

Community Communications Strategy
Business Management Plan

LAING O'ROURKE

Central Station Main Works

Business Management Plan

Community Communications Strategy

Business Management Plan



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Community Communications Strategy

Business Management Plan

LAING O'ROURKE

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Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

Table of Contents

Revision history	2
Management reviews	2
Glossary	6
1. Business Management Plan overview	8
1.1 Purpose	8
1.2 Objectives	8
1.3 Compliance requirements	8
1.4 Plan interface	8
1.5 Plan authorisation and distribution	9
1.6 Review of this Plan	9
2. Project context and construction activities	10
2.1 Sydney Metro City & Southwest	10
2.2 Central Station Main Works' (CSM Works) scope	10
3. Construction overview	10
3.1 Construction activities	10
4. Key issues and strategic approach	10
4.1 Business stakeholder overview	10
4.2 Understanding the business community	12
4.3 Key businesses in the area	12
5. The approach	14
5.1 Meeting obligations	15
5.2 Consultation Manager – keeping records of interactions	15
5.3 Privacy	15
5.4 One-on-one engagement with businesses	15
5.5 Avoiding and minimising impacts	17
5.6 Talking to the wider business community	17
6. Business stakeholders	18
6.1 Stakeholder analysis	18
7. People responsibilities	23
7.1 Roles	23
7.2 Collaboration for a lasting legacy	23
8. Systems and tools	23
8.1 Communication and consultation tools	23
8.2 Small Business Owners Support Program	26
8.3 Retail Advisory / Support Panel	26
8.4 Enquiries and complaints	27
8.5 Monitoring, evaluating and reporting	27
Appendix A – Compliance with Project Conditions of Approval and Revised Environmental Mitigation Measures	30
Appendix B – Business Register	33

Community Communications Strategy
Business Management Plan



Appendix C - Complaints and enquiry response time.63
Appendix D – Business survey65

Community Communications Strategy

Business Management Plan



Glossary

This plan uses the following terms, abbreviations and definitions:

Table 1: Terms and definitions

Acronym / Term	Definition
BI	Business Impact
BMP	Business Management Plan
CALD	Culturally and Linguistically Diverse
CBDSELR	CBD and South East Light Rail
CCM	Community Complaints Mediator
CCS-CSM	Community Communications Strategy – Central Station Main Works
CEMP	Construction Environmental Management Plan
CLP	Construction Liaison Program
CM	Consultation Manager
CNVIS	Construction Noise and Vibration Impact Statement
CNVMP	Construction Noise and Vibration Management Plan
CoA	Conditions of Approval
CSM Community Team	Stakeholder and Community Engagement Team
CSSI	Critical State Significant Infrastructure
CSM Works	Central Station Main Works / Central Station Metro
EPL	Environmental Protection Licence
ER	Department of Planning & Environment's Environmental Representative
ESR	Eastern Suburbs Railway
HWG	Hoarding Working Group
IAP2	International Association for Public Participation
ISCA	Infrastructure Sustainability Council of Australia
PPE	Personal Protection Equipment
RASP	Retail Advisory / Support Program
REMM	Revised Environmental Mitigation Measures
SBOSP	Small Business Owners Support Program
SDH	Sydney Dental Hospital
SM	Sydney Metro
SPOIAG	Station Precinct Operational Impact Assessment Group

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

Acronym / Term	Definition
SWG	Station Working Group
SLHD	Sydney Local Health District
SYAB	Sydney Yard Access Bridge
TfNSW	Transport for NSW
TTLG	Traffic and Transport Liaison Group
WCAG	Web Content Accessibility Guidelines
WCG	Wayfinding Control Group
YHA	Youth Hostel Association

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

1. Business Management Plan overview

1.1 Purpose

The Business Management Plan (BMP) describes Laing O'Rourke's approach to engaging and consulting with businesses that may be affected by the Central Station Main Works (CSM Works). It discusses issues that are specific to businesses in the CSM area and addresses how the impacts of construction from this project will be minimised for these stakeholders.

1.2 Objectives

Laing O'Rourke will work to meaningfully communicate and engage with local businesses throughout the CSM Works and aims to build lasting working relationships based on mutual trust, respect and goodwill.

The objectives of this plan are to:

- Comply with the relevant Conditions of Approval
- Identify businesses potentially impacted by being in a location adjacent to the CSM Works and working with them
- Identify issues in advance when planning the CSM Works and mitigate or reduce the possible impacts on business stakeholders e.g. access to premises, visibility, access to amenities etc.
- Provide detailed activities and plans to enable the CSM Community Team to have open communication and engagement with businesses
- Effectively communicate the impacts and mitigation measures to businesses as early as possible
- Be compliant with the relevant Conditions of Approval.

1.3 Compliance requirements

The CSM Works' Conditions of Approval require the preparation and implementation of a BMP as well as specific and dedicated consultation with surrounding businesses.

Appendix A summarises the following compliance requirements and where they are addressed in this plan. They include:

- The Environmental Protection Licence – available online at <https://centralstationmetro.com/documents/>
- E64, E86 and E34 in the Conditions of Approval – available online at <https://www.planningportal.nsw.gov.au/major-projects>
- Business Impacts (BI) taken from Revised Environmental Mitigation Measures (REMM), including the Revised Environmental Performance Outcomes – available online at <https://www.sydneymetro.info/documents>
- Section 4.5 from the Sydney Metro Construction Environmental Management Framework Stakeholder and Community Involvement available online at <https://www.sydneymetro.info/documents>

1.4 Plan interface

This plan has been prepared to align with the Sydney Metro Overarching Community Communication Strategy.

It is also part of a suite of plans outlining communications for all stakeholders.

