



## **Community Communications Strategy**

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Sydney Metro - Western Sydney Airport

# **Surface and Civil Alignment Works Package Northern Project Region – Sub-Plan**

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**Table 1: Definitions**

<b>Term</b>	<b>Description</b>
<b>CCS</b>	Community Communications Strategy
<b>CEMP</b>	Construction Environmental Management Plan
<b>CHMP</b>	Construction Heritage Management Plan
<b>CICG</b>	Communications Interface Coordination Group
<b>CIP</b>	Cumulative Impacts Plan
<b>CNVMP</b>	Construction Noise and Vibration Management Plan
<b>CoA</b>	Condition of Approval
<b>CPBUI JV</b>	CPB Contractors United Infrastructure Joint Venture
<b>CPM</b>	Community Place Manager
<b>CSSI</b>	Critical State Significant Infrastructure
<b>CTMP</b>	Construction Traffic Management Plan
<b>DPHI</b>	Department of Planning, Housing and Infrastructure
<b>EPA</b>	NSW Environment Protection Authority
<b>EPL</b>	Environmental Protection License
<b>LGA</b>	Local Government Area
<b>OCCS</b>	Overarching Community Communications Strategy
<b>OOH</b>	Out-of-hours
<b>Project</b>	Sydney Metro – Western Sydney Airport
<b>REF</b>	Review of Environmental Factors
<b>RFT</b>	Request for Tender
<b>RID</b>	Rail Integration Deed
<b>SBT</b>	Station Boxes and Tunnelling works
<b>SCAW</b>	Surface and Civil Alignment Works
<b>SCEM</b>	Stakeholder and Community Engagement Manager
<b>SLT</b>	Senior Leadership Team
<b>STEM</b>	Science, Technology, Engineering and Mathematics
<b>SSTOM</b>	Stations, Systems, Trains, Operations and Maintenance works
<b>TCG</b>	Traffic Coordination Group
<b>TfNSW</b>	Transport for New South Wales
<b>TTLG</b>	Traffic and Transport Liaison Group
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>WPCA</b>	Western Parkland City Authority
<b>WSI</b>	Western Sydney International

# Introduction

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## 1.1 Purpose

This Community Communications Sub-Plan (Northern Project Region) describes CPB Contractors United Infrastructure Joint Venture's (CPBUI JV's) communication and engagement approach for the Sydney Metro – Western Sydney Airport Surface and Civil Alignment Works (SCAW) for the northern project region.

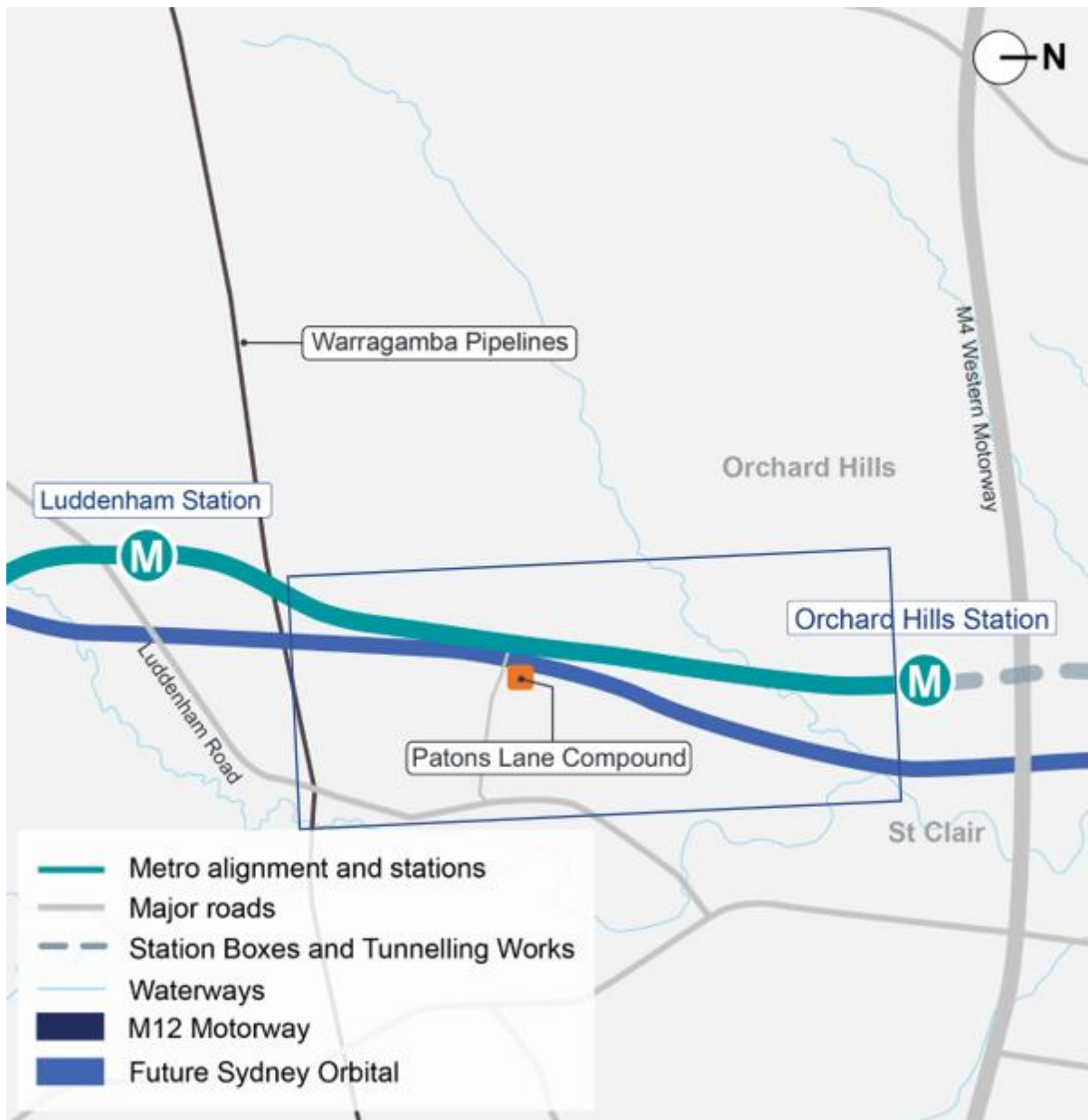
As a sub-plan to the CPBUI JV Community Communications Strategy (CCS), it is designed to minimise the impacts of construction, engage the community, and provide a high level of satisfaction in meeting the northern project region community's expectations. It identifies location-specific stakeholders, how these stakeholders will be informed about and involved in construction activities, key environmental concerns and mitigation measures, and ways to provide or discuss feedback. This sub-plan adheres to the Overarching Community Communication Strategy (OCCS) and the Construction Complaints Management System (CCMS) policies and procedures.

