



Systems Connect Business Management Plan

Sydney Metro City & Southwest – Line-wide Work

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Document control

The Project Director is responsible for ensuring that this plan be reviewed every twelve months or as requested throughout Systems Connect's Line-wide Work. It will be developed, amended and updated, if necessary, to reflect changes in:

- A. Design and construction program
- B. Stakeholder and community needs
- C. Systems Connect's activities and stakeholder and community information requirements.

The Project Senior Stakeholder and Community Relations Manager is responsible for updating this plan to reflect changes as indicated above.

Amendments

Any revisions or amendments must be approved by the Project Director and client before being distributed or implemented.

Revision Details

Revision	Details
A	First issue – draft for review by Sydney Metro
B	Second issue – draft for review by Sydney Metro
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02	Updated for approval
03	Annual review and update
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1. Glossary

1.1 Standard terms and definitions

Term	Definition
Project	Sydney Metro Line-Wide Project
Company	Systems Connect (CPB Contractors / UGL Limited Joint Venture)
Client	Sydney Metro
Interface Contractor	Central Station Metro (CSM) contractor South West Metro (SWM) contractors Train Systems Operations Maintenance (TSOM) contractor Integrated Station Design contractors Barangaroo Station contractor
Low Impact Activities	Activities required to facilitate construction, that are not defined as construction as per the definitions provided under Planning Approvals SSI 7400 and SSI 8256.

1.2 Abbreviations

Term	Definition
BMP	Business Management Plan
CALD	Culturally and linguistically diverse communities
CCM	Community Complaints Mediator (previously referred to as the Community Complaints Commissioner)
CCS-LW	Community Communications Strategy Line-wide Work
CCS-SMTF	Community Communications Strategy Sydney Metro Trains Facility Expansion
CMCG	Communications Management Control Group
CM	Consultation Manager Database
CSSI	Critical State Significant Infrastructure
CTMP	Construction Traffic Management Plan
DPI	Department of Primary Industries
EIA	Environmental Impact Assessment
EPA	Environment Protection Authority
EPL	Environment Protection Licence
ER	Environment Representative
IPIAP	Independent Property Impact Assessment Panel
ISCA	Infrastructure Sustainability Council of Australia
LOTE	Languages other than English
OCCS	Overarching Community Communication Strategy (Sydney Metro's)

Term	Definition
OOH	Out of hours
OHW	Overhead wire
PAM	Public Affairs Manager
PDCS	Project Document Control Systems (Team Binder)
Project Planning Approval	State Significant Infrastructure (SSI) Planning Approvals. SSI 7400 Sydney Metro City & Southwest Chatswood to Sydenham SSI 8256 Sydney Metro City & Southwest Sydenham to Bankstown SSI 5931 SMTF Expansion
SBOSP	The Small Business Owners Support Program
SCO	Sydney Coordination Office
SSCRM	Senior Stakeholder and Community Relations Manager
SEP	Site Environment Plans
SMTF	Sydney Metro Trains Facility
SMTFS	Sydney Metro Trains Facility South
SSI	State Significant Infrastructure
SMU	Sydenham Metro Upgrade
SWM	Southwest Metro
SWTC	Scope of work and technical criteria
SMCS TTLG	Sydney Metro City & Southwest Traffic and Transport Liaison Group
TfNSW	Transport for New South Wales
TMP	Traffic Management Plan
TSE	Tunnel and Station Excavation Work
VMS	Variable Message Signs
VIP	Very Important Persons
WCAG 2.0	Web Content Accessibility Guidelines 2.0

2. Business management plan overview

2.1 Purpose

The purpose of this Business Management Plan (BMP) is to describe Systems Connect's approach to engagement, consultation and minimising impacts to businesses who may be affected by Line-wide Work for the Sydney Metro City & Southwest project.

2.2 Project scope

Services started in May 2019 in the city's North West with a train every four minutes in the peak. Metro rail will be extended into the CBD and beyond to Bankstown in 2024. There will be new metro railway stations at Martin Place, Pitt Street and Barangaroo and new metro platforms at Central. In 2024, Sydney will have 31 metro railway stations and a 66km standalone metro railway system. There will be ultimate capacity for a metro train every two minutes in each direction under the Sydney city centre.

Systems Connect is delivering Line-wide Work including installing metro rail track, power systems, communications and infrastructure to turn the excavated tunnels into a working railway between Chatswood and Sydenham. Line-wide Work also includes installing permanent systems, services and buildings required for Sydney Metro operations between Chatswood and Bankstown.

Systems Connect's approach to implementing this BMP throughout the Line-wide Work areas is guided by the nature of the work taking place at each location, and the relation to other project work being completed by interfacing contractors.

Line-wide Work occurs in multiple locations including suburban streets, brownfield sites and in underground tunnels and railway corridors. See Figure 3 for Line-wide Work locations. This work will ramp up gradually with low impact investigation activities starting in some areas in mid-2019. The peak activity period started in mid-2020 and will continue until mid-2023. Completion and handover to Sydney Metro is scheduled for the third quarter of 2024.

Systems Connect, is principal contractor, representing the Sydney Metro Project for the stakeholders and community, in the locations listed below:

- Artarmon substation - Artarmon
- Bulk power supply 33kV - Artarmon
- Northern portal and Dive (referred to as Northern Connection) Chatswood
- Tunnel access site at Blues Point
- Bulk power supply 33kV – Surry Hills to Waterloo
- Bulk power supply 33kV – Canterbury to Campsie
- Southern Dive and SMTF South, Marrickville
- South West Substation sites at Dulwich Hill, Canterbury, Campsie, Lakemba and Punchbowl.

As the principal contractor, Systems Connect is responsible for coordinating stakeholder communication activities and notifications on behalf of any other interfacing contractors operating at these sites.

At the remaining locations, including train stations and the corridor between Chatswood and Bankstown, Systems Connect is an interface contractor. The principal contractors have established relationships with neighboring businesses, stakeholders and communities in these locations and Systems Connect:

- contributes to their communication activities
- provides content for joint notifications, newsletters, social media posts, display materials and traffic alerts
- where required, attends community and business events hosted by the principal contractor and provide appropriate personnel and display materials.

2.3 Community and stakeholder communication objectives

The Project includes a number of work packages being delivered by multiple contractors, with several contractors co-located at various times. Sydney Metro has established overarching communication objectives to establish a unified 'face' of the Project from the customers' perspective.

This BMP outlines Systems Connect's process for informing businesses about construction activities, building relationships and maintaining goodwill. The plan also provides a structure to address business specific issues to minimise construction impacts by:

- identifying and liaising with adjacent business stakeholders potentially impacted by the work
- identifying issues for consideration in planning the work to reduce impacts on businesses, particularly in relation to amenity, business hours access and visibility
- detailing strategies and activities to facilitate open communication and engagement with businesses
- explaining mitigation measure for identified business related impacts
- defining roles and tools to enable team members to deliver the BMP
- complying with the business relevant Project Approval Conditions (which require a BMP be prepared and implemented).

This overarching BMP and its relationship to the Line-wide Work Community Communications Strategy and site specific subplans is shown in the table below.

Sydney Metro	Sydney Metro Overarching Community Communications Strategy
Systems Connect	1. Stakeholder and Community Engagement Policy
	2. Community Communications Strategy Line-wide Work (CCS LW)
	3. Community Communications Strategy Sydney Metro Trains Facility (CCS SMTF)
	4. Business Management Plan (Line-wide Work overarching BMP)
	Community Communications Strategy Subplans to CCS LW: 5. Artarmon substation and power upgrade 6. Surry Hills to Waterloo power upgrade 7. Canterbury to Campsie power upgrade 8. Northern Connection, Chatswood 9. Southern Connection, Marrickville 10. Sydenham to Bankstown rail corridor power upgrade

Figure 1: Hierarchy of stakeholder, community and business involvement plans and subplans

2.4 Compliance requirements

The Project's approval conditions require a BMP be prepared and applied. Appendix B summarises relevant approval conditions for businesses and where they are addressed in the plan.

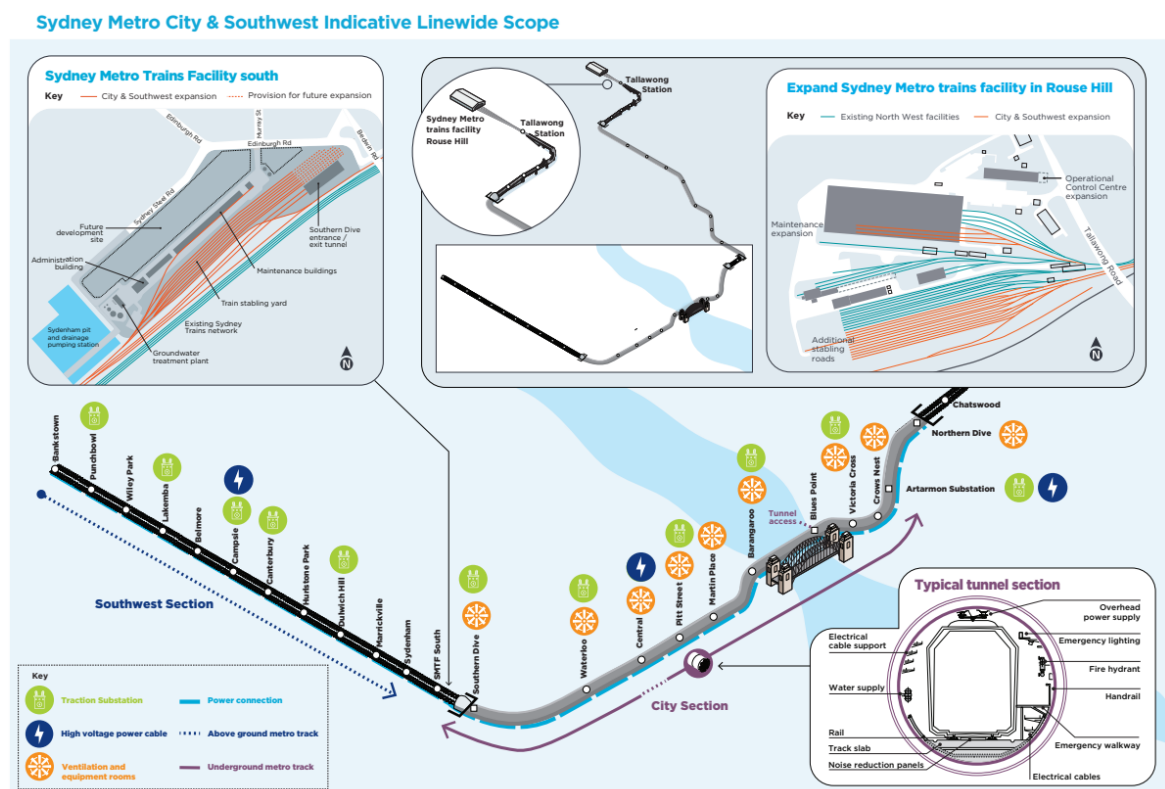
2.5 Key construction activities

Line-wide Work includes the following:

