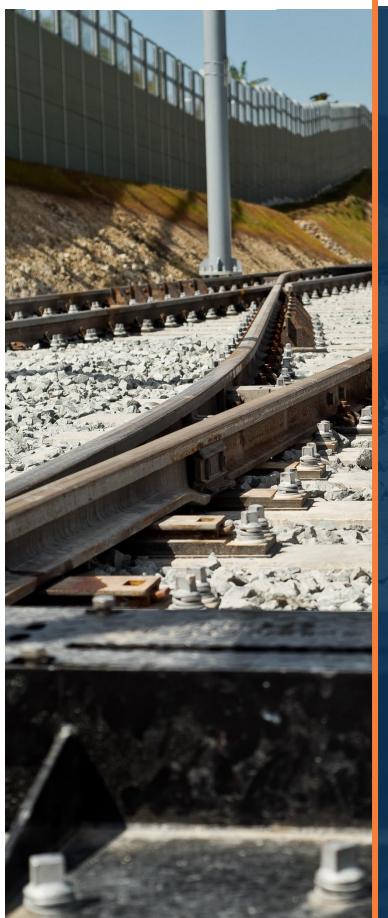


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BUSINESS MANAGEMENT PLAN Sydney Metro SWM4

Design and Construction of Errant and Hostile Vehicle Mitigation Treatments for the

Southwest Metro Project

CONTRACT NUMBER: CI-1136000 PROJECT DOCUMENT NUMBER: SMCSWSW7-MRL-1NL-PM-PLN-000528



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GLOSSARY

Specific terms, abbreviations and acronyms used throughout this plan are listed and described below:

TERM	DESCRIPTION
ECI	Early Contract Involvement
SWM4	Southwest Metro Corridor and Bridge Protection Works
CIRA	Corridor Intrusion Risk Assessment
CoA	Conditions of Approval
D&C	Design & Construction
SMCSW	Sydney Metro City & Southwest
BMP	Business Management Plan
OCCS	Overarching Community Communication Strategy
СМ	Consultation Manager
CSSI	Critical State significant infrastructure
LOTE	Language other than English
CALD	Culturally and linguistically diverse
CNVIA	Construction Noise and Vibration Impact Assessment
ООН	Out of Hour
HVM	Hostile Vehicle Mitigation

1 INTRODUCTION

1.1 Purpose

Martinus Rail has been appointed by Sydney Metro to deliver the Early Contractor Involvement (ECI) Phase of SWM4 CIRA works project.

This Business Management Plan describes the approach Martinus will take to manage engagement and ongoing consultation with businesses who may be affected by CIRA works.

1.2 Compliance with Conditions of Approval

The Sydney Metro City and Southwest Chatswood to Sydenham Conditions of Approval (CoA) require the preparation and implementation of a Business Management Plan.

This document fulfills the requirements of the CoA as the Business Management Plan for the ECI and Design & Construction (D&C) phase.

Table 1: Conditions of Approval relevant to business management and where they are addressed in this plan

Reference	Requirement	Section
E37	The Proponent must prepare and implement a Business Management plan to minimise impact on businesses adjacent to major construction sites during construction of the CSSI.	This plan.
	 (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; 	2.8
	 (b) a Business Consultation forum linked to the Community Communication Strategy required by Condition B1; (c) Business Management Strategies for each 	2.7
	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;	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	2.5
	representatives and must report to the Proponent; (e) a monitoring program to assess the effectiveness of the measures including the nomination of performance parameters and	2.10



	criteria against which effectiveness of the measures will be measured; and (f) provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A29.	2.10
E51	During construction, measures must be implemented to maintain pedestrian and vehicular access to, and parking in the vicinity of, businesses and affected properties. Alternative pedestrian and vehicular access, and parking arrangements must be developed in consultation with affected businesses. Such arrangements must be outlined in the Business Management Plan required in Condition E37 and implemented as required. Adequate signage and directions to businesses must be provided before, and for the duration of, any disruption.	2.8 Appendix A

1.3 Project Background

Sydney Metro is Australia's biggest public transport project. New, fast and reliable metro rail services started in May 2019 in Sydney's North West and will be extended to Sydenham in 2024 as part of the City & Southwest project. Within 12 months this will be extended to Bankstown.

Sydney Metro is revolutionising how Australia's biggest city travels, connecting Sydney's north west, south west and greater west to fast, reliable turn-up-and-go metro services with fully accessible stations. By 2030, Sydney will have a network of four metro lines, 46 stations and 113km of new metro rail

Sydney Metro City & Southwest (SMCSW) is a 30 kilometre metro rail between Chatswood and Bankstown, including; 17 kilometres of new tunnel from Chatswood, under the harbour to Sydenham connecting 7 new underground stations at Crows Nest, Victoria Cross, Barangaroo, Gadigal Station, Martin Place, Central and Waterloo, and upgrading 13 kilometres of the T3 Bankstown Line to metro standards, including 11 existing stations; Sydenham, Marrickville, Dulwich Hill, Hurlstone Park, Canterbury, Campsie, Belmore, Lakemba, Wiley Park, Punchbowl and Bankstown.