## 1.2 Objectives

The objective of this sub-plan is to outline how CPBUI JV will meet its community communication objectives for the northern project region, which includes:

- Identifying community members and stakeholders in the Orchard Hills and broader community area along with their concerns and interests
- Building strong relationships with the local Orchard Hills community, establishing effective two-way communication with community members and stakeholders, and encouraging their interest in the SCAW project work
- Maximising the community's understanding of the nature and timing of construction activities and the management and mitigation methods used to reduce these impacts
- Collaborating with construction planning to identify and manage any potential impact on the community, and to respond to community feedback
- Collaborating on communication to minimise cumulative impacts resultant of increased activities in the area. Stakeholders undertaking other work include Station Boxes and Tunnelling contractor for Sydney Metro - Western Sydney Airport, Penrith City Council, Transport for NSW, local businesses, interface contractors and other stakeholders who are working in the area.

**Figure 1: Northern Project Region Map - alignment north of the Warragamba Pipelines**



This area is north of the Warragamba Pipelines. The main target area is shown in the blue box and includes residents and businesses in Orchard Hills area.

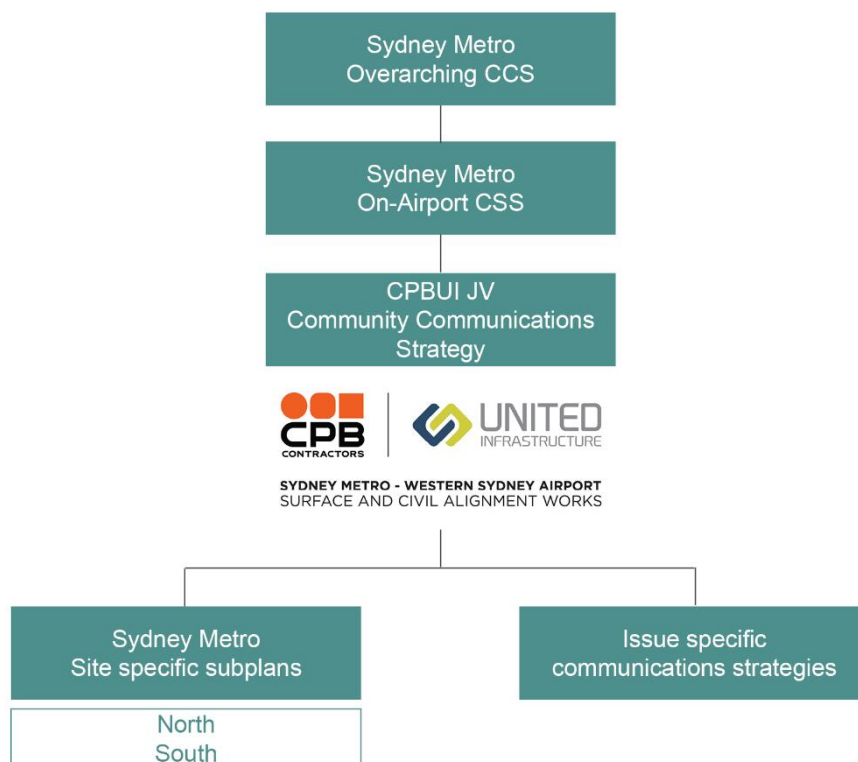
Areas south of the pipelines are in Luddenham and are subject to the Southern Project Region sub-plan.

