 2 provides a summary of the key construction activity timeline

Timing	Construction activities
Early work October – 2021	<ul style="list-style-type: none"> • Field and geotechnical investigations and survey • Service searching, identification and potholing • Bridge examination • Vegetation protection • Sydney Trains relocation • Establishment of site compounds and laydown areas • Pre-construction condition and dilapidation surveys

<p>Construction phase March 2021 – October 2022</p>	<ul style="list-style-type: none"> • Start of major construction • Clearing and grubbing • Installation of CSR route, including GST, GLT, conduit routes • Sydney Trains signalling, communications and HV diversions • Bridge works • Construction of retaining walls • Installation of boundary and segregation fencing • Overhead Wire works • Removal of redundant ARTC infrastructure • Drainage • Trackworks • Civil works
<p>Finishing works October to December 2022</p>	<ul style="list-style-type: none"> • Finishing work including site demobilisation • Handover of assets • Post construction conditions surveys

Table 2: Key activities and timeline

1.10 Key issues and mitigation approach

The JHLOR JV will adopt a robust approach to managing potential and emerging issues associated with the construction work. The emphasis will be on proactively identifying issues and wherever possible implementing mitigation measures during the work planning phase as well as promptly responding to any raised concerns.

Table 3 below identifies an initial list of specific business issues as well as proposed mitigation measures. This list will be reviewed and updated as the project progresses and will take into account feedback, suggestions and comments from business owners.

Table 3: Key business issues and proposed mitigation

Key issues		Proposed mitigation
<p>Traffic, parking and pedestrian access</p>	<ul style="list-style-type: none"> • Temporary changed vehicle access and/or increased road traffic • Temporary changed pedestrian access • Temporary changes or closure of nearby parking 	<ul style="list-style-type: none"> • Proactive community notifications and face to face meetings (in accordance with current Government advice on Covid-19) advising of upcoming work • Potential impacts and mitigation measures • Ensure businesses understand how they can find out more information and who to contact in the event they have an enquiry or complaint • Traffic management and signage to safely direct vehicles and pedestrians around or through the construction site • Provide signage showing access to businesses open during construction • Develop communication and way finding strategies for people with reduced visibility, people from non-English speaking backgrounds and for people with a disability. • Use of social media for long term/permanent changes • Business Connect events (in accordance with current Government advice on Covid-19) • Business doorknocks to understand priorities, interests, operating hours, delivery timing and requirements (in accordance with current Government advice on Covid-19) • Effective and timely response to complaints and enquiries.

Key issues		Proposed mitigation
Construction noise and vibration	<ul style="list-style-type: none"> Construction activities will be carried out both during the day and at night. Some construction activities may cause increased noise and vibration 	<ul style="list-style-type: none"> Pre-construction condition surveys offered to eligible properties Proactive community notifications and face to face meetings Noise and vibration monitoring as required Consider implementing respite periods if applicable Business Connect events Effective and timely response to complaints and enquiries Doorknock businesses to understand any specific operational sensitivities to vibration Selection of equipment to be used
Temporary changes to station access and amenities during construction	<ul style="list-style-type: none"> No specific station works are expected to take place under the Southwest Metro Corridor works scope. However, if works are being carried out in close proximity to a station or result in temporary changes to access to a station, pedestrian access will always be made available 	<ul style="list-style-type: none"> Ensure clear, current and regular information is communicated through notification, newsletters, and one on one meetings Where required install pedestrian corridor to protect customers and pedestrians from construction impacts Wayfinding and visibly prominent signage with clear directions regarding changes to access. Effective and timely response to complaints and enquiries Use of social media for long term/permanent changes Business Connect events
Economic loss	<ul style="list-style-type: none"> Perceived economic impact (lower patronage or lower sales) from adjacent construction work or access impacts 	<ul style="list-style-type: none"> Encourage workers to utilise local businesses for goods and services Where possible engage local businesses to work on or supply the project. In cooperation with the procurement and industry participation plans Small Business Owners Support Program activated as required
Visual amenity	<ul style="list-style-type: none"> Are businesses adequately visible to customers, pedestrians, motorists Are views of unsightly construction sites adequately screened 	<ul style="list-style-type: none"> Use of hoardings and decorative mesh to screen construction sites Consider providing alternative signage if businesses and/or their advertising signs are obstructed