1.4 **Project Scope**

Sydney Metro has undertaken a Corridor Intrusion Assessment (CIRA) to identify locations along the Southwest Metro Corridor vulnerable to the risk of errant and/or hostile vehicles entering the rail corridor. The assessment recommended infrastructure upgrades as treatments to mitigate the risk of errant and hostile vehicles.

The objective of the SWM4 project is the Design and Construction of Errant and Hostile Vehicle Mitigation Treatments for the Southwest Metro, the result of the CIRA, and comprises the security upgrades to the southwest corridor rail and station infrastructure and adjacent road network infrastructure to enable the conversion from heavy rail to meet minimum operating standards for automated Metro operations.

Sydney Metro is procuring the project through a collaborative Design & Construction (D&C) method involving two phases :

• ECI Phase; and



• D&C Phase

This approach involves collaborating with Martinus Rail to develop the design to an Approved for Construction stage in the ECI phase. Upon completing critical assessment and cost benchmarking for the construction phase, the project will progress to the D&C Phase for delivery of the works.

The project scope includes:

- Errant vehicle treatments consisting of:
 - Eight (8) station overbridge barriers
 - Seven (7) non-station road-over-rail overbridge barriers; and
 - o Barriers at 66 non-bridge locations
- Hostile vehicle mitigation (HVM) treatments to the eight (8) station precincts
- Road upgrades (kerbside ramps) at Wiley Park
- Fencing, finishing works and other streetscaping elements across various locations.



Overbridge at Punchbowl Station City: TL4 bridge parapet steel post & three rail barrier Country: TL4 bridge parapet steel post & three rail barrier Overbridge at Lakemba Station City: TL4 kerbside steel post & three rail barrier Country: TL4 kerbside steel post & three rail barrier Overbridge at Dulwich Hill Station City: TL4 kerbside steel post & three rail barrier Country: TL4 kerbside steel post & three rail barrier

Kev:

Overbridge at Marrickville Station City: Do nothing Country: TL3 kerbside concrete barrier

Station Overbridges

Non-Station Overbridges

City City side of the overbridge (east side)

Country Country side of the overbridge (west side)





Figure 3: Site Location

2 OVERVIEW

2.1 Community and stakeholder objectives

The Business Management Plan (BMP) will:

- Identify business stakeholders that may be affected by CIRA works brindg delivered by Martinus and the issues specific to each business
- Detail the strategies and activities to be used to facilitate open communication and engagement with businesses
- Explain mitigation measures for identified business related impacts; and
- Define tools to enable Place Managers to deliver the BMP.

The objectives of the BMP are to:

- Fulfil the requirements of the Minister's CoA, as they relate to the ECI and D&C works to facilitate engagement and ongoing consultation with businesses affected by the disruption from CIRA works
- Identify issues for consideration in the planning of CIRA works to reduce the potential impacts on businesses.

2.2 Relationship to other plans

The Overarching Community Communication Strategy (OCCS) guides Sydney Metro's approach to stakeholder and community liaison during construction and to address the requirements of each projects planning approval. The OCCS will be implemented throughout the construction of each of Sydney Metro's projects and 12 months following the completion of construction.

Martinus has also developed a Community Communications Strategy to detail how Martinus will manage and deliver communications and engagement and ongoing consultation with the community and stakeholders in accordance and compliance with the OCCS.

The project teams are responsible for implementing this strategy across their contractor teams to ensure a coordinated approach to stakeholder and community liaison across the entire program of work.

Figure 4: Relationship to other plans and programs





2.3 Business Engagement Approach

Our integrated and collaborative communications approach will enable businesses to continue to operate as effectively and efficiently as possible during construction activities.

Many of these businesses have been or are in contact with Sydney Metro through other contractor work activities along the Southwest Metro Corridor.

Our approach aims to understand each business's needs and minimise any construction impacts. We aim to reduce disruption to business operations and ensure we understand their requirements and mitigate any changes due to construction works.

We will identify the types of mitigations required for businesses based on the construction impact, including:

- community notification and consultation requirements
- noise monitoring
- specific respites
- other alternative arrangements as agreed with individual receivers.

Martinus will also consider working with local businesses to maximise project benefits, such as supply chain opportunities and encouraging site workers to use local businesses.

2.3.1 Working with business from CALD and LOTE communities

With the project being within a highly ethnically diverse area of Sydney, Martinus will engage with CALD (Culturally and Linguistically Diverse), LOTE (Languages Other Than English) and other diverse communities who work and own businesses in the work area. Specialised considerations for engaging with these stakeholders are outlined below:

- Making translators available during meetings
- When undertaking doorknocks to notify businesses of change/impacts to traffic, footpath, access and other localised issues, check if there are Martinus staff available that speak the predominant native language (at a conversational level) in that suburb or area
- Tailoring communication channels and key messages with the specific CALD and LOTE audience in mind
- Where required and in consultation with Sydney Metro, communication and engagements will have access to languages other than English.

2.4 Enquiries and Complaints Management Process

Any enquiries or complaints received from businesses will follow the process outlined in the Community Consultation Strategy.

2.5 **Process to refer to small business program**

The process to refer businesses who have requested or expressed interest in receiving assistance is outlined in the Small Business Owners Support Program.