Contact is not limited to the immediate area and CPBUI JV aims to reach as many stakeholders as possible. 1.3 Interface with other plans

### 1.3 Interface with other plans

This is a sub-plan to the CPBUI JV Community Communications Strategy. It is part of a package of plans that together outline how stakeholder and community engagement on the SCAW project will be managed to ensure an integrated approach to meeting contract requirements.

**Figure 2: How this sub-plan fits into the wider Communications Plans for SM-WSA, SCAW**



### 1.4 Plan authorisation and distribution

The Stakeholder and Community Engagement Manager (SCEM) is responsible for the distribution of this sub-plan. It will be introduced in site inductions to all staff and subcontractors working in the northern project region, all personnel will perform their duties in line with its requirements. A controlled copy of this sub-plan will be available to the public on the CPBUI JV's website.

### 1.5 Further development

This sub-plan will be reviewed at a minimum of every six months to ensure that it remains relevant for the delivery of the SCAW project, and how it is tailored towards the northern project region's community and stakeholders. It may also be updated to reflect changes to legislation, Sydney Metro's directions, or the CPBUI JV's operating procedures.

# Surface and Civil Alignment Works – Northern Project Region Sub-Plan

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## 2.1 Orchard Hills locality

Orchard Hills is situated approximately 56 kilometres west of the Sydney CBD, and within 5 kilometres of Penrith CBD. The area is part of the local government area of the City of Penrith. Orchard Hills possesses a rural character due to the large spanning properties and open land, but there has been property development in recent years. The project may have moderate landscape and visual impacts during construction primarily due to the removal of trees and areas of rural character between Orchard Hills and Western Sydney Airport.

An analysis of the Orchard Hills suburb utilising census data from 2021 showed the following details relevant to this sub-plan:

- Population of 1802
- 24 Indigenous people
- 23% born outside of Australia, though 70% of the total population speak English only
- 44.6% of the adult population had completed year 12 compared to the National average of 70%
- Christianity is the main religious group (74%)

There are some small businesses and sole traders in the area, as well as various medium to large businesses that provide services across a number of sectors.

There are no schools or religious institutions in the immediate vicinity of the SCAW alignment.

The Orchard Hills area is close to the construction site and currently has a low background noise level due to the semi-rural quality of the area. As such, this community are likely to experience temporary high noise levels during construction.

There are a number of sensitive and disaffected stakeholders in the area due to land acquisitions. Interactions at Orchard Hills will be primarily undertaken by the SBT Contractor, however the CPBUI JV Place Manager will work closely with their SBT counterpart to ensure they are aware of all activity that may impact the community.

The Orchard Hills community will also be advised and be updated on SCAW project work. SCAW will ensure this community is updated via communications activities including letterbox drops, door knocking, email updates, and will be invited to attend Virtual Room displays.

The SCAW Place Manager will maintain regular contact with the SBT Place Manager to maintain an overview.

Where required the SCAW Place Manager will make direct contact with Orchard Hills residents.

During the SCAW construction, there may also be increases to traffic noise near Lansdowne Road, Orchard Hills. Generally, the SCAW Project will be undertaken within rural and semi-rural environments.

CPBUI JV will work with the community with empathy and provide direct and carefully crafted communication. The issues faced by the local residents will be addressed in a sensitive and timely manner, in accordance with the IAP2 principles.

For the purpose of this sub-plan, the project has defined the northern region as extending from Lansdowne Road, Orchard Hills to the Warragamba Pipelines. There are minimal stakeholders within a kilometre of the project boundaries due to the greenfields nature of the project alignment. Nevertheless, it will be essential to be proactive with community engagement to minimise and manage potential complaints regarding traffic, noise, dust, property access and graffiti.

The northern project region contains the Orchard Hills site compound accessed via Patons Lane, where earthworks for the Stabling and Maintenance Facility (SMF) will be carried out along with viaduct construction.

## 2.2 Work phases, activities, and indicative timing

SCAW construction starts above ground south of the Orchard Hills Station site. Construction vehicle access will be off Lansdowne Road and also from Patons Lane. The SMF is located north of Patons Lane and will also receive the precast viaduct segments avoiding the more populated residential areas.

Standard work hours will generally be undertaken during standard construction hours Monday to Friday 7:00am to 6:00pm, Saturday 8:00am to 1:00pm.