- installing 31 kilometres of underground railway track in the twin tunnels from Chatswood to Marrickville

- installing 31 kilometres of overhead power equipment and 11 new substations to power the metro from Chatswood to Bankstown
- installing over 350km of high voltage, low voltage and tunnel services cables
- expanding the Sydney Metro Trains Facility at Rouse Hill to accommodate additional six car Sydney Metro trains for Sydney Metro City & Southwest
- constructing the Sydney Metro Trains Facility South at Marrickville to accommodate 16 six car Sydney Metro trains
- delivering bulk power feeds to meet the Sydney Metro City & Southwest high voltage reticulation and traction power requirements
- open northern dive work to tie Sydney Metro City & Southwest into the Sydney Metro Northwest at Chatswood

Figure 1 below depicts the Systems Connect Line-wide Work project scope for Sydney Metro City & Southwest project.



2.5.1 Figure 1: *Systems Connect Line-wide Work project scope*

A description of each construction site / activity is outlined below.

2.6 SMTF Expansion

The Sydney Metro Trains Facility, the train stabling and maintenance facility at Rouse Hill, has been expanded and modified to accommodate 24 additional six car trains and allow for a future expansion to accommodate eight car trains. Construction started in August 2019 and was completed in mid-2021.

The Systems Connect work included:

- designing and constructing a new test track, rail turnouts, cross overs and stabling roads
- designing and constructing new rail track installation, installing rail systems, building structures and fit outs, lifting beams, access platforms, shore supplies and associated roads
- expanding the existing maintenance building, fitting out sheds and rooms, installing overhead wiring, new gantry crane and modifications to some existing rail roads.

2.7 Artarmon substation and power supply

To supply power to the underground metro system, Systems Connect installed an electrical substation in the industrial area of Artarmon at 98-104 Reserve Road and 2 x 33kV feeders from the Ausgrid Willoughby substation to the Artarmon traction substation. This work was completed during the first half of 2022.

2.8 Northern Dive and Northern Connection, Chatswood

Systems Connect is fitting out the covered dive and building the open dive where the Sydney Metro North West Line will connect with Sydney Metro & City Southwest. The open dive extends from ground level to eight metres below ground. This area is known as the Northern Connection.

The dive is also one of the three main access points for Systems Connect to load materials into the rail tunnel. Supplies and equipment are collected from storage sites, transported along arterial roads and lowered into the tunnel via a gantry crane operating within an acoustic enclosure. This work is expected to continue until mid-2023.

2.9 Blues Point

The Blues Point site was an access point for Systems Connect to complete the tunnel fit out activities between Victoria Cross and Barangaroo Stations. Systems Connect has been working at Blues Point since December 2020.

Sleepers, rail and mechanical and electrical equipment were delivered to this shaft and lifted into the tunnel by a gantry crane operating in an acoustically treated enclosure. Access for trucks is via Blues Point Road (left-in and left-out).

The acoustic shed was removed in December 2021 and the reserve was reinstated and reopened to the community in late 2022.

2.10 Sydney Metro Trains Facility South and Southern Connection, Marrickville

Systems Connect is carrying out tunnel fit out, construction of the southern dive and the Sydney Metro Trains Facility (SMTF) South in Marrickville. This area is referred to as Southern Connection throughout this document.

Tunnel access and work at the Dive site started in late 2020, while construction of the maintenance facility started in the second quarter of 2021. This work is expected to continue into the second half of 2023.

This site is also being used as a construction hub for the wider team.

2.11 Stations between Chatswood and Sydenham

Line-wide Work is taking place within the station sites currently being delivered by various contractors. The stations include Crows Nest, Victoria Cross, Barangaroo, Martin Place, Pitt Street, Central, Waterloo.

Line-wide Work largely takes place underground and includes the following:

- installing electrical systems, overhead wiring, cable containments, high voltage and low voltage power supply, light fittings, junction boxes and building electrical control rooms
- concreting and rail track installation
- installing mechanical equipment, walkways, fire hydrants, emergency service equipment and rising main water pipes.

The activities at ground level associated with the work include concrete pours from the curb side, or within the site, into a concrete pump via a pipeline. Periodic deliveries of large and oversized equipment are required for the tunnel and under station tunnel fit out. This work will continue into the second half of 2023.

2.12 Bulk Power Supply

Line-wide Work includes constructing the incoming bulk power supply (BPS) for the high voltage reticulation scheme to provide power to the rail and associated systems. This includes:

- 2 x 33kV feeders from the Ausgrid Willoughby substation to the Artarmon traction substation, as outlined above
- 2 x 33kV feeders from the Ausgrid Surry Hills substation to the Waterloo Station traction substation
- 2 x 33kV feeders from the Ausgrid Canterbury (Earlwood) substation to the Campsie traction substation.

Power supply work is continuing in 2023.

2.13 Sydenham to Bankstown rail corridor upgrade

The role of Line-wide Work in the Sydenham to Bankstown upgrade is to provide bulk power for the new Sydney Metro network. The work includes:

- five traction substations located at Randall Street, Marrickville (Dulwich Hill Substation); Hutton Street; Hurlstone Park (Canterbury substation); Lillian Street, Campsie, The Boulevard, Lakemba; and South Terrace, Punchbowl
- two padmount substations at each train station between Sydenham and Bankstown
- high voltage cables the length of the rail corridor between Sydenham and Bankstown
- underline crossing (ULX) at each of the substation sites
- a site compound, located on Bridge Road, Belmore.

3. Key issues for businesses

3.1 Issues raised by businesses

Systems Connect started consultation with businesses to identify and minimise potential construction impacts early in the project. In addition, consideration was given to the concerns of businesses in the Sydney Metro City and Southwest Environmental Impact Statement (EIS) submissions.

Consultation and EIS submissions highlighted the need to work with businesses to develop measures to ensure visibility, access for customers, maintain parking, deliveries and other services, and manage disruption from noise and vibration. Where relevant, Systems Connect liaises with interface contractors who have been interacting with businesses and aims to align approach, where appropriate.

The business register in Appendix A lists specific businesses within 50 metres of major construction sites, and those that are sensitive to construction activities. It also summarises the issues identified in consultation with these businesses.

To date, key issues raised by businesses include:

- hours of operation and information on the expected duration and level of impacts
- construction and operational noise levels, noise management and sleep disturbance
- maintaining visibility of businesses and providing way finding signage as needed
- dust impacts and dust management
- increased traffic
- minimising highly intrusive work during critical business operations and consultation on respite periods and other mitigation measures
- parking near work sites, or changes in parking availability
- noise and vibration assessment methodology
- amenity, safety and access for staff and customers including pedestrian and vehicular access
- concern about damage to heritage buildings in which some businesses operate
- essential services and utilities continuity, and procedures when work have potential to disrupt services
- property condition surveys and monitoring plans
- impacts of temporary traffic changes to businesses
- reducing impacts COVID lockdowns had on businesses.

3.2 Addressing issues

Issues are addressed according to specific needs and include consultation to understand business requirements. Key responses to these issues include:

- planning work to minimise the scope and duration of impacts on businesses, for example high impact work in Surry Hills was completed between Christmas and New Year's Eve 2020 when most of the businesses were closed. Further high impact work was carried out during Covid-19 lockdowns and during weekend shutdowns (around major events)
- undertaking all work in accordance with a Construction Environment Management Plan and its subplans addressing environmental impacts including noise and vibration, air quality, heritage, emergency response and visual amenity
- sharing relevant project information to enable timely decisions and business adjustments to be made, for example early consultation with businesses facing Lillian Lane in Campsie, Randle Lane in Surry Hills and Loder Lane in Punchbowl enabled the team to provide businesses with alternative parking and garbage pickup and ensure deliveries were not interrupted by construction. Additionally, in Artarmon early

notification about upcoming power supply outages enabled businesses to adjust their operation hours to reduce impacts.