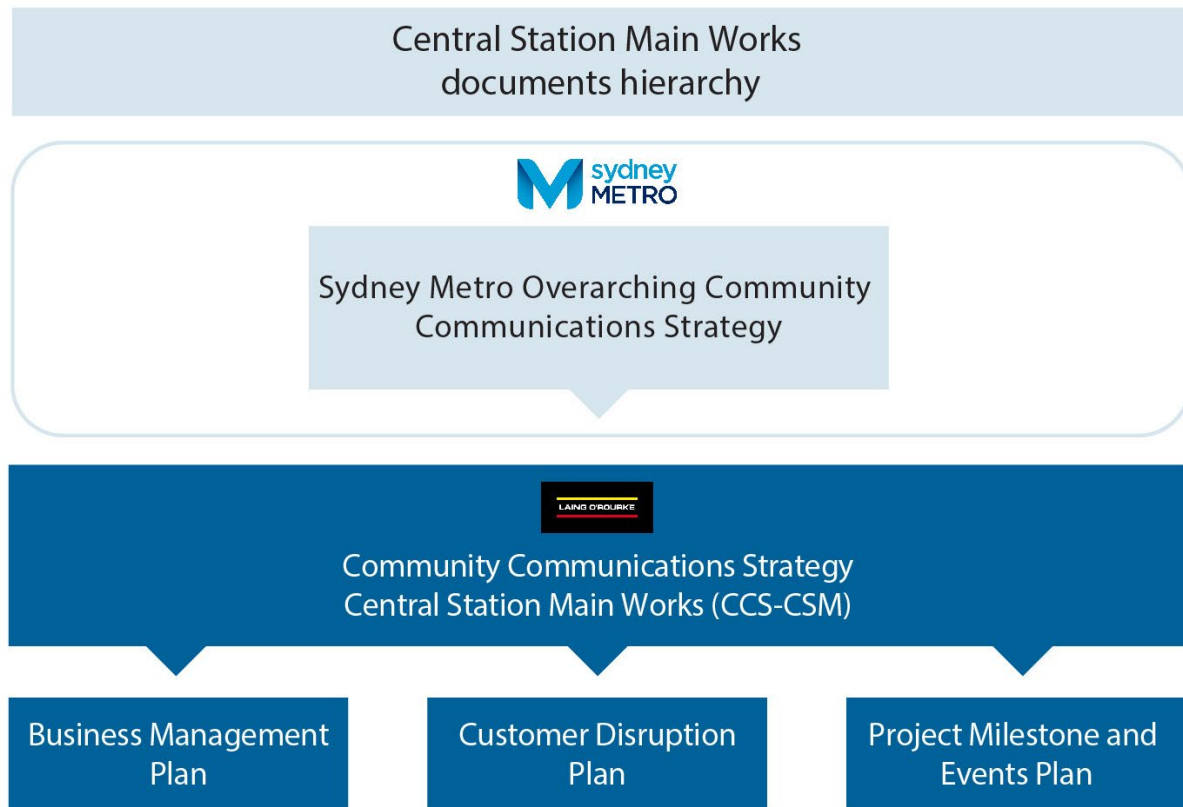
Community Communications Strategy

Business Management Plan



The Community Communication Strategy Central Station Main Works (CCS-CSM) and its related plans are designed to work in conjunction with each other. Please see Figure 1 below.

Figure 1: Central Station Main Works documents hierarchy



1.5 Plan authorisation and distribution

Laing O'Rourke's Stakeholder and Community Engagement Team is responsible for communicating this plan to the project team via inductions, toolbox talks, subcontractor tender documents and regular updates as required and ensuring all staff and subcontractors work in line with its requirements.

This Business Management Plan is also available online (via www.centralstationmetro.com).

1.6 Review of this Plan

This plan will be reviewed and updated regularly, particularly if business stakeholders affected by, or in proximity to the CSM Works area, change. The plan will also be formally reviewed and updated every six months, in accordance with the CCS-CSM and section 8.5 monitoring, evaluating performing of this plan. The update will take into account any changes in the businesses, construction milestones and monitoring and use these to reassess the plan's effectiveness. This plan will be reviewed and endorsed by the Environmental Representative prior to implementation as per the requirements of Conditions of Approval A24 (d).

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

2. Project context and construction activities

2.1 Sydney Metro City & Southwest

Sydney Metro is Australia's biggest public transport project.

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, with new CBD metro railway stations at Martin Place, Pitt Street and Barangaroo and new metro platforms at Central. By 2030, Sydney will have a network of four metro lines, 46 stations, and 113km of new metro rail.

Laing O'Rourke is delivering the new Sydney Metro platforms under Central Station as well as the landmark Central Walk - a new underground pedestrian concourse to help customers get around Sydney's busiest railway station.

2.2 Central Station Main Works' (CSM Works) scope

Laing O'Rourke is delivering the Central Station Main Works, part of the Sydney Metro City & Southwest Project. Laing O'Rourke is delivering the Sydney Metro underground platforms at Central Station as well as the landmark Central Walk.

The CSM Works' scope includes:

- Excavation and construction of the new underground Sydney Metro platforms at Central beneath former Platforms 13,14 and 15
- Construction of Central Walk - a new 19-metre wide underground concourse from Chalmers Street, connecting customers to suburban rail platforms, Sydney Metro platforms, the CBD and South East Light Rail and buses
- New escalators to get to Platforms 12 to 23
- An upgraded Northern Concourse with transformed pedestrian thoroughfares and feature roof.

As of October 2022, multiple new areas have already been open to the public in a staged manner.

Once the CSM Works are complete in 2023, work will continue along the 30km length of the Sydney Metro City & Southwest project to lay tracks and fit out stations before services start in 2024.

3. Construction overview

3.1 Construction activities

Refer to the CCS-CSM for an overview of key construction activities for CSM Works.

4. Key issues and strategic approach

4.1 Business stakeholder overview

The CSM Works are surrounded by, and incorporates within the train station, a number of different business stakeholders, including:

- Hotels and budget accommodation
- A major dental hospital
- Tertiary education facilities
- Sole traders

Community Communications Strategy

Business Management Plan

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- Retailers
- Small commercial operations
- Food shops
- Supermarkets
- Large companies
- Government departments
- Convenience stores
- Cafes
- A petrol station.

The CSM Community Team's approach aims to understand how these businesses operate and help them to receive relevant, timely and accurate information about the project so they can operate as usual during the demolition and construction phases.

This process will identify common themes in enquiries and feedback about impacts on business operations, help determine the most effective means of communicating information and identify individual business requirements that may require a more bespoke solution.

This approach also acknowledges how Laing O'Rourke will manage communications with businesses adjacent to construction and demolition activities and how businesses can access further assistance through the Sydney Metro Small Business Owners Support Program. Refer to section 8.2 for more information.

Laing O'Rourke recognises that due to the wide variety of business stakeholders surrounding this project, a broad range of communications is required. All planned communications will need to have a strong understanding of how construction activities will impact on these different businesses and the CSM Community Team will need to provide the right information at the right time, to help deal with any issues.