Work activities that may be carried out outside the standard construction hours include utility works, general earthworks, construction during road possessions, spoil haulage, segment deliveries and crane lifts. Stakeholders will be notified should any of these or other construction works are undertaken outside the standard work hours.

Table 2 below details the main project activities for SCAW and indicative timings. These are subject to change.

**Table 2: Main project activities and indicative timing for the northern project region.**

Project Phase	Main Activities	Indicative timing
<b>Detailed design</b>	<ul style="list-style-type: none"> <li>• Site compound layout</li> <li>• Geotechnical and site investigations</li> <li>• Utility investigations</li> <li>• Environmental investigations</li> </ul>	Q3 2022 to Q4 2022
<b>Site Establishment</b>	<ul style="list-style-type: none"> <li>• Installation of environmental controls and site fencing</li> <li>• Installation of noise blankets</li> <li>• Utility service protection</li> <li>• Establishment of site compound and site access road</li> <li>• Manage haulage roads</li> </ul>	Q3 2022 to Q1 2023
<b>Viaduct Construction</b>	<ul style="list-style-type: none"> <li>• Special construction methods will safeguard the Warragamba Pipelines</li> <li>• 400 metres of viaduct over Blaxland Creek</li> <li>• 600 metres of viaduct in the Patons Lane area across native grassland and a creek</li> </ul>	Q2 2023 to Q3 2024
<b>Earthworks</b>	<ul style="list-style-type: none"> <li>• 6.9 kilometres total, 3.1 kilometres for the northern region of the project</li> <li>• Planted out with native grass to prevent erosion</li> <li>• Vegetation clearing</li> </ul>	Q3 2022 to Q3 2024



	<ul style="list-style-type: none"> <li>• Installation of environmental controls</li> <li>• Stripping, stockpiling and safe management of topsoil</li> <li>• Embankment and cutting construction, including the improvement layers/treatments, structural fill zones and capping layers</li> <li>• Import and reuse of safe fill material</li> <li>• Placing, compacting, and finishing of rail alignment sub-base and base layers</li> <li>• Dewatering and backfilling some farm dams that are located within the alignment only</li> <li>• Preparation of areas to build the bridges and viaducts</li> </ul>	
<b>Earthworks for the Stabling and Maintenance Facility</b>	<ul style="list-style-type: none"> <li>• Earthworks processed as above will establish the site ready for the Stations, Systems, Trains, Operations and Maintenance works (SSTOM) contractor to build the Stabling and Maintenance Facility</li> </ul>	Q4 2022 to Q3 2023

# The CPBUI JV Approach

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## 3.1 Stakeholder and Community Engagement Policy

CPBUI JV understands the disruptive nature that major infrastructure construction can bring to communities. Our Stakeholder and Community Engagement Policy and Construction Environmental Management Plan (CEMP) ensures that all the Project's Conditions of Approval requirements are met and that we deliver what we commit to stakeholders. The CCS outlines how CPBUI JV will meet its obligations concerning the Project's Conditions of Approval and in accordance with Sydney Metro's requirements and standards.

CPBUI JV is committed to stakeholder and community engagement best practice using IAP2 principles to benchmark against the project's values.

## 3.2 Building relationships through transparency and tailored, open communications

CPBUI JV recognises that construction of the SCAW project is potentially disruptive and that the community and stakeholders may have questions or concerns about work near them or the project. The CPBUI JV Stakeholder and Community Engagement team will engage early with community members and stakeholders to build strong relationships based on open communication, integrity, and a genuine commitment to keeping people informed utilising the tools described in Section 6. CPBUI JV will have a dedicated Place Manager who will build on the consultation already undertaken by Sydney Metro's Place Managers to continue to collaborate with Sydney Metro and develop relationships with the various stakeholders in the area.

## 3.3 Working with vulnerable and marginalised groups

Sydney Metro recognises that a range of community members may be vulnerable and marginalised groups in relation to disabilities and health, age, employment, and housing status, among other issues.

The following processes, communication tools and approaches would be used to improve accessibility and outreach with vulnerable and marginalised groups:

Engage with relevant support organisations to keep vulnerable and marginalised groups informed of work occurring.

Engage with communities through a range of plain English in person and digital communication methods to ensure inclusivity and accessibility.

Staff responsible for engaging people with vulnerable and marginalised people or groups ensure inclusive and accessible community engagement, tailoring communication as required.

## 3.4 Working with people living with a disability

Sydney Metro will adopt the following approaches when engaging with people living with a disability.

Recognise the important role that carers play in the lives of people living with a disability and providing the opportunity to involve a support person in conversations with the project, if necessary.

Community members can also request communication adjustments such as audio, large text or translations to assist in meeting their needs.

Working with stakeholders to make other reasonable adjustments as needed.