2.6 Business stakeholder overview

CIRA works are surrounded by a variety of business stakeholders, including:

- Health services
- Small business
- Childcare and educational facilities
- Cafes, Bars and Restaurants



- Retailers
- Professional services
- Accommodation

Table 2: below outlines the business stakeholders at each of the Sydenham to Bankstown stations overbridges.

Area (100m radius)	Туре
Marrickville Station	 Cafe Retail Health care Food and Beverage Professional Services
Dulwich Hill Station	 Cafe Bar Learning Centre Pharmacy Health Services Fitness centre Food and Beverage Small business
Hurlstone Park Station	 Liquor shop Cafe Childcare Centre Grocer Professional services Retail Health Servicers Fitness centre
Canterbury Station	 Supermarket Professional Services Cafe Retail Bar Restaurant Canterbury Plaza
Campsie Station	 Professional Services Restaurant Bar Health Services Retail Cafe
Belmore Station	 Supermarket Cafe Food and Beverage Health services Bar Retail Professional services



Lakemba Station	 Food and Beverage Restaurant Pharmacy Professional Services Retail Grocer
Wiley Park Station	 Primary School Professional Services Grocery Hotel Fitness centre Retail
Punchbowl Station	 Childcare centre Cafe Fitness centre Professional Services Food and Beverage Retail Pharmacy Medical Centre

This table will be regularly reviewed and updated throughout the project to maintain a current understanding of stakeholder needs.

A full business stakeholder summary, providing specific detail on businesses within proximity to the station, is available in Appendix A of this document.

2.7 Business consultation forums

Martinus will provide a range of consultation methods to provide information and allow the opportunity to receive feedback from businesses about managing construction impacts on their business.

A forum could include one on one meetings through door knocking and meetings, building based information sessions, attending community-led events and location-based information sessions.

Businesses will have access to the translation and interpretation service.

The Stakeholder and Engagement Manager and Place Manager will organise the appropriate forum and facilitate discussions with business owners and operators as required.

Appendix A identifies each potentially affected business and the types of forums, used to engage with them.

2.8 Key issues and mitigation measures

Sydney Metro and other contractors have a history of construction around each of the SMCSW stations and have continued to operate throughout the disruption. Businesses can expect from Martinus that:

- Pedestrian and vehicular access is maintained
- Parking in the vicinity of, businesses and affected properties is maintained
- Where there are instances where access and parking cannot be maintained, alternative pedestrian and vehicular access, and parking arrangements are developed in consultation with affected businesses
- Signage and directions around work sites are provided to businesses before and during any disruption.

A range of potential issues may arise when working in proximity to businesses. These issues and how they plan to be mitigated and addressed are listed in the below table:

Table 3: Risk and the mitigations and how issues will be resolved.

Key construction activities	Risk	Mitigation	Proactive measures
Noise and Vibration	Construction noise and vibration impacts exceeding levels predicted within the Construction Noise and Vibration Impact Assessment (CNVIA). Businesses utilising sensitive machinery. Out of Hour (OOH) works.	Following the noise and vibration mitigation measures outlined within the CNVIA. Utilising noise monitoring where required as part of OOH works.	Planning work to minimise impacts and the duration in consultation with business requirements.
Hoarding or temporary fencing	Placement of hoarding or temporary fencing.	Maintaining amenity and visibility of businesses.	Liaising with business to identify ways to visually depict that business are still opened.
Vehicle access	Staff and customer access.	Utilising traffic control and signage for access instructions.	Notify businesses of changes and seek feedback on measures to mitigate impacts of changes.
Pedestrian access	Perceived reduced pedestrian foot traffic.	Maintaining pedestrian access for customers, especially during peak periods. Clear signage and traffic control.	Communicating with businesses on significant traffic changes affecting bus stops and pedestrian paths.
Parking	On-street parking availability	Maintaining vehicle access for customers, business deliveries and taxis. Where parking cannot be maintained, minimising the	Ensure vehicle and customer access can be maintained. Communicate parking impacts.
		duration of which the parking is impacted.	inputtor
Dust and hazardous material management	Dust impacts to business operations.	Dust suppression and correct hazardous material storage.	Undertaking all work in accordance with a Construction Environment Management Plan and its subplans.
Essential services	Safety and access for essential services.	Ensuring continuity of services. Communicate when work has potential to disrupt services.	Addressing environmental impacts such as emergency response and utility services.
Construction hours	Hours of operation conflicting with high-impact construction activities.	Respite periods. Minimising highly intrusive work during critical business operations.	Liaising with businesses and where possible scheduling high noise activities to avoid business hours and briefing



			construction teams on sensitivities.
Project duration	Perceived length of work duration.	Communicate information on expected duration.	Sharing relevant project information to enable timely decisions and business adjustments to be made.
Cumulative impacts from surrounding projects	Multiple work sites and impacts.	Coordinate with other Sydney Metro contractors and nearby projects where possible to understand impacts and manage disruption.	Planning work to minimise impacts.
Property damage	Concern about damage to buildings and other assets.	Maintaining separation between plant and property. Offering dilapidation surveys where appropriate	Undertaking works in accordance with approved work methodology, management plans and permits.
Changes to traffic	Travel duration and delays to vehicle movements.	Actively maintaining traffic and pedestrian flows by using traffic controllers.	Undertaking all work in accordance with site specific Traffic Management Plans and conditions related to Road Occupancy Licenses and permits.
Construction fatigue	Stakeholders experiencing Sydney Metro works for several years.	Work with Sydney Metro and other contractors to understand impacts.	Combining construction notifications to reduce the amount of contact. Liaising with directly impacted businesses to notify changes and seek feedback on measures to reduce impacts.