The CSM Works will help to revitalise Central Station and prepare this area for future growth, particularly as both the new CBD and South East Light Rail and Sydney Metro become available for use. A renewal for the wider Central Precinct (outside of the scope of the CSM Works) is also in planning by Transport for NSW. For more information visit www.transport.nsw.gov.au/projects/current-projects/central-precinct.

Central Station will also become a truly centralised transport hub, enabling passengers to use it as an interchange between the existing Sydney Trains and NSW TrainLink network, Sydney Light Rail, CBD and South East Light Rail, Sydney Metro, Sydney buses, long distance coaches, taxis and active transport options. Once these new and alternative transport systems are opened to the public, many more people will be expected to use Central Station every day.

The businesses operating in this area today understand that the CSM Works and the revitalisation of the station will potentially result in more customers and pedestrians passing through Central Station. It will be important to continually highlight the end-state benefits of this project to help them understand and acknowledge the need for the short-term impacts associated with construction for long term benefits.

Laing O'Rourke is aware that businesses, particularly on Chalmers Street, Elizabeth Street, Eddy Avenue, Pitt Street and Regent Street, have experienced varying degrees of impacts from construction of the CBD and South East Light Rail project as well as the economic impact of the COVID-19 pandemic restrictions.

Sydney Metro works are also being undertaken near Central Station by the Linewide contractor, Systems Connect.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

For these stakeholders, it will be important to understand the issues they have, and are, dealing with and ensure that, where possible, further impacts can be minimised. The CSM team is coordinating closely with the Linewide team to minimise cumulative impact of works.

4.2 Understanding the business community

To understand how to best work with business stakeholders, engagement regarding potential construction impacts was conducted with all identified businesses at the start of construction- and continue with new businesses as required. These discussions are a forum to:

- Meet and greet – introduce the CSM Community Team as the ongoing project contacts.
- Understand the nuances of individual businesses, such as the nature of their business and any essential or high-volume business periods (and subsequently consult about how to minimise intrusive works).
- Review any essential signage or advertising that may be adversely impacted by construction.
- Review their proximity to the construction and potential impacts.
- Identify if they are a property manager, strata manager, owner, landlord, a franchisee or a tenant.
- Collate individual queries about the CSM Works and progress on the project to date.
- Record trading and access requirements.
- Record any areas of their business that interfaces with the CSM Works.
- Understand how they want to receive ongoing general communications about the project (email, phone, face-to-face, printed hard copies etc).
- Record any need for an interpreter (e.g. if the business owner/s would prefer to communicate in a language other than English).

Please refer to the CNVIS Register and map in Appendix B detailing the identified businesses for the CSM Works.

4.3 Key businesses in the area

The following section details key stakeholders or groups of businesses in the area and Laing O'Rourke's understanding of how they may be impacted during construction.

4.3.1 Hotels and budget accommodation

Five hotels or accommodation providers were identified within this plan: Mercure Hotel, Wake UP Sydney Hostel, Rendezvous Hotel, Sydney Central YHA and the Royal Exhibition Hotel. Note the Madison Hotel does not provide accommodation.

While minimal impacts are anticipated, key considerations for the construction activities in this area on these businesses include:

- Ensuring guests can easily access and exit Central Station and get to and from their accommodation.
- Helping them to communicate to their customers that Central Station is still operational at all times.
- Providing early information about possible impacts such as noise, vibration or dust.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

- Giving early information about out of hours work so that timely decisions and adjustments to business operations can be made.
- Maintaining access for deliveries and taxis.
- Providing notifications which include translating and interpreting services for guests whose first language may not be English.

4.3.2 [Businesses within Central Station](#)

Throughout the project, Central Station will be open for business and operating, providing rail trips to thousands of commuters and long-distance train passengers every day.

There are many small businesses operating within Central Station. These businesses lease their premises from Sydney Trains. Laing O'Rourke will work with Sydney Trains' leasing agent to communicate with these businesses throughout the project.

Key considerations for the construction activities in this area include:

- Maintaining access and visibility to shop fronts during regular trading hours.
- Understanding regular trading hours and limiting potential high noise generating and vibration generating activities in accordance with the Conditions of Approval and the EPL.
- Maintaining access to operational back-of-house facilities for deliveries and garbage removal etc.
- Having noise, vibration and dust mitigation measures in place, especially around food preparation areas for retailers with Australian food safety standards.
- Engagement with tenants and leasing agents to understand any sensitive equipment within the retail space that may be affected by demolition and construction activities such as ground-borne vibration and how this can be mitigated.
- Pre and post-condition surveys (property access is managed through the Sydney Trains leasing agent).

It should be noted that a number of small businesses have closed during the COVID-19 pandemic restrictions.

4.3.3 [Sydney Dental Hospital](#)

Sydney Dental Hospital (SDH) first opened in 1904 and offers a range of general and specialist dental services to state-wide referrals, Sydney Local Health District (SLHD) patients, corrective services' inmates, patients with special needs and their carers.

On a daily basis, over 1,000 people can access SDH including 400 staff as well as students, patients and carers in addition to deliveries. Of the 600 patients that access SDH daily, 25 per cent are aged over 70 and are accompanied by carers or have mobility / accessibility issues.

The Sydney Dental Hospital is located on 2 Chalmers Street, Surry Hills and next door to 20-28 Chalmers Street, which was demolished in 2019 to start building a new entrance into Central Station.

Key considerations for the construction activities in this area include:

- Working with surrounding projects to coordinate any cumulative impacts for SDH, particularly impacts to pedestrians moving around this area.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

- Organising regular one-on-one meetings / briefings with SDH representatives and staff to understand their operations, listen to feedback, provide project updates and advance notice of key construction activities.
- Maintaining accessibility and mobility routes to and from the SDH and communicating any temporary access changes.
- Maintaining a good level of lighting for visibility and security.
- Understanding when regular deliveries arrive at SDH, as well as any out of hours deliveries and rubbish collection from Randle Lane.
- Undertaking timely pre-condition surveys of the building and making provision for sensitive equipment within their building. This equipment may be affected by construction activities such as vibration. It is important to understand where this equipment is located and how to mitigate any impacts. (e.g. via pre-construction vibration monitoring).
- Undertaking regular noise and vibration monitoring inside the hospital, as well as visual inspection of the basement levels.