### 3.5 Integrated approach to minimising impact to stakeholders

The key to CPBUI JV's success is the approach to having an integrated site team of safety, construction, community, approvals, environment, sustainability, traffic, and other specialists to plan construction activities and avoid and minimise impacts, including:

- Planning the layout of each site compound and the truck haulage access to minimise noise and local traffic impacts
- Detailed planning truck and haulage routes and developing a comprehensive Construction Traffic Management Plan (CTMP) as required section 2.11 of the project's General Specifications
- Implementing measures to ensure vulnerable road users are protected, particularly near the site entrances
- Modelling of all construction activities by noise specialists to recommend the optimum measures for noise mitigation, such as selection of plant, size, and location of noise blankets. See the [Noise and Vibration Management Plan](#), for noise mitigation methods.

### 3.6 Leaving a legacy

CPBUI JV will collaborate with Sydney Metro to further identify community benefit initiatives in the northern project region that will assist in proactive and positive engagement with the community while construction is occurring, and beyond, to leave a lasting positive legacy.

The project is required to achieve at least ten community-based initiatives that will leave a positive legacy for the community. The CPBUI JV Stakeholder and Community Engagement and Sustainability teams will collaborate with Sydney Metro to achieve these outcomes as per the Community Benefits Implementation Plan.

### 3.7 Relevant Plans and Policies

All Sydney Metro communication materials will adhere to Web Content Accessibility Guidelines (WCAG 2.0).

Sydney Metro adheres to the principals and objectives outlined in the following plans and policies:

- Department of Communities & Justice [Protocol for Homelessness](#) within all community communication strategies.
- The [NSW Government Disability Inclusion Action Plan 2020-2025](#)

The [Transport for NSW Stretch Reconciliation Action Plan \(RAP\)](#) and the [Aboriginal Participation Strategy](#)

The Department of Planning and Environment [Social Impact Assessment Guideline](#)

- The [Transport for NSW Multicultural Plan 2021-2023](#)

# Stakeholders

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The Environmental Impact Statement (EIS) submissions reflected that the community generally recognises the benefits of increased access to public transport and connectivity provided by Sydney Metro – Western Sydney Airport. However, there are concerns about construction and how it will be managed to minimise impacts on nearby residents, businesses, community organisations and facilities.

A key expectation is that the community will be provided with ongoing opportunities to be engaged to assist them in understanding:

- The nature, timing, and impact of any project's activities
- How any impacts from noise and additional vehicle traffic during construction will be addressed
- Managing heritage requirements for any unexpected finds
- Sustainability measures.

## 4.1 Adjacent community

SCAW has identified approximately 1100 stakeholders in the northern region – this is the number on the email distribution list. These are a mix of residents and some local businesses (see 4.3 Local Businesses). This number will likely increase as more doorknocking is undertaken or as more people move to the area.

Residents within a are located along Lansdowne Road, Samuel Marsden Road and in a small cluster of streets named after wines – Bordeaux Place, Verdello Way, and Cabernet Circuit. SCAW representatives will door knock these residents from time-to-time to engage and provide information where appropriate. Most of these residents are located between 500m to 1km away from the works however they can still be affected by issues such as noise and truck movements, so it is important that they be engaged early on in the project and their needs and interests listened to when planning the works.

## 4.2 Community Interest Groups

Where appropriate and in consultation with Sydney Metro, CPBUI JV will engage with special interest groups when the need arises.

Engagement may consist of informally meeting with group chairpersons or presenting at a meeting. Groups will also be included on the SM-WSA, SCAW mailing lists should they give consent.

One stakeholder group has been identified – Patons Lane Community Liaison Committee. This group is related to the Bingo Waste Services business.

## 4.3 Local businesses

CPBUI JV has identified local businesses which adjoin or are close to the project alignment. These businesses will be contacted, and their particular needs addressed on a case-by-case basis.

For example, one business is a large property developer and CPBUI JV construction team will work closely with them to accommodate their specific requirements including property access.

Other businesses close to the alignment include Bingo Waste Management Services, some small to medium-sized dairy farms and the Croatian Club.