Key issues	Proposed mitigation	
Air quality and dust	<ul style="list-style-type: none"> • We will take all reasonable measures to minimise potential impacts to air quality as a result of construction however, there remains the potential for some retailers to be impacted by dust 	<ul style="list-style-type: none"> • Proactively advise businesses of upcoming work to ensure stakeholders are fully informed of potential impacts and have the opportunity to amend their business practices, where appropriate • Ensure businesses understand how they can find out more information and who to contact in the event they have an enquiry or complaint • Where possible engage dust suppression methods and/or dust monitoring • Consider alternative construction methods • Effective and timely response to complaints and enquiries
Construction worker behaviour	<ul style="list-style-type: none"> • Inappropriate use of car parking • Littering or failure to clear up work area • Subcontractors, or supplier using unapproved access or routes to site • Noise and disruption after hours (early arrival, night shift) • Use of inappropriate language/swearing 	<ul style="list-style-type: none"> • Detailed induction for all staff, subcontractor and supplier that includes information about community expectations and sensitives • Information as part of procurement process included for all subcontractors and supplier • Complaints management reporting

2. Business engagement

2.1 Approach

JHLOR JV's overall approach to community and stakeholder engagement is outlined in detail in the CCS. The JHLOR JV's business engagement aims to complete the work in a way that causes minimal disruption to business operations.

In collaboration with Sydney Metro, JHLOR JV is committed to establishing working relationships with businesses in close proximity to the work site. We will work hard at minimising the impacts of the work on business operations and encourage open dialogue between Sydney Metro, JHLOR JV and businesses. Our aim is to:

- keep businesses regularly informed of progress by providing timely and easily accessible information
- ensure effective cooperation between businesses and JHLOR JV throughout the project lifecycle through a consistent approach to engagement
- consult early and often to provide opportunities for feedback and consultation on negotiable items
- engage in a manner that is collaborative, innovative, adaptive and sustainable
- be transparent in all that we do

These objectives are in line with Sydney Metro's BMP.

2.2 Coordination and collaboration with Sydney Metro

Sydney Metro will maintain long-term relationships with many stakeholders throughout the life cycle of the project. Any enquiries or complaints not related to the Southwest Metro Corridor works will be promptly referred to Sydney Metro.

JHLORJV's community Place Manager will support Sydney Metro's community team by ensuring a high degree of collaboration and co-operation between the Southwest Metro Corridor works and other delivery contractors, agencies, local Council and nearby businesses.

In accordance with the OCCS and BMP, Sydney Metro retains certain community led activities, systems and processes to enable clear access to information and contacts for the community and stakeholders. JHLORJV's Place Manager will actively support Sydney Metro in delivering all Sydney Metro led community engagement activities.

JHLORJV will identify opportunities to support Sydney Metro through engagement and support to local businesses on any concerns or issues raised.

2.3 Our local businesses and their key interests

Business stakeholders adjacent to the Southwest Metro Corridor works are mainly sole traders and small industrial and commercial operations. They have different interests based on their individual business needs which are currently being identified through doorknocks, one on one meetings and eventually business connect sessions. Early consultation with businesses will provide a more detailed profile for each business that could be potentially affected by the work.

The information we are seeking from businesses during the doorknocks and one on one meetings includes:

- Business operating hours
- business peak and off seasons, where applicable
- delivery times, routes and access points they rely on
- reliance on foot traffic and/or parking
- any equipment they use or service they provide sensitive to certain construction activities e.g. noise, vibration
- preferred method of communication/engagement
- other information specific to the business that will need to be considered in construction planning.
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Table 4 identifies nearby businesses that may be impacted by the Southwest Metro Corridor works, their business specific interests, as well as proposed communication tools/strategies and indicative timing. This table will evolve as feedback is received through doorknocks, one on meetings and business connect events.