4.3.4 [Access to adjoining buildings and monitoring program](#)

The CSM Community Team has engaged with adjoining building managers / owners / strata companies, tenants and businesses and set up ongoing and open communication channels via regular contact to ensure they are aware of the progress of works and given advance notice of access requirements. Any issues related to their operations will be addressed through this ongoing communication, or if critical or urgent, the CSM Community Team can be contacted directly.

Key considerations for adjoining assets and buildings' stakeholders in this area include:

- Initial access – A pre-construction survey report was undertaken in advance of works commencing.
- Ongoing building access – This will be coordinated via the CSM Community Team (e.g. for materials installation or monitoring purposes). Timing will be detailed and provided to relevant stakeholders in advance of works starting.
- Ongoing feedback – The CSM Community Team anticipate receiving ongoing feedback from the adjoining building manager / owners / businesses via regular contact. This will provide the opportunity to adapt any strategies as required.
- Post-survey condition survey – A post-construction survey report will be undertaken after project completion, where required. It will cross-check findings with the initial survey report to determine if any changes / damages have occurred during construction.

An extensive protection and monitoring program is being implemented for the CSM Works, including installation of an array of monitoring instruments and survey markers. The CSM Community Team seeks permission from relevant property owners and consults businesses if installation will temporarily affect them.

5. The approach

This section of the plan details the Laing O'Rourke approach to working within the CSM Works business community. The aim during construction is always to minimise disruption, delay and inconvenience to the affected businesses.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

Note with regards to Sydney Trains and businesses that are tenants within Central Station (leased by Sydney Trains), Laing O'Rourke's approach is to first follow the Sydney Trains' communications and customer disruption plans.

5.1 Meeting obligations

Please see section 1.3 of this plan and the Compliance Matrix (Appendix A), which identifies where Conditions of Approval, obligations and measures are addressed in this plan.

5.2 Consultation Manager – keeping records of interactions

Consultation with all stakeholders, including business stakeholders, is recorded in the Consultation Manager database.

This database is used to track and maintain all communications and interactions, building on the consultation that has already been undertaken during the early works period. The database also contains basic information on each business identified as being a stakeholder in the CSM Works area, including their phone numbers and email addresses.

The database is updated regularly to reflect new contacts and information about the businesses by the CSM Community Team.

Initial consultation and ongoing engagement with the businesses is used to determine their preferred method of communication. These preferred methods are used to maintain ongoing communications until further notice.

5.3 Privacy

Businesses who share information with the CSM Works are entitled to expect that the information will be managed in accordance with the *Privacy and Personal Information Protection Act 1988* (NSW).

More information about how personal and health information is managed by Sydney Metro is available on the [Transport for NSW privacy webpage](#) and www.sydneymetro.info/privacy-policy.

5.4 One-on-one engagement with businesses

Engagement with businesses is undertaken on a one-on-one basis. This approach ensures business stakeholders have direct contact to provide feedback and ask questions. While most of the one-on-one activities will be structured and proactive, there is also an opportunity for ad hoc, reactive meetings where an issue or theme has been identified and could be resolved more efficiently with a group meeting.

The engagement is conducted as follows:

5.4.1 [Updates to major businesses](#)

Major businesses who have large office or operations adjacent to the CSM project or are possibly impacted by the project were offered a project update to their senior managers if requested. These were provided either directly to a relevant senior manager, main property manager in the business / property or to a group (if this is preferred). Major businesses were encouraged to sign up to the project mailing list.

These stakeholders may request further briefings or specific briefings for their employees, which will be provided on a case-by-case basis depending on the need.

Community Communications Strategy

Business Management Plan


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5.4.2 Forums

Forums are held twice a year for all stakeholders and coincide with key stages of the CSM Works. They will be held in a location that is within the Central precinct and be convenient for stakeholders to attend. Note that forums were on hold during the COVID-19 pandemic restrictions and will be reconsidered closer to project completion

5.4.3 Business groups

Laing O'Rourke will work with existing business or industry groups to help communicate about the CSM Works, promote the works and enable members of these groups to be informed about the construction status.

Some of the business/industry groups that are relevant to CSM Works include:

- Surry Hills Creative Precinct - Laing O'Rourke attends meetings and provides on-going project updates via their weekly email to their members as required
- Business Sydney (formerly Sydney Business Chamber) - Laing O'Rourke is a current member.

Working with these business groups will also help with the communication to businesses which are members of these associations.

5.4.4 Communication tools and techniques

The following list of communication tools and channels will be used during the life of the CSM Works to communicate with businesses.

Table 2: Consultation approach

Tool / channel	Business stakeholder group
Sydney Metro's 24-hour community information line, website, email and post	<ul style="list-style-type: none"> • All business stakeholders can use the community information line 1800 171 386 to contact the project team 24-hours a day, seven days a week. • Sydney Metro has also established the email address centralstationmetro@transport.nsw.gov.au for stakeholders to contact the project team. Emails may also be received via sydneymetro@transport.nsw.gov.au • All outgoing emails on behalf of the CSM Community Team are sent via centralstationmetro@laingorourke.com.au. • These details are included on all online and print communication collateral provided to businesses
Project construction newsletters	<ul style="list-style-type: none"> • All businesses within a 500-metre radius of the construction site receive a quarterly construction newsletter providing an update on project activities for the following three months
One-on-one consultation and meetings	<ul style="list-style-type: none"> • For adjoining or directly affected businesses or as required
Business groups	<ul style="list-style-type: none"> • Business Chambers e.g. Business Sydney • Surry Hills Creative Precinct
Major business stakeholder briefings	<ul style="list-style-type: none"> • For big businesses who have large operations adjacent to the project and are impacted by the project, if requested
Forums	<ul style="list-style-type: none"> • For businesses located within the local area
Traffic Transport Liaison Group	<ul style="list-style-type: none"> • For traffic and transport operators

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

Tool / channel	Business stakeholder group
Meetings with adjacent major projects	<ul style="list-style-type: none"> Coordination with adjacent major projects (eg Systems Connect, MTMS, TfNSW Central Precinct Renewal)

5.5 Avoiding and minimising impacts

The CSM Community Team will work closely with other project team members to understand planned construction activities, provide counsel about nearby business stakeholders and their needs and work together to avoid, reduce or minimise the impact.