**Table 3: Key Northern Project Region stakeholder issues, interests, and mitigation**

Category	Issues	Indicative mitigation	Communication and consultation mitigation	Stakeholder interests
<b>Safety</b>	<ul style="list-style-type: none"> <li>Safety of road users and pedestrians particularly near site entrance and exit points</li> </ul>	<ul style="list-style-type: none"> <li>Implementing vehicle management plans, traffic controllers, signage, and notifications</li> </ul>	<ul style="list-style-type: none"> <li>Requiring all workers and subcontractors to undergo an induction</li> <li>Providing signage and notifications</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>There is no expectation of safety concerns. CPBUI JV will utilise careful mitigation to avoid safety concerns for road users, and pedestrians.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>There is no expectation of safety concerns. CPBUI JV will utilise careful mitigation to avoid safety concerns for road users, public transport users, and pedestrians.</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>Maintaining access to buildings, and public facilities</li> </ul>	<ul style="list-style-type: none"> <li>Providing traffic control and assistance when required</li> </ul>	<ul style="list-style-type: none"> <li>Signage and notifications</li> <li>Carrying out local access plan consultations to ensure access issues are included in construction staging and planning</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>There is no expectation that access will be impacted. CPBUI JV will ensure that access will be maintained unless by agreement with the resident. The community will be appropriately notified of any changes to access.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>There is no expectation that access will be impacted. CPBUI JV will ensure that access will be maintained where possible. Businesses will be appropriately notified of any changes to access.</li> </ul>
<b>Traffic and parking</b>	<ul style="list-style-type: none"> <li>Diversion of traffic around</li> </ul>	<ul style="list-style-type: none"> <li>Implementing the relevant site specific CTMP</li> </ul>	<ul style="list-style-type: none"> <li>Communicating changes to transport operators</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>There is no expectation that access will be impacted. CPBUI JV will ensure that access will be maintained</li> </ul>

Category	Issues	Indicative mitigation	Communication and consultation mitigation	Stakeholder interests
	<ul style="list-style-type: none"> <li>construction sites</li> <li>Increased construction traffic including deliveries using local streets</li> </ul>	<ul style="list-style-type: none"> <li>A construction worker parking strategy</li> <li>Sufficient onsite parking will be provided for staff</li> <li>The primary site entry for Orchard Hills is Patons Lane therefore we will not impact residential streets</li> </ul>	<ul style="list-style-type: none"> <li>Providing timely notifications to the local community</li> </ul>	<p>unless by agreement with the resident. The community will be appropriately notified of any changes to access.</p> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>There is no expectation that access will be impacted. CPBUI JV will ensure that access will be maintained where possible. Businesses will be appropriately notified of any changes to access.</li> </ul>
<b>Natural disaster e.g. bushfire or flood</b>	<ul style="list-style-type: none"> <li>Safety risk to the project and nearby stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Environment team to collaborate with the construction team when the project is at a weather risk due to either extreme rainfall or temperatures</li> </ul>	<ul style="list-style-type: none"> <li>Crisis Communications Management Plan to address the project response in the event of a crisis such as a bushfire or flood</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>Assist public service agencies informing all nearby residents if a natural disaster is occurring that could impact them.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>Assist public service agencies informing all nearby businesses if a natural disaster is occurring that could impact them.</li> </ul>
<b>Livestock</b>	<ul style="list-style-type: none"> <li>Safety risk for onsite project team</li> <li>Construction disturbing and scaring livestock</li> <li>Cattle and horse crossing</li> </ul>	<ul style="list-style-type: none"> <li>On the ground and phone call communication with residents</li> <li>Close gates as soon as all plant and staff are inside project boundary</li> <li>Crossing provided by the project if given 48 hours' notice</li> </ul>	<ul style="list-style-type: none"> <li>Engagement with property owners to assist the project team to work around nearby livestock</li> <li>Transparency on when the project team will work near a resident's livestock</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>There is no residential impact.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>All businesses running cattle or horses will be appropriately communicated with.</li> </ul>

Category	Issues	Indicative mitigation	Communication and consultation mitigation	Stakeholder interests
<b>Security and crime</b>	<ul style="list-style-type: none"> <li>• Graffiti on site shadecloth, fences, and viaducts</li> <li>• Concern over increase in crime during construction</li> </ul>	<ul style="list-style-type: none"> <li>• Application of crime prevention through environmental design principles to site shadecloth design</li> <li>• Onsite security</li> </ul>	<ul style="list-style-type: none"> <li>• Community notification concerning graffiti removal</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Impact of graffiti or increased crime is minimal to none due to the distance to other properties and streets.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>• Impact of graffiti or increased crime is minimal to none due to the distance to other properties and streets.</li> </ul>
<b>Visual impacts</b>	<ul style="list-style-type: none"> <li>• Plant and equipment visible through shadecloth</li> <li>• Temporary overshadowing</li> <li>• Viaduct construction will be visible from a long distance</li> </ul>	<ul style="list-style-type: none"> <li>• Developing a specification for the design, colour of enclosures, and shadecloth, where possible and in consultation with Sydney Metro to ensure branding guidelines are met</li> </ul>	<ul style="list-style-type: none"> <li>• Community notification on visual mitigation</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Plant and equipment may be visible to the community at times although to a very few properties. CPBUI JV will improve visual impacts through design elements on enclosures and shadecloth in consultation with impacted residents where relevant.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>• Plant and equipment may be visible to the business community at times although to very few properties. CPBUI JV will improve visual impacts through design elements on enclosures and shadecloth in consultation with impacted businesses where relevant.</li> </ul>
<b>Air borne noise</b>	<ul style="list-style-type: none"> <li>• Use of equipment such as piling rigs, excavators,</li> </ul>	<ul style="list-style-type: none"> <li>• Mitigation measures such as respite periods when undertaking noisy works, using noise blankets</li> </ul>	<ul style="list-style-type: none"> <li>• Providing ongoing notification of work, including explanation of on-site mitigation measures being displayed</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• There is an expectation of minimal noise and vibration impact.</li> </ul> <p><b>Commercial</b></p>