2.9 Consultation Manager

All interactions with businesses as part of the SWM4 works will be recorded in Sydney Metro's Consultation Manager (CM) database. Businesses who share information, will have their information managed in accordance with the Privacy and Personal Information Protection Act 1998 (NSW).

All stakeholder interactions will be recorded in the CM database, including:

- enquiries
- complaints
- meetings
- site visits
- public communication materials
- marketing and promotional materials
- property damage claims.



2.10 Monitoring and reporting

Monitoring will be used to assess the effectiveness of strategies to inform and minimise impacts of construction on businesses.

Data from CM will be compiled on a six-month basis along with lessons learned. Reporting is to be included in Sydney Metro's Construction Compliance Reports submitted to the Secretary. A summary of business impact monitoring during the reporting period can be found in the table below.

The Business Management Plan will be reviewed every six months.

Table 4: Monitoring and reporting

Performance parameters	Monitoring	Reporting outputs
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	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, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed



	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.	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 on noise and vibration sensitive businesses	Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports	Summary of non-standard mitigation measures implemented
	Feedback on mitigation measures effectiveness (documented in Consultation Manager).	Number of referrals to Sydney Metro
	Records of businesses referred to Sydney Metro for additional assessment / treatment	Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts.
	Records in Consultation Manager database on noise and vibration complaints from businesses.	Lessons learnt.



APPENDICE



Appendix A – Business Stakeholders

Area	Business Name	Key business considerations	Consultation tool	Timing
Marrickville	 Within 50m of CIRA Vesbar Espresso HD Sign Installation Hyper Health Allied Marrickville Massage Katarina Roza Within 50m – 100m of CIRA Pho Ha Noi Quan Eyelash by Lucy Gadalla Dental Services St Nicholas Greek Orthodox Church Cafe Rima Albermarle Cafe Within 100m - 200m of CIRA Hellenic Patisserie and Gelato Bar The Pour Barista Café Illawarra Pork Roll Whole Best Butchery The D's Bar and Dining Okami Japanese Restaurant Kin Dining and Bar Tita Jims Rendering Sydney 	 Consultatio n on Riverdale Avenue and Wooley Lane station precinct upgrades Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Bus stop changes on Illawarra Road Availability of on- street customer parking Pedestrian and vehicle access from traffic changes Visibility and business amenity from constructio n 	 Consultation on noise management and respite hours where applicable Doorknocks, site visits or phone call briefings Notifications Translated communicati ons material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours Signage explaining Pedestrian detours Signage explaining pedestrian detours Information line Business open signage if applicable Information via business associations and networks Consideratio n of 	 Prior to work commencing Ongoing email updates ahead of works commencing Monthly notifications Doorknocks and meetings ongoing as required



	 James Bouzios & Associates Marrickville Legal Centre MTC Recruitment (Marrickville) Domain Property Agents Passas and Co. Accountants Retirewise Vanessa's Hair Design LHD Vitamin Healthcare & Express Illawara Road Newsagency Eyedealeyes Optometrist Physio Inq 	 hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Day works Noise, vibration, dust, and amenity Consultatio n on environme ntal mitigation measures Property protection from damage 	business access requirements in traffic management planning	
Dulwich Hill	 Within 50m of CIRA DK's Kebabs and Burgers The Aegean Café and Wine Bar Atmosphere Cafe Pastry Within 50m – 100m of CIRA Scarfo Family Pizza Robbie's Charcoal Chicken Thanj Nguyen Laundry Robert Hairstylist and Make Up Artist Queensway Pharmacy K4 Fitness 	 Wardell Road, Dudley Street and Ewart Lane Carpark station precinct upgrades consultatio n Car park drop off on Wardell Road Deliveries from providers Rubbish, oil and medical waste removal 	 Information for child care centre Consultation on noise management and respite hours where applicable Agreed respite periods if required Doorknocks, site visits or phone call briefings Notifications Translated communicati ons material Access to translators during doorknocks, 	 Prior to work commen cing Ongoing email updates ahead of works commen cing Monthly notificatio ns Doorknoc ks and meetings ongoing as required



Huristone Park	 Montessori Learning Tree – Dulwich Hil Within 100m - 200m of CIRA Maths Words Not Squiggles PB Physio Marrickville Muse Pilates Studio The Loose Dozen Liquor Store Common Ground Coffee and Kitchen Marickville HOLIS construction Alpha Body Massage Aus Auto Repairs Business & Development 	 and collection Courier pick up Availability of on- street customer parking Pedestrian and vehicle access and traffic changes Visibility and business amenity from constructio n hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity Consultatio n on environme ntal mitigation measures Property protection from damage Deliveries 	 briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business associations and networks Consideratio n of business access requirements in traffic management planning 	• Prior to
	 MERA25 Australia Halcom Systems Liquor Emporium Precedent Productions 	 from providers Rubbish, oil and medical waste removal 	on noise management and respite hours where applicable	 Phon to work commen cing Ongoing email updates ahead of