Methods for avoiding or minimising impacts to businesses have been outlined in Table 3.

Table 3: Methods for minimising impacts

Construction impact	Mitigation
Maintaining access to businesses	<ul style="list-style-type: none"> Understanding any business-critical activities and, where possible, rescheduling to maintain access. Understanding day-to-day business operations e.g. waste collection and organising works to avoid impact. Undertaking all activities in alignment with the Construction Traffic Management Plan and any related Road Occupancy Licences / permits. Working with adjacent projects to understand any inter-project traffic impacts. Working with adjacent projects and Sydney Metro/TfNSW to understand any inter-project impacts.
Construction noise and vibration	<ul style="list-style-type: none"> Understanding any business-critical activities and where possible rescheduling noisy activities and maintaining access. Identifying construction methodology and timing these works (if possible) to undertake noisy works during standard construction hours. Notifying all business stakeholders in advance about out of hours works. Working with noise and vibration modelling, monitoring and consulting with specialists to understand the most effective mitigation measures. Informing businesses who may be impacted by noise and vibration in advance and explaining the impacts and mitigation measures to them. This includes those within the E34 category.
Changes in wayfinding and footfall to businesses	<ul style="list-style-type: none"> Working with Sydney Trains and NSW TrainLink to help people understand any changes and how they can continue to use Central Station. Developing customer disruption plans in consultation with Sydney Metro and other agencies Providing wayfinding signage to impacted businesses if required.
Sensitive machinery	<ul style="list-style-type: none"> Understanding those business stakeholders who may be highly sensitive to noise e.g. the Sydney Dental Hospital or hotels and working with them.
Business visibility	<ul style="list-style-type: none"> Ensuring the CSM Works' teams are briefed and aware of the local businesses and their needs and that this is considered throughout construction. Working with businesses who may have their shop windows or entrances affected and finding other ways to attract trade / pedestrians e.g. increased signage, wayfinding.
Australian code and standards requirements	<ul style="list-style-type: none"> Engaging with cafes, restaurants and other businesses with food preparation licences to maintain health and hygiene requirements e.g. in response to dust, access, noise, deliveries etc.

5.6 Talking to the wider business community

Many people will be interested in the CSM Works because of its location within Sydney's historic Central Station and the importance of this project to Sydney.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

Throughout the project, Laing O'Rourke will provide businesses with updates about the works and enable them to see the project's progress getting an understanding of the future of Central Station upon completion.

This will be achieved through:

- Regular project construction newsletters distributed to local business stakeholders
- Enabling local businesses to register for regular email updates and providing weblinks, video or social media updates
- Regular communications and visits with local businesses.

The CSM Community Team also refers appropriate small business owners to the Small Business Owners Support Program if required. More information about this program can be found in section 8.2.

6. Business stakeholders

6.1 Stakeholder analysis

In Table 4 below, business stakeholders have been categorised in relation to their relationship to, and interests in, the CSM Works. The table shows their particular interests and Laing O'Rourke's approach to managing this.

This plan will be regularly reviewed and updated throughout the project to help understand business stakeholders' and their needs.

Note: As at this review (October 2022), impacts of the COVID-19 pandemic restrictions and other construction projects have changed the landscape of the businesses within and surrounding Central Station. Some have closed while others have reduced their hours. The following table reflects the status at time of review.

Community Communications Strategy

Business Management Plan



Table 4: Stakeholder analysis and communications tools

Category of business	Specific stakeholders	Potential issues or interests in the CSM Works	Communications tools
Government – corporations and agencies	<ul style="list-style-type: none"> Sydney Trains 	<ul style="list-style-type: none"> Disruption to the usual access and wayfinding for daily commuter customers Construction noise, dust and vibration especially during peak times Works on and around all platforms and concourses Sydney Trains' staff and businesses leased by Sydney Trains understanding changes to access e.g. tunnels and stairs etc. 	<ul style="list-style-type: none"> Updates to Station staff Customer disruption plans Wayfinding and signage Newsletters, notifications Animations
	<ul style="list-style-type: none"> NSW TrainLink 	<ul style="list-style-type: none"> Disruption to the usual access and wayfinding for daily commuter customers Construction noise, dust and vibration during peak times Works on and around all NSW TrainLink platforms NSW TrainLink's staff and offices leased by NSW TrainLink understanding changes to access e.g. tunnels and stairs etc. 	<ul style="list-style-type: none"> Updates to Station Staff Customer disruption plans Wayfinding and signage Newsletters, notifications Animations
	<ul style="list-style-type: none"> CBD and South East Light Rail (CBDSELR) 	<ul style="list-style-type: none"> Cumulative impacts from surroundings projects Impacts on customers – disruption to access, wayfinding, changes to pedestrian paths CSM construction occurring when CBD and South East Light Rail is operational 	<ul style="list-style-type: none"> Wayfinding and signage
	<ul style="list-style-type: none"> Roads and Maritime Services 	<ul style="list-style-type: none"> Additional traffic impacts around the CBD and South East Light Rail construction site Additional traffic impacts at project entry site points Cumulative traffic impacts with other surroundings projects 	<ul style="list-style-type: none"> Traffic and Transport Liaison Group (via TfNSW)
	<ul style="list-style-type: none"> Sydney Local Health District (Sydney Dental Hospital) 	<ul style="list-style-type: none"> Disruption to the usual access and wayfinding for daily customers Construction noise, dust and vibration during peak times 	<ul style="list-style-type: none"> Newsletters, notifications Meetings Staff briefings Information sessions