Through continued consultation and engagement, the project will be able to provide accurate and timely information that will allow businesses to make informed business decisions and continue operating as effectively and efficiently as possible during construction activities.

Ongoing engagement and consultation will aim to:

- continually look for opportunities that result in mutually beneficial and sustainable outcomes
 - be open and transparent in informing businesses of the purpose of the work and what they can expect during construction
 - identify possible impacts and opportunities for local business stakeholders in advance
 - understand and make plans to respond to the reasonable requirements of the business
 - listen and acknowledge business concerns and engage in a way that builds mutual respect and trust
 - respond promptly to any issues or complaints raised by business stakeholders and follow up appropriately
 - encourage participation in a way that makes the process accessible including continually seeking new ways of doing things, combined with the proven methods of communications such as newsletters, doorknocking and by bringing the information to the business stakeholder in their local area at a convenient time
 - provide clear and accurate information to manage expectations
 - using communication and consultative tools that match the needs of the business with 'no surprises'.
 - The JHLORJV Community Place Manager's will proactively consider these interests when liaising with the construction team regarding the planning of work as well as the business
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stakeholders when providing required information.

Table 4: Business interests matrix

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Directly affected businesses and adjacent businesses within Marrickville				
Aboriginal Child, Family and Community Care	5 Carrington Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
The Yoghurt Co Pty	3 Myrtle Street, Marrickville	<ul style="list-style-type: none"> • Opening hours Mon to Fri 9am-5pm • Increased traffic and parking impacts • Air quality (dust) 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes • •
A1 Mechanical & Smash Repairs	64 Arthur Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Stylish Cement Rendering	64 Arthur Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Maronite Sisters of The Holy Family Village	28 Marrickville Avenue	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Braddock Playground	127 Meeks Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
St Nicholas Greek Orthodox Church	203-207 Livingstone Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
St Andrew Orthodox Press	201 Livingstone Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Café Rima	220 Livingstone Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Casimir Catholic College	200 Livingstone Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
St. Brigid Catholic Church	392 Livingstone Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Directly affected businesses and adjacent businesses within Dulwich Hill				
Dulwich Hill Child Care Centre	66 Garnet Street	<ul style="list-style-type: none"> Opening hours Mon to Fri 7.30am-6pm Increased traffic and parking impacts Air quality (dust) 	<ul style="list-style-type: none"> Project updates and monthly notifications Traffic management and signage to safely direct vehicles and pedestrians around the construction site Effective and timely response to any enquiries and complaints Invite to Business Connect events 	<ul style="list-style-type: none"> One month prior to works Seven (7) days prior to changes
All Bumper Repairs & Buffing	90 Reset Avenue	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) 	<ul style="list-style-type: none"> Project updates and monthly notifications Traffic management and signage to safely direct vehicles and pedestrians around the construction site Effective and timely response to any enquiries and complaints Invite to Business Connect events 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Montessori Learning Tree	16/263 Wardell Avenue	<ul style="list-style-type: none"> Increased traffic and parking impacts 	<ul style="list-style-type: none"> Project updates and monthly notifications Traffic management and signage to safely direct vehicles and pedestrians around the construction site Effective and timely response to any enquiries and complaints Invite to Business Connect events 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Directly affected businesses and adjacent businesses within Hurlstone Park				

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Sensuous Hairdresser Studio	96-108 Duntroon Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Traffic management and signage to safely direct vehicles and pedestrians around the construction site • Effective and timely response to any enquiries and complaints • Invite to Business Connect events 	<ul style="list-style-type: none"> • Seven (7) days prior to changes
Legend Barbershop	112 Duntroon Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
CK Convenience Store	96 Duntroon Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Directly affected businesses and adjacent businesses within Canterbury				