 Kylon Eatery a Specialty Coffe HP Bowlo 18Bones Barbershop You Do It Kitchens Jez's Jazz Joir HP Source (Sa Lucifer) Dulwich Hill Ch Care Centre Garnet Electric Services Within 50m – 100r of CIRA Sydney Poster The Property Sellers Richardson an Wrench Hurlstone Park Aeta Studio Pt John Perdikaris and Co. Friendly Groce Fast Mart Ballad Films Siddha Yoga Ashram in Sydney Within 100m - 200 of CIRA Hurlstone Park Newsagency The McNamee Brothers Summit International Investment Group Hurlstone Park Laundry Drycle & Tailoring Hair Confession Australia Post Lymphaction 	e collection Courier pick up Carpark access via Floss Street Parking drop off area ild Availability of on- street customer parking Pedestrian and vehicle access and traffic changes Bus Stop on Floss and Duntroon Street Visibility and business amenity from constructio n hoardings and fencing Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity from consultatio n hoardings and fencing	 Doorknocks, site visits or phone call briefings Notifications Translated communicati ons material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business associations and networks Consideratio n of business access requirements in traffic management planning 	works commen cing • Monthly notificatio ns • Doorknoc ks and meetings ongoing as required



Canterbury	 Hurlstone Park Legal Yang's Taekwondo Academy CDC Studios Within 50m of CIRA The Charles Corner Café Al Barber TAB Canterbury Oscuro Espresso Canterbury Oscuro Espresso Canterbury Within 50m – 100m of CIRA Canterbury Hotel Boden Building Group Able Timber Flooring Boden Building Group Ray White Canterbury Aussie Skips Fat Elephant Thai Canterbury Skyline Property 	 Property protection from damage Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Carpark access via Charles St to Canterbury Plaza parking Lot Bus Stops on Canterbury Road and Broughton Street Parking drop off 	 Consultation on noise management and respite hours where applicable Initial OOH briefings and ongoing updates Doorknocks, site visits or phone call briefings Notifications Translated communicati on material Access to translators during doorknocks, briefings, and events Noise monitoring 	 Prior to work commen cing Ongoing email updates ahead of works commen cing Monthly notificatio ns Doorknoc ks and meetings ongoing as required
	Canterbury	Street		



Campsie	 Food Tour Hai Phong Blend 3 Food Hub Ikura Japanese Sushi Hunter Burger Stop Quan An 802 Vietnamese Canterbury Bedding Bottle Mart Liquor Store Liquor Mart Canterbury Evo Bikes Best Price Tiles Heritage Tile Massage 165 Mischievous Nails Vlach Beauty Interior Design, Antique, and Fine Furniture Restoration Best Star Australia Sydney Property Academy Libre Lash Sydney Kennedy Dance School Holfy's Garage Better Service Centre Aerializa – Circus and Aerial Training Quantum Frameless Glass Metro Storage Canterbury 	 and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity Consultatio n on environme ntal mitigation measures Property protection from damage 	 Consideratio n of business access requirements in traffic management planning Solution 	• Prior to
campsie	Within 50m of CIRAFat ElephantViva Travel	 Noise mitigation measures Campsie precinct 	 Consultation on noise management and respite 	 Prior to work commen cing



 Hera Nails and Beauty Scott Hair Studio Sunjewel Variety Store Campsie Hills Seafood Within 50m – 100m of CIRA Cake World TAB Campsie Milk Flower Sharetea Campsie Massage 209 Station House Hotel Campsie Town Kitchenware Dong Hae Sushi Bar The Health Shake LJ Hooker D&X Campsie Yummy King BBQ Kitchen Ishiyama Hong Phat Bakery Seagull Seafood Joker Café Varnai Morrison Everyday Express Accurate Business and Accounting Cambridge Lawyers On Smile Thai Massage and Spa Warung Pojok 	 upgardes consultatio n on Initial OOH Dewar Street, Car Park Deliveries Rubbish, oil and oil and oil and oil and oil and collection Courier pick up Carpark Courier pick up Carpark Courier pick up Carpark Courier pick up Carpark Carpark and Carpark Access via Wilfred Ave, London St and Street Bus Stops Campsie Campsie Campsie Campsie Campsie Campsie Campsie Campsie Campsie Signage explaining Pedestrian detours Any Street Bus Stops on South and North Parade Bleamish Street Parking Availability of on-street Availability of on-street Consideratiin n of busines 	email updates ahead of works commen cing Monthly notificatio ns Doorknoc ks and ti meetings ongoing as required ,
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	 DB Mart Hereford Prime Butcher Hera Hair Go Win Supermarket Ipoh Dynasty Restaurant Cazam Café Chinese Arts and Crafts 88 HAIR SALON Campsie Super Freh S.WHEATY Eye Love Specs Laverty Pathology Services Australia Li99 Massage Westpac branch Bakerie and Tea Atelier The Old Tab Café Chels Lash & Beauty KC Infotech Pty Om Sri Stores HMart Campsie KC Infotech Golden Territory Seafood King of Buns SP Mobile Campsie Mr Ye OC and Selective Test Training 			
Belmore	 Within 50m of CIRA works: Belmore Hotel (Bar) Belmore News Stand and Expresso Bar 	 Belmore Station precinct upgrades consultatio n on Redman Parade 	 Consultation on noise management and respite hours where applicable Initial OOH briefings and 	 Prior to work commen cing Ongoing email updates ahead of works