Community Communications Strategy

Business Management Plan



Category of business	Specific stakeholders	Potential issues or interests in the CSM Works	Communications tools
			<ul style="list-style-type: none"> Sydney Metro's 24-hour community information line, email and website
Other transport operators:	<ul style="list-style-type: none"> Rail replacement bus operator Sydney Light Rail operator Taxi operators Taxi Council Bus operators Private coach operators 	<ul style="list-style-type: none"> Impacts on road and transport network Pedestrian management 	<ul style="list-style-type: none"> Meetings Newsletters, notifications Traffic updates Traffic and Transport Liaison Group (via TfNSW) Sydney Metro's 24-hour community information line, email and website
Directly affected businesses	<ul style="list-style-type: none"> Businesses that are within 50 to 100 metres of works and particularly those adjacent to works Businesses within Central Station (leased by Sydney Trains) (and leasing agent) 	<ul style="list-style-type: none"> Dust, vibration, noise, visual impacts Changes to access – e.g. for customers or pedestrians Changes to parking and / or vehicle / driveway access Changes to their waste collection points Hoardings near businesses Essential services – utilities Construction hours Project duration Concern about potential damage to property Heavy vehicle movements Cumulative impacts from surrounding projects Dust, vibration, noise, visual impacts Essential services – utilities Construction hours Project duration Changes to lease arrangements Hoardings near businesses 	<ul style="list-style-type: none"> One-on-one briefings Forums Meetings Newsletters, notifications, signs, displays Sydney Metro's 24-hour community information line, email and website Inform affected businesses about mitigation measures (consult on direct changes to the business) Conduct property condition surveys Communications via leasing agent or directly as required Communication via Sydney Trains Maintenance or Project Teams Signs and wayfinding One-on-one briefings

Community Communications Strategy

Business Management Plan


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Category of business	Specific stakeholders	Potential issues or interests in the CSM Works	Communications tools
		<ul style="list-style-type: none"> Changes to pedestrian movements (foot traffic past businesses) Concern about potential damage to property 	<ul style="list-style-type: none"> Meetings Newsletters, notifications, signs, displays Sydney Metro's 24-hour community information line, email and website Consult affected business about mitigation measures Conduct property condition surveys
	<ul style="list-style-type: none"> Businesses within 200-500 metres of the project site 	<ul style="list-style-type: none"> Standard construction impacts: <ul style="list-style-type: none"> Dust, vibration, noise, visual impacts Sensitive equipment Construction hours Protection of property Impacts on business activities Changes to access e.g. customers or pedestrians Traffic changes Heavy vehicle movements 	<ul style="list-style-type: none"> Newsletters Sydney Metro's 24-hour community information line, email, website Forums Information via business associations
Business associations	<ul style="list-style-type: none"> Business Sydney Surry Hills Creative Precinct 	<ul style="list-style-type: none"> Any impacts on the operations of the businesses who are their members 	<ul style="list-style-type: none"> Briefings Regular updates via attendance of project team at association meetings Associations' communications channels to their members (include stories, news, info on the project)
Places of worship	<ul style="list-style-type: none"> Christ Church St Laurence St Andrews Greek Orthodox Theological College Cathedral of Annunciation Greek Orthodox 	<ul style="list-style-type: none"> Standard construction impacts: <ul style="list-style-type: none"> Dust, vibration, noise, visual impacts Sensitive equipment Construction hours Protection of property 	<ul style="list-style-type: none"> Briefings, meetings, doorknock Newsletters and notifications Sydney Metro's 24-hour community information line, email, site visits, progress updates

Community Communications Strategy

Business Management Plan


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Category of business	Specific stakeholders	Potential issues or interests in the CSM Works	Communications tools
		<ul style="list-style-type: none"> • Impacts on church activities • Changes to access e.g. customers or pedestrians • Traffic changes • Heavy vehicle movements 	
Cafes and similar businesses with sit down services	<ul style="list-style-type: none"> • Café and restaurants with dine-in options that are potentially impacted by works (as highlighted in the CNVIS) 	<ul style="list-style-type: none"> • Standard construction impacts: <ul style="list-style-type: none"> • Noise and vibration impact during some noisy works • Dust suppression to not impact food preparation areas • Vibration, noise, visual impacts • Sensitive equipment • Construction hours • Protection of property • Impacts on business activities – customers sitting in cafe • Changes to access e.g. customers or pedestrians 	<ul style="list-style-type: none"> • One-on-one briefings • Regular updates via doorknocks • Where possible, minimising noisy works to outside busy trading hours

Community Communications Strategy

Business Management Plan



7. People responsibilities

7.1 Roles

The CSM Community Team manages all business relationships see [CCS-CSM](#) for more details on the team roles and responsibilities.

7.2 Collaboration for a lasting legacy

The aim of all business relationships is to ensure that a positive legacy is left after the project is complete.

Sydney Metro maintains the 24-hour community information line, the Sydney Metro website, an active Facebook page and is the first point of contact for media / Government relations (as per the Sydney Metro Overarching Community Communications Strategy).

Laing O'Rourke is committed to supporting and providing input as required to Sydney Metro on key stakeholder relationships particularly as they are relevant to the CSM Works.

Any enquiries, complaints or issues received from business stakeholders that are beyond the scope of the CSM Works will be referred directly to Sydney Metro.

8. Systems and tools

8.1 Communication and consultation tools

Laing O'Rourke will use a suite of communications and consultation tools for the CSM Works.

Different stakeholders will require different communications and the CSM Community Team will work to identify stakeholders' preferences early and be effective and efficient in its response.

Table 5: Communication tools, purpose and responsibility

Communication tool	Purpose of the tool	Responsibility
Contacts		
Email: sydneymetro@transport.nsw.gov.au	Enables stakeholders to contact the Sydney Metro project with enquiries and complaints. Sydney Metro replies directly or sends to Laing O'Rourke for response. Timeframes for response are as per the Sydney Metro Overarching Community Communication Strategy.	<ul style="list-style-type: none"> • Sydney Metro
Email: centralstationmetro@transport.nsw.gov.au	Enables stakeholders to contact the CSM Works team with enquiries and complaints. Laing O'Rourke replies directly or sends to Sydney Metro if out of scope for response. Timeframes for response are as per the Sydney Metro Overarching Community Communication Strategy.	<ul style="list-style-type: none"> • Laing O'Rourke
Sydney Metro's 24-hour community information line 1800 171 386	Sydney Metro's 24-hour community information line enables stakeholders to contact the CSM team at any time. This number is included in all communications tools. The number is triaged by a call centre who allocates the enquiry or complaint.	<ul style="list-style-type: none"> • Sydney Metro • Laing O'Rourke