Category	Issues	Indicative mitigation	Communication and consultation mitigation	Stakeholder interests
	<ul style="list-style-type: none"> <li>hammers, and vacuum trucks</li> <li>Traffic noise including deliveries and spoil haulage</li> </ul>	<ul style="list-style-type: none"> <li>Undertaking construction noise monitoring to verify impacts</li> </ul>		<ul style="list-style-type: none"> <li>There is an expectation of minimal noise and vibration impact.</li> </ul>
<b>Dust and air quality</b>	<ul style="list-style-type: none"> <li>Dust potentially generated by construction</li> </ul>	<ul style="list-style-type: none"> <li>Air Quality and Dust Management Procedure</li> <li>Dust monitoring and modification of activities if required</li> </ul>	<ul style="list-style-type: none"> <li>Providing notifications explaining mitigation measures including acoustic facilities</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>Minimal dust or impact to air quality, in line with EPA requirements.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>Minimal dust or impact to air quality, in line with EPA requirements.</li> </ul>
<b>Business impacts</b>	<ul style="list-style-type: none"> <li>Potential impacts to businesses adjacent to the site, including noise, dust, vibration, access, deliveries, waste management</li> </ul>	<ul style="list-style-type: none"> <li>Encouraging support of local businesses in the area</li> <li>Signage around construction sites to provide visibility for businesses</li> </ul>	<ul style="list-style-type: none"> <li>Consulting and surveying affected businesses as required to outline mitigation measures and develop tailored solutions</li> </ul>	<p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>General construction impacts expected including noise, traffic interruptions, construction traffic and impacts to parking, garbage collection and pedestrian access.</li> </ul>
<b>Service disruption</b>	<ul style="list-style-type: none"> <li>Disruption (planned or unplanned) to utilities and services</li> </ul>	<ul style="list-style-type: none"> <li>Construction planning to minimise the extent of disruption</li> <li>Identification of the location of services</li> </ul>	<ul style="list-style-type: none"> <li>Providing notifications, including emergency work notifications if required</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>No expected disruptions to service.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>No expected disruptions to service.</li> </ul>



Category	Issues	Indicative mitigation	Communication and consultation mitigation	Stakeholder interests
<b>Cumulative impacts</b>	<ul style="list-style-type: none"> <li>• Concern over the extent and duration of work associated with entire project</li> <li>• Concern over impacts of any surrounding construction activities</li> <li>• Confusion over which project is impacting the community</li> </ul>	<ul style="list-style-type: none"> <li>• Details of mitigation measures identified in the Construction Environmental Management Plan and Sub-Plans</li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• Engaging with interface contractors and Sydney Metro through regular communication and meetings, including Communications Interface Coordination Group (CICG) meetings</li> <li>• Increased community engagement to provide transparency regarding SCAW construction activities</li> </ul>	<p><b>Residential</b></p> <ul style="list-style-type: none"> <li>• Orchard Hills will have a cumulative impact of the SBT and SCAW projects. Project collaboration and regular meetings will occur to look at measures of impact reduction.</li> </ul> <p><b>Commercial</b></p> <ul style="list-style-type: none"> <li>• Orchard Hills will have a cumulative impact of the SBT and SCAW projects. Project collaboration and regular meetings will occur to look at measures of impact reduction.</li> </ul>

## Stakeholder and Community Engagement team

CPBUI JV Stakeholder and Community Engagement team structure is provided in section 2.1 of the CCS. The key roles for the northern project region are set out below in Table 4.

**Table 4. Key project roles**

Role	Responsibilities
<b>Stakeholder and Community Engagement Manager</b>	<ul style="list-style-type: none"> <li>• Provide leadership and support to the Place Manager, particularly in the delivery of this sub-plan, developing community relations projects, overseeing complaints and issues management, and managing stakeholder and community relationships.</li> </ul>
<b>Community Place Manager</b>	<ul style="list-style-type: none"> <li>• Accountable for community and stakeholder relationships, advice and engagement associated with the northern project region</li> <li>• Work with the other members of the project management team to identify upcoming issues and ensure timely, two-way communication, particularly with those directly affected by construction activities</li> <li>• Maintain records of stakeholder contacts and reports in Sydney Metro's Consultation Manager database, ensuring compliant complaints management in line with the Environment Protection License (EPL) and the project's Conditions of Approval</li> <li>• Prepare notifications and construction updates</li> <li>• Undertake face-to-face engagement with community members, businesses, and stakeholders</li> <li>• Arrange site-based information sessions, site visits and local inductions on community and stakeholder issues</li> <li>• Support open day planning</li> <li>• Fortnightly community engagement meetings with Sydney Metro</li> <li>• Provide a minimum 6 weeks look-ahead to Sydney Metro on a weekly basis</li> <li>• Update Sydney Metro with all communications and community engagement activities</li> <li>• Collaborate closely with the environment team in implementing worker inductions and managing engagement on environmental issues.</li> </ul>
<b>Other community team members</b>	<ul style="list-style-type: none"> <li>• The Public Affairs and Events Manager and Communications Coordinator will provide support to the northern project region construction team.</li> </ul>
<b>CPBUI JV project team specialists</b>	<ul style="list-style-type: none"> <li>• Members of the CPBUI JV environment, safety, and traffic management teams will provide specialist support to the stakeholder and community engagement team.</li> </ul>