- briefing businesses on significant traffic changes affecting bus stops and major pedestrian paths, to enable building managers and business owners to inform their internal stakeholders, for example early meetings held with Canterbury Ice Rink meant that Systems Connect was able to coordinate work with the business to reduce impacts to their day to day operations.
- door knocking potentially impacted businesses to notify of changes and seek feedback on measures to mitigate impacts of these changes, and to ensure vehicle and customer access can be maintained. Business focused door knocks were carried out before starting construction on all the BPS routes, and before the substation lift on South Terrace, Punchbowl to provide a face for the project, provide project information and collect feedback from businesses. \
- consulting on and offering appropriate respite where possible, for example this might include:
 - scheduling high noise activities to avoid business critical activities, this included working with local bars, restaurants and pubs in Campsie and Surry Hills to adjust work hours to minimise impacts for their operations
 - briefing construction teams on local sensitivities
 - timely communication of project activities.
- identifying ways to let the public know that businesses are still open (including wayfinding signage when a business' visibility is limited or traffic changes will affect passing trade). Wayfinding signage was especially effective for coffee shops in Surry Hills.
- using relocation as an opportunity to mitigate business impacts, by relocating residents (as required by OOH approvals) to hotels that are impacted by other high impact activities. This was carried out successfully on the Surry Hills BPS route with positive results, helping the project team develop good working relationship with the hotels.
- encouraging on site staff alignment-wide to purchase goods from local businesses.]
- undertaking all work in accordance with a Construction Traffic Management Plan and site specific Traffic Management Plans and related Road Occupancy Licences and permits.

3.3 Cumulative impacts and construction fatigue

Many businesses near construction sites have experienced construction impacts relating to Sydney Metro & Southwest and other developments before start of Line-wide Work.

Before starting Line-wide work, many of the sites had already been impacted by Sydney Metro construction at the following sites:

- Tunnel and Station Excavation (TSE)
- Southwest Metro (SWM)
- Central Station Main Work
- Stations at Crows Nest, Victoria Cross, Martin Place, Barangaroo, Pitt Street and Waterloo
- Sydenham Metro Upgrade

Line-wide work interfaces with a number of Sydney Metro contractors at stations and across the south west alignment.

The work also takes place near construction and maintenance activities generated by the following:

- Sydney Trains maintenance work
- WestConnex
- NBNSCo
- Sydney Road upgrades and maintenance activities

- Utility asset managers – Sydney Water, Ausgrid, Telstra, Optus, Jemena, Alinta, Origin Energy, AGL Energy
- Projects and maintenance programs of local councils.

3.4 Managing cumulative impacts and construction fatigue

The potential cumulative impacts of construction traffic from multiple construction sites has been considered in developing construction traffic management plans. These issues are addressed with assistance from the Sydney Metro City & Southwest Traffic and Transport Liaison Group. Systems Connect's management approach includes:

- regular communication with local council officers
- liaising with utility service providers
- participating in the Sydney Metro City & Southwest Traffic and Transport Liaison Group
- liaising with adjacent work sites and their project teams regarding work staging
- attending regular meetings with engagement teams from adjacent contractors to coordinate timing and distribution extents of communication materials
- attending community information sessions conducted by neighbouring contractors
- coordinating complaints management which span multiple projects
- consulting with local businesses, residents and sensitive receivers to minimise impacts
- issuing joint communications with interfacing contractors that explain overlapping construction impacts.

Detailed information is provided in the site-specific sub plans. This allows for timely and accurate reflection of current local conditions relating to concurrent developments and potential cumulative impacts.

3.5 Identifying issues

Issues are identified by canvassing the following information sources:

- complaints and enquiries directed to the information line, community email account, postal address and social media channels
- feedback given to engagement team members during face to face engagement activities, including scheduled meetings with residents and businesses, door knocks, stakeholder briefings and community or business forums
- analysis of other major projects around construction sites.

Sydney Metro has established the Traffic and Transport Liaison Groups for the Sydney Metro City & Southwest Project and the Sydney Metro Northwest. Systems Connect representatives attend these meetings, identify emerging issues and provide the following information:

- construction staging (existing or proposed)
- traffic operations, including changes in regulatory traffic controls
- community concerns and comments or feedback
- impacts on road based transport operations
- issues related to pedestrians and cyclists or mobility impaired road users
- communication strategies and actions to be taken.

Stakeholder analysis

Site specific issues which may affect businesses and relevant mitigation measures are summarised in Table 1 below.

Table 1 Site specific issues and mitigation measures

Site	Issues	Mitigation measures	Impacts to businesses (low/medium/high)	Status April 2023
Artarmon substation and bulk power supply	<ul style="list-style-type: none"> Noise, vibration and dust during construction, testing and commissioning Visual impacts of substation Traffic and transport issues 	<ul style="list-style-type: none"> Consultation (including door knocks, notifications and individual meetings) with businesses according to the level of potential impact Traffic management plans developed to maintain access to businesses Site specific subplan in place 	N/A work substantially complete	Construction complete and substation energised
Northern Connection and Chatswood Dive	<ul style="list-style-type: none"> Noise, vibration and dust during construction, testing and commissioning Impacts including night time track possessions, construction lighting Visual impacts of dive site Traffic and transport issues Increase in vehicles using Pacific Highway, accessing the site via Nelson Street and Mowbray Road Utilities relocations and potential disruption 24 hour heavy vehicle movements, including oversized deliveries 	<ul style="list-style-type: none"> Door knocks and notifications Traffic management plans developed to maintain access to businesses A site specific sub plan developed to manage specific business impacts Business briefings Coordination with other contractors working within the rail corridor 	Low	Construction continuing
Blues Point	<ul style="list-style-type: none"> Noise, vibration and dust during construction and excavation Traffic and transport issues during construction, from traffic controls, changes to parking Increase in heavy vehicle traffic along Blues Point Road Utilities relocations 	<ul style="list-style-type: none"> Door knocks and notifications Traffic management plans developed to maintain access to businesses and regulated heavy vehicle access via Blues Point Rd A site specific sub plan developed to manage specific impacts 	N/A work substantially complete	Shaft backfilled, Henry Lawson reserve reinstated with handover completed December 2022. Minor rectification and site

Site	Issues	Mitigation measures	Impacts to businesses (low/medium/high)	Status April 2023
				maintenance work ongoing.
Southern Connection	<ul style="list-style-type: none"> Noise, vibration and dust during construction and excavation Visual impacts from SMTF S and the dive site Possible traffic disruption Access for businesses in Murray Street, including for large vehicle deliveries Construction site is largely an industrial area consisting of food manufacturers and supplier businesses Maintaining business visibility 24 hour heavy vehicle movements Impacts to parking from increased worker presence. 	<ul style="list-style-type: none"> Consultation including door knocks and notifications with businesses Traffic management plans developed to maintain access to businesses Business email updates Meetings with Marrickville Metro to coordinate work Site specific subplan to manage specific business impacts 	Low	Construction continuing
Stations between Chatswood and Sydenham: Crows Nest Station Victoria Cross Station Barangaroo Station Martin Place Station Pitt Street Station Central Station Waterloo Station	<ul style="list-style-type: none"> Noise, vibration and dust during construction Traffic and transport issues during construction, from traffic control, changes to parking and business access requirements Noise impacts on childcare centres, medical practices, schools and other sensitive receivers Loss of street parking Cumulative impacts as a result of significant interface with other construction contractors in this area 	<ul style="list-style-type: none"> Consultation including door knocks and notifications with businesses Traffic management plans developed to maintain access to businesses Business email updates 	Low	Impactful work substantially complete with focus being on mechanical and electrical fit out

Site	Issues	Mitigation measures	Impacts to businesses (low/medium/high)	Status April 2023
Bulk power supply - Surry Hills	<ul style="list-style-type: none"> Noise, vibration and dust during construction Temporary access disruption to businesses and community facilities Impacts to local parking Night and weekend work impacts to hotels Sensitive receivers include Sydney Dental Hospital Disruptions to deliveries Road closures Temporary loss of street parking Pedestrian safety Major intersection traffic disruptions Cumulative impacts and community sensitivity and fatigue from multiple construction projects. 	<ul style="list-style-type: none"> Consultation with businesses to negotiate alternative parking provision and parking reimbursement Scheduling work during quiet periods such as Christmas and COVID lockdown Use of hotel on Albion Street when working on Foveaux Street and hotel on Foveaux Street when working on Albion Street to help mitigate wider impacts to business Wayfinding and "We are open" signage placed near businesses impacted by work Traffic management plan developed to maintain access to businesses Regular email and phone updates to businesses Site specific subplan developed to manage specific business impacts 	High	<p>Substantially complete, pending rectification work in Randle Lane.</p> <p>Handover being negotiated with City of Sydney Council.</p>
Bulk power supply - Canterbury to Campsie	<ul style="list-style-type: none"> Noise, vibration and dust during construction Temporary access disruption to businesses and community facilities Disruptions to deliveries Temporary loss of street parking Pedestrian safety Traffic delays affecting commuters, local traffic and public transport users Road closures Effective communication with culturally and linguistically diverse communities 	<ul style="list-style-type: none"> Consultation with businesses to negotiate alternative parking provisions Traffic management plan developed to maintain access to businesses Regular phone and email updates to businesses on request Site specific subplan developed to manage specific business impacts Alternative parking provided for businesses where parking was impacted Information about road closure in Campsie provided in Modern Chinese. 	Low	Work in joint bays on South Parade, Gould Street Cooks Avenue and Anzac Street to repair a cable is ongoing.
Sydenham to Bankstown rail corridor upgrade Marrickville Station	<ul style="list-style-type: none"> Temporary closures of roads , footpaths, walkways, bike paths, near stations and adjoining rail corridor Traffic and transport issues during construction, from traffic controls, changes to parking and business access 	<ul style="list-style-type: none"> Door knocks and notifications to businesses according to the level of potential impact Traffic management plan developed to maintain access to businesses Business briefings and door knocks 	Low	Finishing work continuing.