Community Communications Strategy

Business Management Plan


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Communication tool	Purpose of the tool	Responsibility
Collateral/information		
Project construction newsletter Distributed to stakeholders within a 500 metre radius of the site	<p>This newsletter provides key construction updates and includes information such as:</p> <ul style="list-style-type: none"> • Project progress • Key milestones achieved and upcoming • Key activities • Contact details. <p>The newsletters also include detailed diagrams, maps, pictures and photos as required.</p>	<ul style="list-style-type: none"> • Laing O'Rourke
Fact sheets (Flyers)	Specific fact sheets are created and used to explain any particular construction aspect or to help explain the mitigation measures being used.	<ul style="list-style-type: none"> • Laing O'Rourke
Project Contact cards	Enables stakeholders to contact the CSM Works team with enquiries and complaints.	<ul style="list-style-type: none"> • Laing O'Rourke
Sorry I Missed You cards	Enables messages to be left for stakeholders when the CSM Community Team has attempted to doorknock them or they can be used for emergency works.	<ul style="list-style-type: none"> • Laing O'Rourke
Hoarding and site signage	<p>Graphic design on hoardings provided by Sydney Metro help to identify the site and provide project / contact information.</p> <p>Laing O'Rourke installs and maintains these in line with the Sydney Metro Overarching Community Communication Strategy.</p> <p>Hoardings also display wayfinding where appropriate.</p>	<ul style="list-style-type: none"> • Sydney Metro • Laing O'Rourke
Social media	<p>Laing O'Rourke provides information (text, video, photos) for Sydney Metro social media particularly around:</p> <ul style="list-style-type: none"> • Events • Major milestones • Good news stories. 	<ul style="list-style-type: none"> • Laing O'Rourke • Sydney Metro
Face-to-face / briefings	Presentations to major stakeholders, businesses and interest groups are used to communicate key construction and project information to businesses adjacent to activities such as demolition.	<ul style="list-style-type: none"> • Laing O'Rourke
Major business stakeholder briefings	Major businesses who have large office or operations adjacent to the CSM Works or are possibly impacted by the project receive a briefing from senior managers, if requested.	<ul style="list-style-type: none"> • Laing O'Rourke
Forums	<p>Forums target those businesses situated within 500 metres of the project site who may be less affected but are still interested.</p> <p>These are held at least twice a year (limited during COVID-19 pandemic restrictions and</p>	<ul style="list-style-type: none"> • Laing O'Rourke

Community Communications Strategy

Business Management Plan



Communication tool	Purpose of the tool	Responsibility
	will be reconsidered closer to project completion)	
Door knocks	One-on-one opportunity to discuss potential works impacts and suitable mitigation measures (limited during COVID-19 pandemic restrictions)	<ul style="list-style-type: none"> Laing O'Rourke
Working Groups	<p>Utilise external and internal working groups to share information with other government / transport related projects in the Central Station precinct and provide stakeholders such as Sydney Trains and NSW TrainLink with an overview on CSM construction works being undertaken. These forums are also used to identify potential cumulative impacts and discuss any mitigation measures.</p> <p>The aim of these meetings is to share, inform and collaborate across Government agencies.</p>	<ul style="list-style-type: none"> Sydney Metro
Site visits or open days	To inform interested stakeholders on key milestones such as heritage finds or new stages of the project.	<ul style="list-style-type: none"> Laing O'Rourke
Business surveys	<p>Door knock businesses to ask about business requirements to be considered in planning and engagement on the CNVIS including:</p> <ul style="list-style-type: none"> Operating hours Main delivery times Reliance on foot traffic Customer origin Signage or advertising that may be impacted Understanding the proximity of their business to the construction and potential impacts Access and parking requirements Any other information. <p>Copy available at Appendix D. (limited during COVID-19 pandemic restrictions)</p>	<ul style="list-style-type: none"> Laing O'Rourke
Notifications		
Quarterly and specific notifications	<p>A notification distributed prior to work activities taking place via a letterbox drop and email. This notification will provide detail about the scope of works and likely impacts.</p> <p>A detailed summary of the types of notifications undertaken is available in the CCS-CSM.</p>	<ul style="list-style-type: none"> Laing O'Rourke
Advertisements	<p>Advertise in newspapers before significant construction activities or traffic changes.</p> <p>Including CALD requirements.</p>	<ul style="list-style-type: none"> Sydney Metro Laing O'Rourke
Media and government		

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

Communication tool	Purpose of the tool	Responsibility
Federal, State, Local briefings	Provide updated information on major project milestones and respond to issues raised by constituent businesses.	• Sydney Metro
Media releases	Provide updated information on major project milestones as required.	• Sydney Metro
Traffic		
Traffic and Transport Liaison Group	This group meets on a monthly basis. Laing O'Rourke provides an update for the next month on changes to access and any heavy vehicle movements.	• Chaired by City of Sydney
Signage	Issued in the lead up to, and during, changes to any major traffic or pedestrian flow. The changes are communicated using temporary signage.	• Laing O'Rourke (and Sydney Trains, when within Central Station)
Traffic alert email	Issued in the lead up to and during any major traffic condition changes.	• Laing O'Rourke – to TMC
VMS	As detailed in signage above.	• Laing O'Rourke

8.2 Small Business Owners Support Program

Sydney Metro has established a Small Business Owners Support Program (SBOSP) to provide assistance, if required, to small business owners located within 50 metres of Sydney Metro City & Southwest. For the purposes of this program, a 'small business' is defined as a business that employs fewer than 20 people.

Eligible businesses that raise concerns which cannot be addressed by the mitigation measures outlined in this Business Management Plan will be referred to Sydney Metro for consideration and additional support under the SBOSP.

A Business Action Plan will be developed by Sydney Metro to provide specific support to eligible businesses and may include activities such as:

- Small business education and mentoring
- Activation events
- Business engagement events
- Marketing and promotion.

A Retail Advisory / Support Panel will review Business Action Plans and provide advice on initiatives to support small business. The panel will also monitor the implementation of these plans and evaluate the effectiveness of the support program.

Further details on Sydney Metro's SBOSP, including the support measures available and the role of the Retail Advisory / Support Panel, can be found in *Sydney Metro City & Southwest Small Business Owners Support Program* which is available on the Sydney Metro website www.sydneymetro.info.

8.3 Retail Advisory / Support Panel

Sydney Metro will establish a Retail Advisory / Support Panel (RASP). This panel gives advice to small businesses impacted by construction impacts associated with Critical State Significant Infrastructure and administers the Small Business Owners Support Program.