# Systems and tools

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CPBUI JV will use the communication tools and consultation forums detailed below to inform and engage with community members and stakeholders.

## 6.1 Contact information, enquiry, and complaint process

CPBUI JV will provide contact information to the public including:

- 24 hours community information line, 1800 717 703
- email address, [sydneymetrowsa@transport.nsw.gov.au](mailto:sydneymetrowsa@transport.nsw.gov.au);
- Sydney Metro Connect app
- Sydney Metro website, [sydneymetro.info](http://sydneymetro.info).
- Sydney Metro – Western Sydney Airport, PO BOX K659, Haymarket NSW 1240.

Contact information will be displayed on-site signage and details provided on all written and electronic communication.

Stakeholder detail drives will be conducted to encourage stakeholders to sign up to receive regular electronic updates, though the CPBUI JV adapt in using a person-centred approach to tailor the communications approach around the concerns and needs of the stakeholder.

CPBUI JV will provide information about the Sydney Metro Connect app and encourage stakeholder sign-up to enable immediate access to push notifications and progress updates.

The CPBUI JV Stakeholder and Community Engagement team will be available to receive enquiries and complaints 24/7. The project's enquiry and complaints process, including reporting protocols and escalation to resolve disputes, is detailed in Section 11 of the CCS.

## 6.2 Regular information and notifications

CPBUI JV will provide regular information and notifications to keep the northern project region community and stakeholders informed about the project, including:

- Quarterly construction update newsletters letterbox-dropped to all properties within 500m of the northern project region
- Community notifications will be distributed monthly detailing the work for the upcoming month
- Significant new construction activities will incur an additional notification to highlight work
- Emergency work notifications will be distributed to nearby properties within two hours of the work commencing
- Traffic-related signage will be installed and/or displayed seven days in advance to advise stakeholders of any road detours
- Local advertising prior to any information sessions or traffic changes
- Use the Sydney Metro Connect app to provide notifications to registered stakeholders
- Fact sheets to explain activities that may gain interest whilst providing environmental mitigation measures
- Regular animation and video storytelling updates.

We acknowledge that our project work impacting our neighbouring stakeholders can be both negotiable and non-negotiable. If a negotiation is needed with a stakeholder, we may

consider where we do our work, how we carry it out and any further mitigation measures we could undertake. These works would be examined under the following criteria:

- Working hours
- Noise, dust, or vibration impacts,
- Personal concerns for stakeholders such as distance to the work
- Proposed work outside of the project's approval conditions.
- Notification to stakeholder is a consultation.

We have classed our notifications as either negotiable or non-negotiable works but do note that while our monthly updates are typically non-negotiable, we undertake strict planning to assure we minimise our impacts on our neighbouring stakeholders. Our notifications outside of monthly updates are typically negotiable:

- Place Urban Design and Corridor Landscape Plan (PUDCLP)
- Extended out-of-hours work
- Out-of-hours work requiring community consultation

### 6.3 Consultation forums

CPBUI JV will utilise a range of forums to engage with the northern project region community and stakeholders including:

- Meetings (virtual and/or in person) with groups and individuals, including the local school community and business representatives, to discuss project work and tailor mitigation measures
- Door knocking activities to discuss project activities, potential impacts, and proposed mitigation measures with residents, businesses, and other stakeholders as necessary and permitted under Government health orders
- Briefings and ongoing consultation with businesses
- Interface meetings with Penrith City Council in conjunction with Sydney Metro to provide progress updates and collaborate on their information distribution network to provide project information more widely in the community.

### 6.4 Site visits, displays, and open days

CPBUI JV will involve the northern project region community and stakeholders in the SCAW works and the broader project by providing:

- Site visits and open days every six months
- Virtual information sessions showing construction progress
- Information displays at local events in conjunction with Sydney Metro
- Media events to celebrate key milestones and potential opportunities for the local community to view these events either on-site or via an online platform
- Viewing platforms for stakeholders to observe the project
- The Milestone Implementation Plan has been included in the Community Communications Strategy at Appendix D
- QR codes providing a direct link to progress videos.