Site	Issues	Mitigation measures	Impacts to businesses (low/medium/high)	Status April 2023
Dulwich Hill Station Hurlstone Park Station Canterbury Station Campsie Station Belmore Station Lakemba Station Wiley Park Station Punchbowl Station Bankstown Station	<ul style="list-style-type: none"> Construction noise, and noise impacts on childcare centres, medical practices, schools and other sensitive receivers Cumulative impacts from station upgrade works Effective communication with culturally and linguistically diverse communities Effective interfacing with multiple construction contractors Temporary loss of street parking Out of hours work 	<ul style="list-style-type: none"> Business email updates Site specific subplan developed for the southwest to manage specific business impacts Coordination with other contractors working at each train station. 		
Sydenham to Bankstown rail corridor upgrade Cable pulling and underline crossing work	<ul style="list-style-type: none"> Temporary closures of roads footpaths, walkways, bike paths, near stations and adjoining rail corridor Traffic and transport issues during construction, from traffic controls, changes to parking and business access Construction noise, and noise impacts \ Cumulative impacts from southwest work Effective communication with culturally and linguistically diverse communities Effective interfacing with multiple construction contractors Out of hours work. 	<ul style="list-style-type: none"> Door knocks and notifications to businesses Traffic management plans developed to maintain access to businesses Site specific subplan developed for the southwest to manage specific business impacts. Coordination with other contractors working within the rail corridor. 	Low (work is transient/short term)	Cable pulling continuing in the rail corridor
Sydenham to Bankstown	<ul style="list-style-type: none"> Temporary closures of roads footpaths, walkways, bike paths, near stations and adjoining rail corridor 	<ul style="list-style-type: none"> Door knocks and notifications to businesses 	Low (no/few businesses near the sites)	Finishing work at substations continuing

Site	Issues	Mitigation measures	Impacts to businesses (low/medium/high)	Status April 2023
rail corridor upgrade Traction substations at Dulwich Hill, Canterbury, Campsie, Lakemba and Punchbowl	<ul style="list-style-type: none"> Traffic and transport issues during construction, from traffic controls, changes/loss of parking and business access Construction noise, and noise impacts on childcare centres, medical practices, schools and other sensitive receivers Cumulative impacts from south west work Effective communication with culturally and linguistically diverse communities Effective interfacing with multiple construction contractors Out of hours work Oversized delivery of modular buildings 	<ul style="list-style-type: none"> Traffic management plans developed to maintain access to businesses Site specific subplan developed for the southwest to manage specific business impacts Coordination with other contractors working within the rail corridor. 		

5. Business stakeholders

Sydney Metro manages the relationship and interactions with business stakeholders whose interests extend throughout the project's lifecycle, including the planning, approvals, procurement, construction and operations phases. Systems Connect's role is to build relationships with business stakeholders who have a specific interest in Line-wide Work.

These stakeholder groups, their issues and interest in the project and communication activities are identified in Table 2 below:

Table 2 Business stakeholders and communication tools

Business category	Issues/interest in the project	Communication strategy and tools
State government owned corporations and agencies	<ul style="list-style-type: none"> Concurrent developments Interaction with other public transport Traffic diversion Interaction with Special Events. 	<ul style="list-style-type: none"> Interface agreement, meetings and updates Written correspondence, and design briefings Scheduling work to avoid special events.
Transport and traffic	<ul style="list-style-type: none"> Impacts on road and transport network Traffic management plans, including planned lane closures and traffic diversions Incident and special event plans Haulage routes and layover areas Pedestrian management. 	<ul style="list-style-type: none"> Written correspondence, meetings, regular construction updates, traffic updates and alerts on changes to local roads and traffic conditions Traffic and Transport Liaison Group via TfNSW
Preschool, childcare and schools	<ul style="list-style-type: none"> Noise, vibration and dust Construction traffic and safety around worksites Access to school, parent pick up, school buses, pedestrian access Impact on teaching / exams. 	<ul style="list-style-type: none"> Meetings, notifications, newsletters, telephone hotline and website Information for school/childcare communities Agreed respite periods if required Notification of work timing and nearby crane work Maintain access at all times.
Medical and health	<ul style="list-style-type: none"> Noise, vibration and dust Work hours Changes to local pedestrian access Construction vehicles on surrounding roads Access for clients and in case of medical emergencies. 	<ul style="list-style-type: none"> Meetings, notifications, newsletters, parent information letters, telephone hotline, website, agreed monitoring reports Consultation on noise management and respite hours where applicable Noise mitigation measures if required in conjunction with TfNSW Work timing and nearby crane work notification.

Business category	Issues/interest in the project	Communication strategy and tools
Places of worship	<ul style="list-style-type: none"> • Demolition, noise, vibration and dust • Work hours • Changes to local pedestrian access • Construction vehicles on surrounding roads • Access to business 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable • Noise mitigation measures if required in conjunction with TfNSW • Work timing notification
Directly affected businesses including adjoining owners	<ul style="list-style-type: none"> • Loss of amenity during construction (noise, vibration and visual) • Changes to pedestrian and customer access • Traffic changes, parking, detours, lane closures and changes to public transport • Heavy vehicle movements • Maintaining continuity of utility services • Work hours and project duration • Concern about property damage • Environmental management 	<ul style="list-style-type: none"> • Individual briefings/doorknocks and regular updates as requested • Notifications, newsletter, website, emails • Consultation on specific mitigation including respite periods for sensitive businesses • Property condition surveys • Adjoining owner agreements to cover construction access for scaffolding, crane swings, installation of ground anchors and other agreed items • Incident communication protocols for specific businesses

6. Roles and responsibilities

The Senior Stakeholder and Community Relations Manager is the discipline lead and reports to the Project Director. The Senior Stakeholder and Community Relations Manager is a member of the Systems Connect Senior Leadership Team, reflecting the importance of the function and integrated approach to Line-wide Work delivery.

Strategic planning to minimise impacts to businesses is carried out at senior levels within the project team. The Senior Stakeholder and Community Relations Manager participates in key stakeholder relationship management and is a path for unresolved issues escalation. The Systems Connect's stakeholder engagement team roles and responsibilities are detailed in the Systems Connect Line-wide Work Community Communication Strategy.

6.1 Project communication

The table below contains tools used when informing and engaging with business operators and owners.

Item	Stakeholder group
Community information line (1800 171 386)	Key point of contact for all stakeholder groups who require 24 hour access to the Systems Connect project team
Sydney Metro email enquiries: linewidemetro@transport.nsw.gov.au	
Postal address for written complaints and enquiries: Sydney Metro City & Southwest PO Box K659, Haymarket, NSW 124C	
Translation services	
Project website and social media	All stakeholders
One on one meetings and door knocking	Adjoining or directly affected business owners, operators and tenants
Traffic and Transport Liaison Group	Traffic and transport stakeholders including transport operators such as the Taxi Council
Interface meetings and agreed communication protocols	Adjoining business owners
Emergency work notification	Written information to advise properties of emergency work within two hours of commencing work
Seven day notification letter	Advise businesses about construction activities no later than seven days before the start of activities and include: <ul style="list-style-type: none"> • scope of work • location of work • hours of work • duration of activity • type of equipment used • likely impacts including noise, vibration, traffic, access and dust • Sydney Metro City & Southwest 24 hour telephone number, postal and email addresses
Community signage – seven day notification	Advise businesses and stakeholder groups about construction activities no later than seven days before works or changes, including any changes to footpaths, cycle ways or bus stops
Email and phone updates	As required depending on stakeholder and project need

Item	Stakeholder group
Advertisements	If required, advertise in newspapers before significant construction activities or traffic changes
Signage	Directional information for pedestrians, customers and vehicles around the construction site as required.

6.2 Business visibility, urban design and visual amenity

Should Systems Connect work impact visibility of a business, in consultation with the business, Systems Connect will install signage to maximise business visibility. Local urban design and other construction related temporary structures will be taken into consideration noted below in Table 4:

Table 4: Requirements for site structures and equipment

Item	Content
Site structures including acoustic sheds External banners on site hoarding or fencing	<p>External banners are made of vinyl when on solid hoardings and shade cloth were installed on chain link fencing (artwork provided by Sydney Metro). They incorporate:</p> <ul style="list-style-type: none"> • artwork, graphics and images to enhance the visual appearance of structures in high visibility locations • community information, including contact numbers for enquiries / complaints • signage and information to mitigate impacts on local businesses will be produced and displayed to assist where visibility is obscured by construction sites • SMTF South includes an indigenous artwork on hoardings commissioned by TSE and left in place by Line-wide. This will be replaced with a permanent public art solution before operation.
Wayfinding signage for businesses	Where visibility of a business is impacted, Systems Connect develops way finding signage for businesses so that customers are aware that the business continues to be operational. This was used successfully during the Surry Hills Bulk Power Supply work.

6.3 Monitoring program and performance measures

A monitoring program has been developed to assess effectiveness of strategies to inform and minimise construction impacts on businesses. The performance parameters and monitoring tools are shown in Table 5 below.

The BMP is reviewed and updated to reflect project progress, feedback from businesses and lessons learnt via the monitoring program.