 Gong Cha Belmore Karizma 	Deliveries from providers	ongoing updates • Doorknocks,	commen cing • Monthly
Barbershop • King of the Pack • PCYC Belmore • Sushi Lab	 Rubbish, oil and medical waste removal 	site visits or phone call briefings Notifications Translated	 notificatio ns Doorknoc ks and meetings
 Choice Tobacconist Belmore Belmore 	and collection • Courier pick up	communicati on materialAccess to translators	ongoing as required
Supermarket Within 50m -100m of CIRA:	 Carpark access via Bridge Road, Tobruk 	during doorknocks, briefings, and events • Noise	
 Belmore Newsagency Belmore Cakes Hanu Butchery Happy Henjee 	Ave and Redman Parade • Bus stops on	 monitoring Information to Strata and/or Property 	
 Lucky Mart California Nails and Beauty Ambitionz lounge 	Burwood and Bridge Road and Redman Parade	Managers Signage explaining Pedestrian detours 	
 Belmore Dental Services Belmore TAB Smart & Easy Communication 	 Parking drop off area Availability of on-street 	 24 hours community information line Business 	
 Belmore Physiotherapy and Sports Injury Centre 	 customer parking Pedestrian and vehicle access and 	open signage if applicable Information via business	
Suvana Travels Within 100m - 200m of CIRA: Masta and	 traffic changes Visibility and visual amenity 	associations and networks Consideratio n of business	
 Meats and Souvlakia Supreme Souvlakia Meat and Poultry Wholesalers 	from constructio n hoardings and fencing	access requirements in traffic management planning	
 Viena Bakery Mayfair Real Estate Adore Nails and Spa 	 Outdoor seating Reliance on utilities to operate 		



 Burwood Road Fruit Market Pasta La Vista Australia Pot Belmore Pharmacy Belmore Continental Bakery Australian Foundation for Disability Montessori Child Care Jim's Alterations repairs and Embroidery Helen Hair and Beauty The Barber Cartel Yes Indeed thai Belmore Lebanese Bakery Rust Bucket Billys café Shi Gol Jip Korean Charcoal 	 OOH works Day works Noise, vibration, dust, and amenity Consultatio n on environme ntal mitigation measures Property protection from damage 	
 The Barber Cartel 		
 Yes Indeed thai 		
 Belmore 		
-		
-		
BBQ		
Chrysanthum Recontion		
Reception		
Lounge and		
VenueCM2 Hair		
Barbaric		
BarbershopFlavor's		
 Flavor's Patisserie 		
 Walnam Ssam 		
 Wainam Ssam Kevin Elias 		
• Kevin Ellas Website Design		
K&K Nails		
 Sushi lab 		
 Bulldogs Squash 		
Buildogs Squash Club		
 SportsPlus 		
(Leagues Club)		
 European Cuts 		
 Panis & Co 		
Accountants		
///////////////////////////////////////		



	 Belmore Physiotherapy The Bulldog Belmore Mastika Gelato Elite Soccer Football Academy Ma Po Charcoal BBQ Korean Belmore Mixed Mark Belmore Liquor The Sweet Buzz Cafe Ashley Clare Makeup Artistry Burger District Larissa Maree Hair Belmore Dental Services LeWrap Red Cross Op Shop 			
Lakemba	 Within 50m of CIRA Thai Hutt Desi Bazar La Belle Patisserie Brightness Jewellery Lakemba Palace Shahi Dastarkhwan Ralph Real Eastae Grand Paradise Pista House The Barber Shop 7 square consultants Tax Store 	 Lakemba Station Precinct consultatio n on Croydon Street North Consultatio n on noise manageme nt and respite hours where applicable Noise mitigation measures Deliveries from providers Rubbish, oil and medical 	 Information for child care community Consultation on noise management and respite hours where applicable Agreed respite periods if required Doorknocks, site visits or phone call briefings Notifications Translated communicati on material Access to translators during doorknocks, 	 Prior to work commen cing Ongoing email updates ahead of works commen cing Monthly notificatio ns Doorknoc ks and meetings ongoing as required





 Maksuda Food and Roshmela Sweets Kawran Bazar Within 100m – 200m of CIRA Australia Post A2Z Medical Centre Koorana Croydon Street Preschool Chemist Warehouse Australian Clinical Labs Alhumdulillah Supermarket Broaster Chicken iCell Mobile Ahmad Chami halal Butchery Lakemba Senior Citizens Centre New Pioneer Palace Lakemba Senior Citizens Centre New Pioneer Palace Lakemba Respiratory Clinic Raheem Supermarket Mataam Al Mandi D'Damas Jewellery Ria Money Transfer Café Du Monde Canterbury City Community Centre Lakemba Medical Services Barega Livestock & Farming Active Pro Tax Coach Education and Migration Services 	mitigation measures • Property protection from damage	