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Ashbury Service Centre, Mechanic	22 Charles Street, Canterbury	<ul style="list-style-type: none"> • Opening hours Mon to Fri 8am-6pm • Increased traffic and parking impacts • Air quality (dust) • 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes • •
Canterbury Bankstown Family Day Care	12b Campsie Street, Campsie	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Traffic management and signage to safely direct vehicles and pedestrians around the construction site • Effective and timely response to any enquiries and complaints • Invite to Business Connect events 	<ul style="list-style-type: none"> • Seven (7) days prior to changes • One month prior to works •
Canterbury Olympic Ice Rink	17a Phillips Avenue	<ul style="list-style-type: none"> • Opening hours Mon to Fri 10am-3pm Sat to Sun 1pm-4pm • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Canterbury Leisure and Aquatic Centre	Phillips Avenue	<ul style="list-style-type: none"> • Opening hours Mon to Fri 6am-8pm, Sat to Sun 7.30am-5pm • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Bamboo Building Products	1 Close Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Aerialize	7-9 Close Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
McKonnan Marketing	8A Close Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Canterbury Hotel	Canterbury Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Imperial Marble Pty	33 Bellombi Street	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Canterbury Girls High School	44 Church Street	<ul style="list-style-type: none"> Increased traffic and parking impacts 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
St Pauls Canterbury	33 Church Street	<ul style="list-style-type: none"> Increased traffic and parking impacts 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Directly affected businesses and adjacent businesses within Campsie				
Church of Living Water	34 N Parade	<ul style="list-style-type: none"> Increased traffic and parking impacts Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Leonard Kuo Orthopaedic	1 Duke Street, Campsie	<ul style="list-style-type: none"> Operating hours Mon to Fri 8.30am-5pm Increased traffic and parking impacts Air quality (dust) 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Marabani M Rheumatologist	33 South Parade, Campsie	<ul style="list-style-type: none"> Operating hours Mon to Fri 8am-3pm Increased traffic and parking impacts Air quality (dust) 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Dr Marcia Llewellyn	2 Wilfred Avenue, Campsie	<ul style="list-style-type: none"> Operating hours Mon to Wed, Thur to Fri 8am-4pm Increased traffic and parking impacts Air quality (dust) 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
Campsie Day Surgery	56-58 Campsie Street	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Traffic management and signage to safely direct vehicles and pedestrians around the construction site Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Initial doorknock prior to construction starting monthly meetings Seven (7) days prior to changes

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Campsie Police Station	58 Campsie Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Campsie RSL	25 Anglo Road	<ul style="list-style-type: none"> • Operating hours Mon to Thu 10am-4am and Fri to Sun 10am-6am • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Campsie Commuter Car Park	Lilian Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Station House Hotel	201-203 Beamish St Campsie	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Campsie Day Surgery	56-58 Anglo Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Campsie Mechanical Transmission and Body Repairs	19-21 Wilfred Avenue	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Muslim Care	3/2 Carrington Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Carrington Centre	66 Carrington Square	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Directly affected businesses and adjacent businesses within Belmore				
Belmore Oval	Belmore Oval	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Traffic management and signage to safely direct vehicles and pedestrians around the construction site • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Initial doorknock prior to construction starting • monthly meetings • Seven (7) days prior to changes
Bulldogs Rugby League Club	Edison Lane	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Sydney Olympic FC	3 Edison Lane	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Belmore Youth and Resource Centre	38-40 Redman Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Belmore Community Centre	38-40 Redman Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Montessori Child Care	25 Redman Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Regis Belmore	27 Redman Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Belmore Hotel	383 Burwood Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Sydney Trains depot	348 Belmore Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Directly affected businesses and adjacent businesses within Lakemba				