Table 5 Monitoring program and performance measures

Performance Parameters	Measures	Monitoring	Reporting
Awareness of construction activity and likely impacts	<ul style="list-style-type: none"> Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro Number of business briefings, building based information sessions and face to face meetings prior to works The objective is to make contact via these measures with 100% of businesses within 50m prior to works which have the potential to impact the owners 	<ul style="list-style-type: none"> Records in Consultation Manager database on number and timing of notifications and briefings Feedback from meetings, presentations and briefings (documented in Consultation Manager) Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts 	<ul style="list-style-type: none"> Number of notifications issued Percentage of notifications issued on time Number of briefings, information sessions and completed doorknocks Percentage of businesses within 50m contacted prior to work Number of complaints received from businesses relating to lack of information about construction activities and impacts Lessons learnt
Measures implemented to maintain business vehicle and pedestrian access, parking,	<ul style="list-style-type: none"> Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, 	<ul style="list-style-type: none"> Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager) Feedback on mitigation measures effectiveness (documented in Consultation Manager) 	<ul style="list-style-type: none"> Number of businesses with mitigation measures agreed in advance to address access, parking, visibility or amenity issues Percentage of businesses where mitigation measures were implemented as agreed

Performance Parameters	Measures	Monitoring	Reporting
visibility and amenity during construction activity	<p>parking, visibility and/or amenity issues</p> <ul style="list-style-type: none"> The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects. 	<ul style="list-style-type: none"> Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue. 	<ul style="list-style-type: none"> Details of mitigation measures implemented Business feedback on effectiveness of mitigation measures Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity Lessons learnt.
Agreed measures to minimise noise and vibration impacts to sensitive businesses	<ul style="list-style-type: none"> Agreed mitigations implemented, including agreed respite, work methods, proactive engagement and ongoing communication Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses The objective is for zero referrals to Sydney Metro over a six month timeframe during standard construction. 	<ul style="list-style-type: none"> Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports Feedback on mitigation measures effectiveness (documented in Consultation Manager) Records of businesses referred to Sydney Metro for additional assessment / treatment Records in Consultation Manager database on noise and vibration complaints from businesses. 	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts Summary of non-standard mitigation measures implemented Number of referrals to Sydney Metro Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts Lessons learnt.

7. Enquiries and complaints management

All contact with businesses provide an opportunity to gain insight into perceptions of Systems Connect's performance. Complaints provide an important opportunity to act on corresponding measures which avoid or minimise the escalation of an issue.

Systems Connect's approach to enquiries and complaints management is aligned with the Sydney Metro construction complaints management system. This meets the requirements of Sydney Metro City & Southwest Scope of Works and Technical Criteria and the Australian Standard for Complaints Handling. All business owners are encouraged to contact the project team for support and to discuss mitigation measures during construction.

7.1 Receiving complaints

Community enquiries and complaints are generally received via:

- the Sydney Metro City & Southwest 24 hour 1800 number: 1800 171 386
- the Sydney Metro City & Southwest email: linewidemetro@transport.nsw.gov.au

The 24 hour 1800 number and email address are maintained by TfNSW who will notify Systems Connect of all contact specific to the Line-wide Work for investigation and response in accordance with required response timeframes. The phone number and email are included on all written project communications.

All calls to 1800 171 386 are answered and responded to 24 hours a day, seven days a week. A call centre reception service managed by TfNSW records contact details and information about the complaint nature and location. The complainant is advised that an on call representative from Systems Connect will contact them shortly to address the issue.

Systems Connect provides feedback to requests for information about complaints from the Sydney Metro representative or Community Complaints Mediator within two hours of receiving the request.

All enquiries and complaints are recorded in Consultation Manager database within 24 hours

On the days on which a complaint is received, a complaints report will be provided to the Environmental Representative by Systems Connect.

7.2 Contact response and escalation

All enquiries and complaints are responded to, or escalated where necessary, in accordance with Sydney Metro's requirements.

Complaints should be escalated when:

- the complaint cannot be resolved using the procedure outlined in Appendix D, or within a timeframe agreed to by the complainant.
- the complaint nature falls into one of the following categories:
 - a single complainant reports three or more complaints within a three day period
 - a complainant threatens to escalate their issue to the media or government representative
 - the complaint relates to a compliance matter.

Systems Connect's Complaints and Enquiries Management Strategy is included in Appendix C and outlines Systems Connect's complaints handling process to resolve, report and escalate complaints.

APPENDIX A: Business register

The business impact risk register below notes for each individual business within 200m of each site, any specific operational requirements in relation to Line-wide Work, consultation requirements and agreements and a rating of anticipated construction impacts. A 'traffic light' rating system has been used to register business impact risks as follows:

- A 'red' rating flags businesses whose operations have a high risk of being impacted and will receive regular, personalised contact.
- A 'yellow' rating flags businesses who may experience some impact (medium risk) based on the current understanding of their operations and the likely construction impacts of Line-wide Work. These businesses will be offered face to face briefings in advance of Line-wide Work that may impact them.
- A 'green' rating flags businesses whose operations are unlikely (low risk) to be impacted by Line-wide Work. Business operations and construction impacts will be regularly monitored to ascertain if this rating needs to be revised.

7.3 Artarmon substation

The approved site of the Artarmon substation is in the light industrial area of Artarmon at 98–104 Reserve Road. (This site was approved in a Modification to the Project Approval). The site is bordered by Reserve Road and Whiting Street. Reserve Road is a busy regional road with connection to the Gore Hill Freeway which is near the site. Access to the site will be via Whiting Street, which includes businesses such as car repairs, vehicle accessories, servicing and detailing recycling and home décor business.

Construction at this site is complete and the substation energised.

Business name	Considerations during energisation	Consultation	Business impact as of April 2023
Freeway Hotel 115 Reserve Road, Artarmon	People accessing the substation as part of energisation process	N/A not required	Low
John R. Turk Electrical and Data Supplies 77 Reserve Road, Artarmon			
Artisan Exterior			

Business name	Considerations during energisation	Consultation	Business impact as of April 2023
96 Reserve Road			
Huntly + Co 96 Reserve Road, Artarmon			
JAX Tyres Artarmon 105-107 Reserve Road			
Wanless Waste Management – 1800 Got Junk 7 Whiting Street, Artarmon			
Sparkling Car Care 77/81 Reserve Road, Artarmon			
Beyond Productions 109 Reserve Road, Artarmon			
Prestige Auto Body Shop 83-85 Reserve Road, Artarmon			
Intrec Management			

Business name	Considerations during energisation	Consultation	Business impact as of April 2023
73 Reserve Road, Artarmon			
Artarmon Framing 3/94A Reserve Road, Artarmon			
The Missing Link 9-11 Dickson Ave, Artarmon			
Brumby Motors 29 Dickson Avenue, Artarmon			
SR Auto Traders 92a Reserve Road, Artarmon			
Loud and Clear Audio Pty Ltd & M & F H Pty Ltd 75 Reserve Road, Artarmon			
Bunnings Artarmon 71 Reserve Road Artarmon			
Victoria's Basement 89 Reserve Road, Artarmon			

Business name	Considerations during energisation	Consultation	Business impact as of April 2023
NSW Ambulance Depot (Superstation) 95-99 Reserve Road, Artarmon			
Royal North Shore Hospital Reserve Road, St Leonards			
Vehicle service and car hire businesses (including Europcar, Budget, Thrifty, Hertz car hire) Clarendon Avenue and Whiting Street, Artarmon			
Little Lion Early Learning 41-43 Dickson Avenue, Artarmon			

7.4 Northern Dive and Northern Connection, Chatswood

The Chatswood Dive site is located close to the Chatswood CBD which contains major regional shopping centres and commercial premises. A retail strip of small businesses is located along the Pacific Highway (opposite the site) and in Nelson Street. The Chatswood Bowling Club is located approximately 350 metres from the site.

The Chatswood dive site is bounded by Mowbray Road, Pacific Highway, Nelson Street and the North Shore rail line corridor.

Standard hours: 7am to 6pm Monday to Friday and 8am to 1pm Saturdays or as otherwise approved.

Business name	Special requirements	Consultation	Business impact
The Great Northern Hotel 522 Pacific Highway	Vehicle access - deliveries via Pacific Highway and Mowbray Road intersection received daily No impact garbage collection	Notifications Email updates Doorknocks	Low
Demir Leather 552–554 Pacific Highway	Showroom only, loading dock via Moriarty Road No impact to garbage collection	Notifications Email updates Doorknocks	Low
Caltex Service Station 572 Pacific Highway	24-hour operation, drive way access at all times and power continuity Currently being upgraded No impact to garbage collection	Notifications Email updates Doorknocks	Low
Maurer Funerals 574 Pacific Highway	24-hour operation, drive way access at all times and power continuity No impact to garbage collection	Notifications Email updates Doorknocks	Low
Amber Tiles 582 Pacific Highway	Heavy rigid vehicle access - deliveries via Holmes Lane No impact to garbage collection	Notifications Email updates Doorknocks	Low
Payless Tyres and Brakes 639 Pacific Highway	Concern about customer access although have separate frontage to Gordon Avenue Perceive high impacts from truck movements and works in Gordon Avenue No impact to garbage collection	Notifications Email updates Doorknocks	Low
627 Pacific Highway	Small business frontage on Pacific Highway Perceive high impacts from truck movements No impact to garbage collection	Notifications Email updates Doorknocks	Low

7.5 Barangaroo shaft

Systems Connect (an unincorporated joint venture between CPB Contractors and UGL Limited) also Barangaroo Station as an access point for tunnel fit out, this included installation of metro rail track, power systems, communications and infrastructure to turn the excavated tunnels into a working railway between Chatswood and Sydenham. The area of the site previously occupied by Systems Connect has now been returned to the Barangaroo station contractor, Watpac Besix.

Standard hours: 7am to 6pm Monday to Friday and 8am to 1pm Saturdays or as otherwise approved.