Niley Park	Within 50m of CIRA Hangoutz Ice Cream RL-1NL-PM-PLN-000528_B	 Wiley Park Road upgrades 	 Consultation on noise management and respite 	 Prior to work commen cing
(ilou Dadi	 Shop Ghoroa Kitchen Hop Hung Asian Grocery Swift Accountants Royal Bait Al Mandi Hayat Halal Jasmin Lebanese Good Price Supermarket 			
	 Boishakhi Grameen chaaps and kababs Rainforest Fusion Manaia Pacific Shop 			
	Butchery Grameen Dhansiri Restora Money Travels Pty			
	 Bongo Bazar Daily Shopping Hut Bazar Bongo Bazar Rahmania Halal 			
	 Central Mobile House Deski Paikari Bazar Poshra Super Shop 			
	 Western Union Lakemba Musallah Mosque Khushboo Sweets 			
	Dugar Paan and Falooda House Urban Nest Siddiqui S A Dental Art Centre HMMK Migration			



School Bd fresh vegetable and grocery Wholesale Cleaning Rags Plus Fitness SYNRG Training PharmaSave Laptop Repair Sydney Jorock Welding Sydney Tilers Within 50m - 100m of CIRA Latash Financial Services Parivar Restaurant Munchies Mini Market Blanzin Grillz Smile Grocery Store Repair Time – Phone and Computer Repairs Within 100m - 200m	adforthrequiredMonthly notificatio nseet, The ulevardeInitial OOH briefings and ongoing updatesMonthly notificatio nsrpark iveriesongoing updatesDoorknocks, ste visits or phone call briefingsDoorknock ks and meetingsongoing updatesDoorknocks, ste visits or phone call briefingsmeetings ongoing asand dicalNotificationssteTranslated communicati on materialection urierAccess to translators doorknocks, briefings,
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Punchbowl	Within 50m of CIRA • The Kebab BROTHERS • Alfalah Mobiles • Daptos Within 50m - 100m of	 constructio n hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Day works Noise, vibration, dust, and amenity Consultatio n on environme ntal mitigation measures Property protection from damage Noise mitigation measures Station Precinct Upgrade consultatio n on 	 in traffic management planning Consultation on noise management and respite hours where applicable Initial OOH briefings and 	 Prior to work commen cing Ongoing email updates ahead of
	 Within 50m - 100m of CIRA APM Employment Services Mary Noussair Optical Punchbowl Pharmacy Warehouse Café on the Boulevarde Shawerma Aldaya's INDOmarket Lala's Burgers Universal Hair Braiding 	consultatio	Initial OOH	updates



 Pizza on the boulevard Pink Valley Nails & Beauty Amy Hair Design and nails Nayaab Syed's Kitchen Tony's Butchery Alfakher Tobacconist AL-Kalaa Bakery Butt Karahi and Biryani Jason Hair Salon 4Cyte Pathology Ray White Montra Grand Thai Massage Danawe Lawyers Khourys and Associates Al Houda Punchbowl Children's Centre Unity Medical Practice Wax'n shapre by Joelle Within 100m - 200m of CIRA Growing Beans Early Education Centre F Zakhia & S Zakhia Lizz D Hair Braiding Jual rokok Bobb Property Group Australian Clinical Labs Smart Eyecare Tropicana Cocktails 	The BoulevardeInformation to Strata and/or access viaCarpark access viaProperty ManagersThe Boulevarde and Turner LaneSignage explaining PedestrianParking drop off area24 hours comunityAvailability of on-street customer parkingInformation via business openPedestrian and vehicle access and traffic mand visual and visual 	



 Baiboon Remedial and Thai Massage Al yasamin Punchbowl 	
Thai MassageAl yasamin	
Al yasamin	
Punchbowl	
Baptist Church	
Tropical Market	
Abu Ahmed	
Restaurant	
Dress in Style	
Shalimar Spice	
and Groceries	
Sydney Sports	
Warehouse	
Al Houda	
Mission Australia	
Pheonix	
Tobacconist	
Central	
Pharmacy	
Xpoz'e Hair and	
Beauty	
The Free Institute (English	
(English	
Language School)	
Daily Sweets Abroad Xperts	
Jessie Land	
 Plus Fitness 24/7 	
 Lepaq Café 	
Awafi Charcoal	
Chicken	
Chalhoub's	
Barber Salon	
Afandi Resocafe	
Kiddiewink	
Family Day Care	
Eternity Funerals	
Ace Travel	
Services	
Chwah S D	
Punchbowl	
Medical Centre	
Al Afrah Pastry	
Shop	
Alarz modern	
bakery	