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
The Lakemba Club	23 - 25 The Boulevarde	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Traffic management and signage to safely direct vehicles and pedestrians around the construction site • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Initial doorknock prior to construction starting • monthly meetings • Seven (7) days prior to changes
Canterbury City Community Centre	130 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Printino	25 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Lakemba Medical Services	27 – 31 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
SMS Medical Services 2020		<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Royal City Solicitors	32 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
BHC Medical Centre	53a Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Arabic Community Centre	54a Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Lakemba Christian Fellowship	63 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Indonesian Asian Groceries	68 The Boulevard	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Directly affected businesses and adjacent businesses within Wiley Park				
Wiley Park Public School	95 King Georges Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Wholesale Cleaning Rags	9/74 King Georges Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Wiley Park Girls High School	1A Hillcrest Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Lakemba Christian Fellowship	63 Railway Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Indonesian Asian Groceries	68 The Boulevard	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Directly affected businesses and adjacent businesses within Punchbowl				
Punchbowl Children's Centre	42 Urunga Parade	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Traffic management and signage to safely direct vehicles and pedestrians around the construction site Effective and timely response to any enquiries and complaints Invite to Business Connect events 	<ul style="list-style-type: none"> Initial doorknock prior to construction starting monthly meetings Seven (7) days prior to changes
Association of Islamic Da'wah in Australia (AIDA)	Catherine Street	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes
TPS Cook Freely	170 The Boulevard	<ul style="list-style-type: none"> Increased traffic and parking impacts Air quality (dust) Noise 	<ul style="list-style-type: none"> Project updates and monthly notifications Provide signage showing access to business, if required Vibration and noise monitoring where required Effective and timely response to any enquiries and complaints 	<ul style="list-style-type: none"> Seven (7) days prior to changes

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Plus Fitness	1 Breust Place	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Awafi Chicken	7 Breust Place	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Unknown	9 Breust Place – vacant	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Chalhoub's Barber Salon	11 Breust Place	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Eternity Funerals	25 Bruest Place	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Punchbowl Boys High School	Kelly Street	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
South Terrace Health Centre	15 South Terrace	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
The Andary Group	50 South Parade	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Bankstown Childcare Academy	70 South Terrace	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Al Afrah Pastry Shop	751 Punchbowl Road	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Rubia Coffee Traders Pty Ltd	87 Stanfield Avenue	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Metro Petroleum	160 South Terrace	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

Stakeholder	Location	Business specific interest	Communication strategy and tools	Indicative timing
Human Initiative	178 South Terrace	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •
Mechanical	190 South Terrace	<ul style="list-style-type: none"> • Increased traffic and parking impacts • Air quality (dust) • Noise 	<ul style="list-style-type: none"> • Project updates and monthly notifications • Provide signage showing access to business, if required • Vibration and noise monitoring where required • Effective and timely response to any enquiries and complaints • 	<ul style="list-style-type: none"> • Seven (7) days prior to changes •

2.4 Roles and responsibilities

The JHLOR JV CLT will be led by an experienced Community Place Manager who will provide stakeholder relations leadership and strategic guidance for the JHLORJV.

The Community Place Manager will be the primary point of contact for local businesses throughout the construction of the project.

The CLT will at all times work cooperatively with the Principal's representative and provide detailed and comprehensive communications on project progress, methodologies, impacts and opportunities.

The CLT will be able to draw on other resources from the JHLOR JV partners as required to assist with delivery of the project. The CLT will also have support from the Project Director, Interface, Safety, Quality, Environmental and Project Managers. The responsibilities of all project roles are detailed in the Project Management Plan.

2.5 Business Connect events

Business Connect events will be held up to two (2) times per year and be open to businesses within 200m of the Southwest Metro Corridor works.

The Business Connect events will be organised as easily accessible forums at which the Southwest Metro Corridor works team will provide updates on upcoming work activities, expected impacts and environmental management measures that are planned to minimise impacts to business stakeholders. The events will alternate as being an event with a formal presentation and casual drop in type BBQ and coffee events.

These events will be used to canvas opportunities for project involvement with businesses in terms of supply of services and/or goods.

The Business Connect events will also be used as a platform for businesses to be consulted on and provide feedback on matters that are of interest or concern to them such as feedback on temporary traffic detours and parking arrangements.

Business Connect events will:

- be planned in collaboration with Sydney Metro and delivered professionally
- be purposeful and meaningful to the businesses
- be scheduled six (6) months in advance using local knowledge to avoid conflict and risk of over communicating
- aim to build trust, awareness and presence within the local community
- be in accordance with current Government advice on Covid-19
- be organised to ensure safety of all attendees.