Business name	Special requirements	Consultation	Business impact
KU Lance Preschool and Children's Centre High Street, Millers Point	Area demobilised, access as required for testing and commissioning activities.	Notifications Email updates Doorknocks	Low
Wilson Car Parks - Barangaroo Reserve, entrance Towns Place and Barangaroo Point, entrance Hickson Road			
Overseas Passenger Terminal (cruise ship providers)			
Big Bus Tours			
Infrastructure NSW			
Sydney Theatre Company (STC)			
Universal Pictures			

Business name	Special requirements	Consultation	Business impact
Langham Hotel 89-113 Kent Street Millers Point			
Pallisade Hotel 35 Bettington Street Millers Point			
88 Noodle 1 Barangaroo Avenue			
AMP Capital Investors 50 Bridge Street			
Argyle Bar and Café 12-20 Argyle Street, The Rocks			
BG&E 8 Windmill Street Millers Point			
Cirq 1 Barangaroo Ave, Barangaroo			

Business name	Special requirements	Consultation	Business impact
Flare HR 1 Munn St, Millers Point			
Crown Towers 1 Barangaroo Ave			
Epicurean 1 Barangaroo Ave			
Ikon Communications 1 Kent Street Millers Point			
Il Caffe 1 Barangaroo Ave			

Business name	Special requirements	Consultation	Business impact
Nobu 1 Barangaroo Ave			
Oncore by Clare Smyth 1 Barangaroo Ave			
Show Face 10 Argyle Place			
Silks 1 Barangaroo Ave			
Tago-an 25 Kent St, Millers Point			

Business name	Special requirements	Consultation	Business impact
Taste on the Rocks 33-35 Kent St, Millers Point			
Teahouse 1-11 Barangaroo Ave			
Woodcut 1 Barangaroo Ave			
Yoshii's Omakase 1 Barangaroo Ave			

7.6 Southern Connection, Marrickville

The Southern Connection, Marrickville site is in the Inner West Council area about seven kilometres from the Sydney CBD. It is in a primarily commercial/light industrial area. Some small businesses near the site have been acquired by TfNSW, but will continue for a period while the works are underway.

The site is bounded by Edinburgh Road, Murray Street, Sydney Steel Road and the T2, T3 and T4 rail lines between St Peters and Sydenham.

Standard hours: 7am to 6pm Monday to Friday and 8am to 1pm Saturdays or as otherwise approved.

Business name	Special requirements	Consultation	Business impact
Metro Storage 11 Edinburgh Road	Open Monday to Saturday, 8am–5.30pm, and Sunday, 10am–4pm About 800 storage units on site Deliveries received all day during hours of operation via entrance on Edinburgh Road High reliance on visibility with frequent drive-by customers Garbage collection access allowed for	Doorknock Notifications	Low
JD Smash repairs 11 Edinburgh Road	Further consultation to identify impacts if any Garbage collection access allowed for		Low
Simmone Logue Fine Food Company 1/18 Lillian Fowler Place	Catering and food manufacturing Business operates Monday to Friday between 5am–12am, and weekends between 4am–1pm Deliveries loaded and received daily between 6am–2pm About 50 staff, most rely on public transport to get to work No access from Sydney Steel Road Garbage collection and delivery access allowed for		Low
Marrickville Metro Shopping Centre 20 Smidmore St, Marrickville	Food packaging distribution and sales, and separate party supply shop Open Monday to Wednesday 9am-5:30pm; Thursday 9am-9pm; Friday 9am-5:30pm; Saturday 9am-5pm- and Sunday 10am-4pm Staff travel by public transport Frequent customers throughout the day, largely travelling by car. Customer parking is available onsite Reliance on visibility, particularly for Garbage collection		Low
NRMA Motorserve 54 Smidmore Road	Open Monday to Friday 7:30am– 5pm, and Saturday 8am-12pm		Low
Edgar Edmondson Investment 39-45 Garden Street	Business owner owns 13 local businesses in the vicinity Trenching for utility relocation		Low

Business name	Special requirements	Consultation	Business impact
	Forklift and trucks moving between sites and access is critical Garbage collection and delivery access allowed for Access for business equipment allowed for		

7.7 Stations between Chatswood and Sydenham

Line-wide Work will take place within the station sites which are being delivered by various contractors. Line-wide Work will largely take place underground and will include the following:

- electrical, installing overhead wiring, cable containments, high voltage and low voltage power supply, light fittings, junction boxes and building electrical control rooms
- track installation
- mechanical, walkways, fire hydrant and the rising main.

Stations include:

- Crows Nest Station
- Victoria Cross Station
- Barangaroo Station
- Martin Place Station
- Pitt Street Station
- Central Station
- Waterloo Station

The activities at ground level associated with the work includes concrete pours from the curb side, or within the site, into a concrete pump via a pipeline installed by an interfacing contractor. There will also be periodic large and oversized equipment deliveries required for the electrical and mechanical tunnel fit out.

Systems Connect work is largely complete with only mechanical and electrical work remaining.

Business name	Special requirements	Consultation	Business impact
Crows Nest furniture precinct	TBC - Potential noise impacts Potential impacts to some deliveries Garbage collection and delivery access allowed for	Doorknock Notifications	Low
McLaren Hotel 25 McLaren St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Tree House Hotel 60 Miller St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Rag and Famish Hotel 199 Miller St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
North Sydney Harbourview Hotel 17 Blue St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for	Doorknock Notifications	Low
Firehouse Hotel 86 Walker St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Westpac 12/100 Miller St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Citrus and Spice 1/51 Berry St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
To's Malaysian Gourmet 181 Miller St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Phat Boys Thai Restaurant 20a/65 Berry St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
Greenwood Plaza 36 Blue St, North Sydney	No impacts anticipated		Low
North Point Plaza 100 Miller St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Berry Square 77 Berry St, North Sydney	Potential impacts to some deliveries Garbage collection access allowed for		Low
KPMG International Towers Exchange Place Tower Three, 300 Barangaroo Ave, Sydney	Garbage collection access allowed for		Low
Lendlease Level 14 International Towers Exchange Place Tower Three, 300 Barangaroo Ave, Sydney	Garbage collection access allowed for		Low
Westpac 275 Kent St, Sydney	Garbage collection access allowed for	Doorknock Notifications	Low
HSBC 100 Barangaroo Ave, Sydney	Garbage collection access allowed for		Low
Price Waterhouse Coopers (PwC) One International Towers, Watermans Quay, Barangaroo	Garbage collection access allowed for		Low
The Aston serviced apartments 1 Hosking Pl, Sydney	Garbage collection access allowed for		Low
QBE, Corrs Chambers Westgarth, Quantum, BT Group, JLL NSW, Hays Specialist Recruitment (Australia) Pty Ltd, Investec 8-12 Chifley Square	Garbage collection access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Castlereagh Centre 199 Castlereagh Street, Sydney	Garbage collection access allowed for		Low
BHP Building 1 York Street	Garbage collection access allowed for		Low
Flight Centre 52 Martin Place, Sydney	Garbage collection access allowed for		Low
Macquarie Bank 50 Martin Place, Sydney	Garbage collection access allowed for		Low
7 Network 52 Martin Pl, Sydney	Garbage collection access allowed for	Doorknock Notifications	Low
Radisson Hotel	Garbage collection access allowed for		Low
Sheraton Wentworth 61-101 Phillip St, Sydney	Potential impacts noise Garbage collection access allowed for		Low
MLC Building 19 Martin Pl, Sydney	Garbage collection access allowed for		Low
Liberty Place Arcade 161 Castlereagh St, Sydney	Garbage collection access allowed for		Low
Castlereagh Boutique Hotel 169 Castlereagh St, Sydney NSW 2000	Potential impacts noise Garbage collection access allowed for		Low
Arthouse, Criterion Hotel 275 Pitt St, Sydney NSW 2000	Garbage collection access allowed for		Low
Hotel Coronation 5-7 Park St, Sydney NSW 2000	Potential impacts noise		Low

Business name	Special requirements	Consultation	Business impact
Lowes 17/9 Park St, Sydney NSW 2000	Potential impacts noise		Low
Eurotower 137-139 Bathurst Street	Potential impacts noise		Low
City of Sydney Fire Station 211 Castlereagh Street	Garbage collection access allowed for		Low
Redfern Police Station 1 Lawson St, Redfern	Garbage collection access allowed for		Low
Central Squeeze Shop 12 Eddy Ave, Haymarket	Garbage collection access allowed for	Doorknock Notifications	Low
The Hair Train 14/1 Eddy Ave, Haymarket	Garbage collection access allowed for		Low
Food Express 4-7 Eddy Ave, Haymarket	Garbage collection access allowed for		Low
Sydney Central Mini Market Eddy Ave, Haymarket	Garbage collection access allowed for		Low
Eddy Avenue Florist Eddy Avenue Entrance, Shop 28-29, Central Station, Sydney	Garbage collection access allowed for		Low
Railway Square Youth Hostels Association Henry Deane Plaza, 8-10 Lee St, Sydney	Potential impacts noise Garbage collection access allowed for		Low
Sydney Dental Hospital 2 Chalmers St, Surry Hills	Potential impacts noise and vibration Garbage collection access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Adina Apartments 2 Lee St, Haymarket	Potential impacts noise and vibration Garbage collection access allowed for		Low

7.8 Bulk Power Supply

Line-wide Work includes constructing the incoming bulk power supply (BPS) for the high voltage reticulation scheme to provide power to the rail and associated systems. This includes:

- 2 x 33kV feeders from the Ausgrid Willoughby sub transmission substation to the Artarmon bulk supply infeed and traction substation, now complete and energised
- 2 x 33kV feeders from the Ausgrid Surry Hills sub transmission station to the Waterloo Station bulk supply infeed and traction substation, joint bay at Randle Lane being repaired as part of testing of the feeder
- 2 x 33kV feeders from the Ausgrid Canterbury sub transmission station to the Campsie bulk supply infeed and traction substation, joint bays at Anzac Street, Cooks Avenue, Gould Street and South Parade being repaired as part of testing of the feeder.