Bankstown	 Amditis Constantine Your Family Chemist Bishara S F Mirage Hotel TAB Within 50m of CIRA Dominos Pizza Bankstown 	 Noise mitigation measures 	 Consultation on noise management 	 Prior to work commen
	 Bankstown St. Euphemia Greek Orthodox Church of Bankstown Vinnies Bankstown Jasmin 1 The Mobile Company Bankstown Burn Fitness Broaster Chicken Bader Tailoring Star Car Wash Bankstown Central Think Again Laser Clinic Any Admission Compass Centre Shoe Repairs Fitrah Pty Kim-Alteration Sam Signs Zay Workwear A Aaron Rakis & Associates Riskexec Street Dawah Movement LA Moosh Bakery Cae CROSSTax & Accounting service Priceline Pharmacy Yung Lee 	 Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Bus Stops on Bankstown City Plaza, Nouth and South Terrace Carpark access via Saigon Place (Bankstow n City Plaza) and West Terrace Parking drop off area Availability of on-street customer parking Pedestrian and vehicle access and traffic changes Visibility and visual amenity 	 Initial Qefficient and respite hours where applicable Initial OOH briefings and ongoing updates Doorknocks, site visits or phone call briefings Notifications Translated communicati on material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business 	 Ongoing email updates ahead of works commen cing Monthly notificatio ns Doorknoc ks and meetings ongoing as required





OCTECT Transition to Work Fashion Connect Chemist Warehouse Best Value Supermarket W.T. Newey and Co. Bread Station Gong Cha Flying Zebra Machi Machi Thanh Phat Breadtop Bankstown Old Town Mixed Business Rumore's Pharmacy Glory Medical Care 1 Spot Home Maintenance Café Nho Sydney Daisy's Giffs Chinchilla Xpres Mr Cha Within 100m - 200m of CIRA Tax Essentials Dorothy Optic Nida's Catering Marosh Bakery Café The Bellevue Barberz Zone The Cellevie Nature Sen South Terrace Meran			
	Transition to Work Fashion Connect Chemist Warehouse Best Value Supermarket W.T. Newey and Co. Bread Station Gong Cha Flying Zebra Machi Machi Thanh Phat Breadtop Bankstown Old Town Mixed Business Rumore's Pharmacy Glory Medical Care 1 Spot Home Maintenance Glory Medical Care 1 Spot Home Maintenance Café Nho Sydney Daisy's Gifts Chinchilla Xpres Mr Smoke Sealand Property Pho Café Mr Cha Within 100m - 200m of CIRA Tax Essentials Dorothy Optic No 1 African Choice Nida's Catering Marosh Bakery Café The Bellevue Barberz Zone The Cellevle Nature Sen		



Tender Loving		
Care Disability		
Services		
 Volcanos 		
Steakhouse		
Simplicity		
Funerals		
Labor Funerals		
Vaper Choice		
Dipndip		
Bankstown		
Central Shopping		
Plaza		
Shisha Kingz		
Nick's Handbags		
Tax Aid		
Profession		
Fightclub		
Bankstown		
Central Trade &		
Transfer		
Doll Me Up		
Diamond World		
Jewellers		
Valley View		
Continental		
Spices and		
Groceries		
Combined Loan		
Office Pawn		
Shop		
 Knafeh and Co. Café 		
 Minas & Associates 		
 Bankstown 		
Courthouse		
 Mustache: Barber 		
by Ali		
Truston Solicitors		
 Professional 		
Bankstown Real		
Estate Agents		
 Bankstown Hotel 		
 Sydney Plastic 		
Surgery		
Associates		
Arabian Cave		
The Plaza Café		



 Solitaire Sydney Jewellery Valet Dry Clean Saigon Place Thai Son Butchery Duy Long Tuong Chau Hoang Money Transfer Hai Ha Money Transfer Hai Yen Banh Mi Bay Ngo Banh Mi Bay Ngo Banh Mi Phuong Viet Phat Tai Ky Phuc Canh Barber Duc Pham Optometrist Luxury Kingdom Ausian Supermarket Anh Tuan Butchery Australia Smart College F45 Training TAB Save the Children Op Shop Lyn's Beauty Salon Catwalk Nalis and Beauty Accounting & Taxation First Recreation 	Jewellery Valet Dry Clean Saigon Place Thai Son Butchery Duy Long Tuong Chau Hoang Money Transfer Hai Ha Money Transfer Hai Yen Banh Mi Bay Ngo Banh mi Phuong Viet Phat Tai Ky Phuc Canh Barber Duc Pham Optometrist Luxury Kingdom Ausian Supermarket Anh Tuan Butchery Anglicare Op Shop Australia Smart College F45 Training TAB Save the Children Op Shop Lyn's Beauty Salon Commonwealth Bank Catwalk Nails and Beauty Accounting & Taxation First Recreation Sports and	Jewellery Valet Dry Clean Saigon Place Thai Son Butchery Duy Long Tuong Chau Hoang Money Transfer Hai Ha Money Transfer Hai Yen Banh Mi Bay Ngo Banh mi Phuong Viet Phat Tai Ky Phuc Canh Barber Duc Pham Optometrist Luxury Kingdom Ausian Supermarket Auh Tuan Butchery Anglicare Op Shop Australia Smart College F 45 Training TAB Save the Children Op Shop Lyn's Beauty Salon Commonwealth Bank Catwalk Nails and Beauty Accounting & Taxation First Recreation
Sports and		



•	Free Choice Tobacconist FireFly Burger		
•	Bankstown Mobile Tone		