Business name	Special requirements	Consultation	Business impact
BPS Artarmon			
Freeway Hotel 115 Reserve Road, Artarmon	Feeder has been energised.	N/A no consultation required	Low
Beer Cartel 9/87 Reserve Road, Artarmon			
Artarmon Mechanical 77 Reserve Road, Artarmon			
Huntly + Co 96 Reserve Road, Artarmon			
JAX Tyres Artarmon			

Business name	Special requirements	Consultation	Business impact
105-107 Reserve Road			
Wanless Waste Management – 1800 Got Junk 1-5 Whiting Street, Artarmon			
Sparkling Car Care 77/81 Reserve Road, Artarmon			
Beyond Productions 109 Reserve Road, Artarmon			
Prestige Auto Body Shop 83-85 Reserve Road, Artarmon			
Intrec Management 73 Reserve Road, Artarmon			
Artarmon Framing 3/94A Reserve Road, Artarmon			
The Missing Link 9-11 Dickson Ave, Artarmon			
Leon's Engineering Services Pty Ltd 2/94a Reserve Road, Artarmon			
Loud and Clear Audio Pty Ltd & M & F H Pty Ltd 75 Reserve Road, Artarmon			
Boral Construction Materials Limited 88 Reserve Road, Artarmon			
John R. Turk Electrical and Data Supplies 77 Reserve Rd, Artarmon			

Business name	Special requirements	Consultation	Business impact
Bunnings Artarmon 71 Reserve Road Artarmon			
Victoria's Basement 89 Reserve Road, Artarmon			
VEK Tools 92A Reserve Road, Artarmon			
NSW Ambulance Depot (Superstation) 95-99 Reserve Road, Artarmon			
Royal North Shore Hospital Reserve Road, St Leonards			
Vehicle service and car hire businesses (including Europcar, Budget, Thrifty, Hertz car hire) Clarendon Avenue and Whiting Street, Artarmon			
Little Lion Early learning 41-43 Dickson Avenue, Artarmon			
BPS Surry Hills			
Sydney Dental Hospital	Operating hours are Mon – Fri: 8.30am – 4.30pm; closed on Saturday and Sunday Cumulative effects of multiple long term construction activities in the area leading to construction fatigue. Impacts include: - Noise, night work, dust, traffic disruption, access to property - Disturbance for business and patients Limited building/driveway access Garbage collection access allowed for	Frequent consultation, including individual briefings, door knocks and communication as required	High

Business name	Special requirements	Consultation	Business impact
Hildebrandt Locksmith	Operating hours are Mon – Fri: 8am – 5pm; closed on Saturday and Sunday Impacts include: <ul style="list-style-type: none"> - Noise, night work, dust, traffic disruption, access to property - Disturbance for deliveries and garage access No access to driveway / garage. Provided alternative parking Garbage collection access allowed for	Frequent consultation including: individual briefings, door knocks, and communication as required	Medium
Majestic Travel	Impacts to business if needed	N/A	Low
Aurora Hotel 324 Elizabeth Street, Surry Hills	Deliveries arrive via O'Loughlin Street and Terry Street in the early morning Operating hours are Monday –Thursday: 10am - 4am; Friday: 10am - 6am; Saturday: 9am - 6am; Sunday: 9am - 4am Garbage collection access allowed for Deliveries access allowed for	Notifications	Low
Le Monde Café 83 Foveaux Street, Surry Hills	Operating hours are Monday - Friday: 6.30am - 4pm; Saturday: 7am – 2pm; closed Sunday Garbage collection access allowed for Deliveries access allowed for		
Catmosphere Cat Café 66 Foveaux Street, Surry Hills	Operating hours are Wednesday - Monday: 10am - 3pm, 4pm – 6pm; closed Tuesdays Garbage collection access allowed for Deliveries access allowed for		
El Loco at Excelsior 64 Foveaux Street, Surry Hills	Operating hours are Tuesday – Sunday: 11am – 3am; closed Mondays Garbage collection access allowed for Deliveries access allowed for		
Australian Institute of Music 1 Foveaux Street, Surry Hills	Operating hours are Monday - Saturday: 9am – 6pm. Holidays are in line with university holidays. The new school year starts at the end of January		

Business name	Special requirements	Consultation	Business impact
Woolworths Metro 302-306 Elizabeth St, Surry Hills	Operating hours are Monday: 6am – 12am; Tuesday – Sunday: 5am – 12am Deliveries via Foveaux Street / Beattie Lane Garbage collection access allowed for Deliveries access allowed for		
Commonwealth Bank 300 Elizabeth Street, Surry Hills	Operating hours are Monday - Friday: 9.30am – 4pm; closed Saturday and Sunday Garbage collection access allowed for Deliveries access allowed for		
Centennial Plaza Pharmacy 300 Elizabeth Street, Sydney	Operating hours are Monday - Friday: 7.30am – 7pm; closed Saturday and Sunday Garbage collection access allowed for Deliveries access allowed for		
Hotel 57	57 Foveaux St, Surry Hills Impacted by 24 hour work on Foveaux St Provide alternative parking for patron drop off		
The Little Albion	21 Little Albion St, Surry Hills		
De Bang Coffee	Shop 2/44a Foveaux St, Surry Hills Mon to Fri 7am – 4pm, Sat 8am-1pm Way finding signage needed during work at Foveaux St and Belmore St		
The Nail Lounge	37 Belmore Street Sun, Mon Closed, Tues 9am-8pm, Weds, Thurs, 10am-8pm, Fr 10am – 6pm, Sat 10am-2pm Entry is next to joint bay Please provide alternative parking for clients		
The Balkan Butler 241 Commonwealth Street, Surry Hills	Operating hours are Monday - Friday: 6.30am – 5.30pm; Saturday: 8am – 3pm; closed Sunday Garbage collection access allowed for Deliveries access allowed for		

Business name	Special requirements	Consultation	Business impact
Keg and Brew 26 Foveaux Street, Surry Hills	Operating hours are Monday – Thursday: 10am – 12am; Friday and Saturday: 10am – 3am; Sunday 10am – 11pm Loading zone is on Commonwealth Street, a paid work zone Garbage collection access allowed for Deliveries access allowed for		Medium
Yakusan 1-7 Belmore Street, Surry Hills	Access via Belmore Street Garbage collection access allowed for Deliveries access allowed for		Medium
Al Taglio 102-104 Albion Street, Surry Hills	Operating hours are Monday - Friday: 5.30pm – 9.30pm; Saturday: 5.30pm – 10pm; closed Sunday Garbage collection access allowed for Deliveries access allowed for		Medium
BPS Campsie			
Alan Lo Chemist 188 Beamish Street, CAMPSIE	Open Mon-Sat 9-7pm Garbage collection access allowed for Deliveries access allowed for Deliveries unaffected by work in Lilian Lane, received from front of shop - off Beamish Street Concerned about parking availability Staff park in Lilian Lane and leave by 7pm	Notifications	Low
Sun Jewell 201-203 Beamish St	Deliveries unaffected by work in Lilian Lane, goods received from front - off Anzac Mall Garbage collection access allowed for Deliveries access allowed for		
Campsie Charcoal Chickens 146 Beamish Street, Campsie	Deliveries unaffected by work in Lilian Lane, goods received from front - off Anzac Mall Garbage collection access allowed for Deliveries access allowed for		

Business name	Special requirements	Consultation	Business impact
88 Hair Salon 1/9 Anglo Road, Campsie	Opens 7 days until 6.30pm Parks in car park off Lilian Lane Garbage collection access allowed for Deliveries access during Lillian Lane closure		
Wren's Quality Meats 192 Beamish Street, Campsie	N/A Garbage collection access allowed for Deliveries access		
Jerry's Financial Services 192-194 BEAMISH Street	Offices closes at 5.30pm Garbage collection access allowed for Deliveries access allowed for		
Chris Koulinos Registered Accountant 4/11 Anglo Rd Campsie	Parks car under building. Exits onto Lilian Lane. Generally leaves by 7pm but may have late appointments occasionally Garbage collection access allowed for Access during Lillian Lane closure		
Cignall Tobacco Anzac Mall Tobacconist	Deliveries unaffected by work in Lilian Lane, goods received from front - off Anzac Mall Garbage collection access allowed for Access during Lillian Lane closure		
Nan Bei Kitchen 5/192-194 BEAMISH Street, Campsie	Deliveries unaffected by work in Lilian Lane, goods received from front - off Anzac Mall		
Campsie Laser and Beauty Clinic 7 Anglo Rd, Campsie	Deliveries unaffected by work in Lilian Lane, goods received from front - off Anzac Mall Opens 6 days until 6.30 pm Access during Lillian Lane closure		
Fruit D'Licious 11A Anglo Rd, Campsie	Prefers for deliveries to arrive at night up to 11pm, into Lilian Lane		

Business name	Special requirements	Consultation	Business impact
	Access during Lillian Lane closure Deliveries access allowed for		
Eve Love Specs 9 Anglo Road, CAMPSIE	Closes at 5.30pm Deliveries received from the front (Anglo Street/Mall) Garbage collection access allowed for Deliveries access allowed for		
Station Hotel 203 Beamish Str, Campsie	20 permanent residents have rooms towards back of the building Stays open until midnight – concerned about noise impacts Priority for business is for construction work not to impact gaming area Garbage collection access allowed for Deliveries access allowed for Impacts of night work to trade		
Service Australia	19/21 Anglo Rd, Campsie Access and alternative parking during Lillian Lane closure		
Campsie Medical and Dental Centre	17 Anglo Rd, Campsie Mon – Fri 7am-10m, Sat-Sun 8am-10pm Access during Lillian Lane closure Use of carpark as access point during Lillian Lane closure		

7.9 Sydenham to Bankstown rail corridor upgrade

The Sydney to Bankstown component of Sydney Metro City & Southwest involves upgrading 10 existing stations west of Sydenham, including Bankstown station and a 13 kilometre section of the Sydney Trains T3 Bankstown Line, between west of Sydenham Station and west of Bankstown Station.

A key element of the project is upgrading stations along the corridor from Marrickville to Bankstown, this includes Line-wide work at the services buildings at these stations and installations of padmounts. Station upgrades will be carried out by the south west metro contractor and include:

- Marrickville Station
- Dulwich Hill Station
- Hurlstone Park Station
- Canterbury Station
- Campsie Station
- Belmore Station
- Lakemba Station
- Wiley Park Station
- Punchbowl Station
- Bankstown Station

Business name	Special requirements	Consultation	Business impact
Matrai Illawarra Rd, Marrickville	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Universal Finance Corporation 344A Illawarra Rd, Marrickville	Garbage collection access allowed for Deliveries access allowed for		Low
Bouzois Accountants 344A Illawarra Rd, Marrickville	Garbage collection access allowed for Deliveries access allowed for		Low
Eyedealeyes Optometrist 354 Illawarra Rd, Marrickville	Garbage collection access allowed for Deliveries access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Macchina Espresso, Marrickville 369 Illawarra Rd, Marrickville	Garbage collection access allowed for Deliveries access allowed for		Low
Dear Delicious 245 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Cute Cutting & Fusing Services 239 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low
Niko's Kitchen 237 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low
Scarfo Family Pizza Restaurant 233 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low
Station Cafe Kebab and Pizza 2 Dudley St, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low
Wolf And Stone Espresso Bar 244 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low
Mimi B 251 Wardell Rd, Dulwich Hill	Garbage collection access allowed for Deliveries access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Saint Lucifer 4 Crinan St, Hurlstone Park	Garbage collection access allowed for Deliveries access allowed for		Low
Kylon Eatery & Specialty Coffee 25 Floss St, Hurlstone Park	Garbage collection access allowed for Deliveries access allowed for		Low
Liquor Emporium 19 Floss St, Hurlstone Park	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Precedent Productions 1/30 Floss St, Hurlstone Park	Garbage collection access allowed for Deliveries access allowed for		Low
Woolworths Canterbury 2A Charles St, Canterbury	Garbage collection access allowed for Deliveries access allowed for		Low
BWS Canterbury Plaza 2A Charles St, Canterbury	Garbage collection access allowed for Deliveries access allowed for		Low
Priceline Pharmacy Canterbury 121/2E Charles St, Canterbury	Garbage collection access allowed for Deliveries access allowed for		Low
The Charles Corner 118/2D Charles St, Canterbury	Garbage collection access allowed for Deliveries access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Faith and Barney Café 208a Canterbury Rd, Canterbury	Garbage collection access allowed for Deliveries access allowed for		Low
TAB Canterbury 208 Canterbury Rd, Canterbury	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Campsie RSL Club 25 Anglo Rd, Campsie	Opening hours Sunday – Thursday 10am – 4am, Friday & Saturday 10am – 6am Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks Meetings to discuss substation lift and use of carpark for parking	Medium
My Vitamin World 48/50 N Parade, Campsie	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Little Couple 1/199 Beamish St, Campsie	Garbage collection access allowed for Deliveries access allowed for		Low
Wren Quality Meats Shop 3/192 Beamish St, Campsie	Garbage collection access allowed for Deliveries access allowed for		Low
Police Citizens Youth Club Belmore 332-344 Burwood Rd, Belmore	Garbage collection access allowed for Deliveries access allowed for		Low

Business name	Special requirements	Consultation	Business impact
CS Customz Middle Eastern Arabic Drums 14 Waverley St, Belmore	Garbage collection access allowed for Deliveries access allowed for		Low
Red Cross Op Shop 1 Bridge Rd, Belmore	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Belmore Supermaket 357 Burwood Rd, Belmore	Garbage collection access allowed for Deliveries access allowed for		Low
Medina Convenience & Spices 3/60A The Boulevarde, Lakemba	Garbage collection access allowed for Deliveries access allowed for		Low
Bongo Bazar 46 Railway Parade, Lakemba	Garbage collection access allowed for Deliveries access allowed for		Low
Halal Market 51 Railway Parade, Lakemba	Garbage collection access allowed for Deliveries access allowed for		Low
TAB Wiley Park 67 King Georges Rd, Wiley Park	Garbage collection access allowed for Deliveries access allowed for		Low
Yum Lebanese Pizza	Garbage collection access allowed for		Low

Business name	Special requirements	Consultation	Business impact
1/709 Punchbowl Rd, Punchbowl	Deliveries access allowed for		
Amy Hair Design and Nails 274 The Boulevarde, Punchbowl	Garbage collection access allowed for Deliveries access allowed for		Low
Businesses at 741 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace	Notifications and doorknocks	Low
Grand Homewares 745 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace	Notifications Doorknocks	Low
Punchbowl Medical Centre – Dr Edward Youssef	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Al Afrah Pastry Shop 751 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Alarz modern bakery 753 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Admitis Constantine (Orthodontist) 755 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Your Family Chemist	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low

Business name	Special requirements	Consultation	Business impact
1/757 Punchbowl Road Punchbowl			
Australian Ambulatory Surgical Centre 761 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Mataam al mandi punchbowl 4/767 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Dabous Specialty Story	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Kimberly Fabrics 771 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Pizza Station Shop 1/767-769 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Choco Gate Cobler Nuts & Chocolates 777 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low

Business name	Special requirements	Consultation	Business impact
Punchbowl Lebanese Bakery 779 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Travel 2000 Shop 1/783-793 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Fresh Village Punchbowl 783 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Pass N Puff 783 Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Rabieh Sweets & Gelato 769A Punchbowl Road Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
South Terrace Health Centre 10/15 South Terrace Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Candlelight Reception 17 South Terrace Punchbowl	Deliveries access and parking allowed at the rear during temporary road closure of South Terrace		Low
Bankstown Childcare Academy	Close to Punchbowl substation and affected by standard operation hours of work		Low

Business name	Special requirements	Consultation	Business impact
70 South Terrace Punchbowl			
The Boulevard Hot Bread 278 The Boulevarde, Punchbowl	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
Alfalah Mobiles 283 The Boulevarde, Punchbowl	Garbage collection access allowed for Deliveries access allowed for		Low
King of the Pack 281 The Boulevarde, Punchbowl	Garbage collection access allowed for Deliveries access allowed for		Low
Al-Kalaa Bakery 284 The Boulevarde, Punchbowl	Garbage collection access allowed for Deliveries access allowed for		Low
Awafi Charcoal Chicken 7 Breust Pl, Punchbowl	Garbage collection access allowed for Deliveries access allowed for		Low
Sydney Daisy's Gifts 38-40 CONWAY ROAD, Bankstown	Garbage collection access allowed for Deliveries access allowed for		Low
Uncle Sams Fast Photo Service 139 Bankstown City Plaza, Bankstown	Garbage collection access allowed for Deliveries access allowed for		Low

Business name	Special requirements	Consultation	Business impact
Bankstown Pawnbrokers 135 Bankstown City Plaza, Bankstown	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low
7-Eleven Bankstown 122 Bankstown City Plaza, Bankstown	Garbage collection access allowed for Deliveries access allowed for	Notifications Doorknocks	Low

APPENDIX B: Compliance Reference Tables

7.10 Revised Environmental Mitigation measures

The table below outlines the relevant Revised Environmental Mitigation Measures for:

- (1) SSI 7400 Sydney Metro City & Southwest Chatswood to Sydenham, as detailed in Chapter 11 of the Preferred Infrastructure Report and
- (2) SSI 8256 Sydney Metro City & Southwest | Sydenham to Bankstown Submissions and Preferred Infrastructure Report: Compilation of project specific mitigation measures

Table 7: Compliance with Revised Environmental Mitigation Measures

Revised Environmental Mitigation Measures		
Reference	Requirements	Document reference
Business Impacts		
BI1	Specific consultation would be carried out with businesses potentially impacted during construction. Consultation aims to identify and develop measures to manage the specific construction impacts for individual businesses.	Appendix A and relevant subplan
BI2	A business impact risk register will be developed to identify, rate and manage the specific construction impacts for individual businesses.	Appendix A and relevant subplan
BI3	Appropriate signage would be provided around construction sites to provide visibility to businesses.	Section 6 relevant subplan
Social Impacts and Community Infrastructure		
S02	Specific consultation will be carried out with sensitive community facilities (including aged care, child care centres, educational institutions and places of worship) potentially impacted during construction. Consultation aims to identify and develop measures to manage the specific construction impacts for individual sensitive community facilities.	Section 5 and relevant subplan

7.11 Planning Approval Requirements

The table below outlines the relevant Planning Approval Requirements SSI 7400 Sydney Metro City & Southwest Chatswood to Sydenham and SSI 8256 Sydney Metro City & Southwest Sydenham to Bankstown and points to where these requirements are addressed in this document.

Planning Approval Requirements	
Requirements	Document reference
The Proponent must prepare and implement a BMP to minimise impact on businesses adjacent to major construction sites during construction of the CSSI. The Plan must be prepared before construction and must include but not necessarily be limited to:	
(a) measures to address amenity, vehicular and pedestrian access during business hours and visibility of the business appropriate to its reliance on such, and other reasonable matters raised in consultation with affected business;	Section 4 Section 6

Planning Approval Requirements	
(b) a Business consultation forum linked to the Community Communication Strategy required by Condition B1;	Appendix A
(c) Business Management Strategies for each construction sites (and/or activity), identifying affected businesses and associated management strategies, including the employment of place managers and specific measures to be put in place to assist small business owners adversely impacted by the construction of the CSSI;	Section 6 Appendix A
(d) a Small Business Owners' Support Program to provide assistance to small business owners adversely impacted by construction of the CSSI. The Program must be administered by a Retail Advisory/Support Panel established by the Proponent. The Program must have appropriate specialist representatives and must report to the Proponent;	Section 7
(e) a monitoring program to assess the effectiveness of the measures including the nomination of performance parameters and criteria against which effectiveness of the measures will be measured; and	Section 7
(f) provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 7

APPENDIX C Complaints and Enquiries Management Strategy

Figure 2 CCS-LW enquiries and complaint management response strategy