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

This panel is an advisory panel and not a decision-making body. It performs the following functions:

- Reviews and comments on proposed business support initiatives aimed at minimising the impact of construction on local businesses. These initiatives may be documented in a Business Management Plan, a Small Business Owners Support Program or other related documents
- Monitors the implementation of these plans and programs
- Evaluates the effectiveness of the initiatives being implemented
- Identifies opportunities for improvement
- Provides advice on strategies to manage issues or complaints referred to the panel by Sydney Metro, the Community Complaints Mediator or the Environmental Representative
- Provides advice on business support initiatives across the project.

8.4 Enquiries and complaints

Enquiries and complaints directed to the CSM Works team through Sydney Metro's 24-hour community information line, community email address or in person will be responded to by the CSM Community Team.

Calls made to Sydney Metro's 24-hour community information line are managed by Sydney Metro via a call centre. This call centre records the contact details and information for any complaints and enquiries. Callers are advised a member of the CSM Community Team will respond to them directly.

The Laing O'Rourke CSM Community Team is rostered to respond to complaints or very urgent enquiries from business stakeholders including outside of the standard construction hours. All calls to Sydney Metro's 24-hour community information line will be answered and responded to 24-hours a day, seven days a week. All communications collateral includes all the contact details.

The procedure to manage enquiries and complaints is contained in Sydney Metro's Overarching Community Communications Strategy and the Sydney Metro Construction Complaints Management System. Laing O'Rourke is committed to compliance with this process as well as other directions to resolve complaints. This may include involving the Community Complaints Mediator.

8.5 Monitoring, evaluating and reporting

A monitoring program will be undertaken to assess the effectiveness of strategies to inform and to minimise impacts of construction on businesses. The performance parameters and monitoring tools are shown in Table 6.

Results from the monitoring program will be provided to Sydney Metro on a six-monthly basis in the same format as Table 6 below. It includes a summary of monitoring data and lessons learnt for inclusion in the six-monthly Construction Compliance Reports submitted to the Secretary.

The Business Management Plan is reviewed at least every six months and updated to reflect project progress, feedback from businesses and lessons learnt via the monitoring program.

Community Communications Strategy

Business Management Plan



Table 6: Criteria for measuring and monitoring the effective of the Business Management Plan

Performance Parameters	Measures	Monitoring	Reporting
Awareness of construction activity and likely impacts.	<p>Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro.</p> <p>Number of business briefings, building-based information sessions and face-to-face meetings prior to works.</p> <p>Make contact via these measures with 100% of businesses who are within 50m prior to works and have the potential to be impacted.</p>	<p>Records in Consultation Manager database on number and timing of notifications.</p> <p>Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks/face-to-face meetings.</p> <p>Feedback from meetings, presentations and briefings (documented in Consultation Manager).</p> <p>Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.</p>	<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 works • Number of complaints received from businesses about lack of information on construction activities and impacts • Lessons learnt
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity.	<p>Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues.</p> <p>100% implementation of agreed mitigation measures relating to access, parking, visibility and other amenity aspects.</p>	<p>Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager)</p> <p>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.</p>	<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 • 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	Agreed mitigation measures implemented, including agreed respite, work methods,	Consultation with businesses on noise and vibration impacts and mitigation measures	<ul style="list-style-type: none"> • Number of businesses with agreed mitigation measures to address

Community Communications Strategy

Business Management Plan



Performance Parameters	Measures	Monitoring	Reporting
noise and vibration impacts on noise and vibration sensitive businesses.	<p>proactive engagement and ongoing communication.</p> <p>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.</p> <p>Zero referrals to Sydney Metro over a six month timeframe during standard construction.</p>	<p>documented in Consultation Manager.</p> <p>Documentation of affected businesses, impacts and mitigation measures in site specific CNVIS reports.</p> <p>Feedback on effectiveness of mitigation measures (documented in Consultation Manager).</p> <p>Records of businesses referred to Sydney Metro for additional assessment / treatment.</p> <p>Records in Consultation Manager database on noise and vibration complaints from businesses.</p>	<p>noise and vibration impacts</p> <ul style="list-style-type: none"> • 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

Community Communications Strategy

Business Management Plan



Appendix A – Compliance with Project Conditions of Approval and Revised Environmental Mitigation Measures

Conditions of Approval are outlined in Table 7.

Table 7: Conditions of approval

Condition	Detail	Document reference
E64	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. The plan must be prepared before construction and must include but not necessarily be limited to:	This plan – Business Management 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;	Section 5.5 Section 8.4
	(b) a Business Consultation forum linked to the Community Communication Strategy required by Condition B1;	Section 5.4 Section 9 of the CCS
	(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 5.5 Section 6.1 Section 8.1
	(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 8.2 Section 8.3
	(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 8.5
	(f) Provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 8.5
E86	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 E64 and implemented as required. Adequate signage and directions to businesses must be provided before, and for the duration of, any disruption.	Section 8.1 Section 5.5 Customer Disruption Plan
E34	Noise generating works in the vicinity of potentially-affected, religious, educational, community institutions and noise and vibration-sensitive businesses and critical working areas (such as theatres, laboratories and operating theatres) must not be timetabled within sensitive periods, unless other reasonable arrangements to the affected institutions are made at no cost to	Appendix B Construction Environmental Management Plan

Community Communications Strategy

Business Management Plan


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Condition	Detail	Document reference
	the affected institution or as otherwise approved by the Secretary.	

Revised Environmental Mitigation Measures (REMM)

Measure	Detail	Document Reference
BI1	Specific consultation would be carried out with businesses potentially impacted during construction. Consultation would aim to identify and develop measures to manage the specific construction impacts for individual businesses.	Section 4 Section 5
BI2	A business impact risk register would be developed to identify, rate and manage the specific construction impacts for individual businesses.	Appendix B
BI3	Appropriate signage would be provided around construction sites to provide visibility to retained businesses.	Section 5.5

Revised Environmental Mitigation Measures (REMM) – Chapter 11 – Business impacts

Measure	Detail	Document Reference
Business impacts	<u>Socio-economic, land-use and property</u> The project minimises adverse social and economic impacts and capitalises on opportunities potentially available to affected communities. The project minimises impacts to property and business and achieves appropriate integration with adjoining land uses, including maintenance of appropriate access to properties and community facilities, and minimisation of displacement of existing land use activities, dwellings and infrastructure.	
BI4	The project would minimise impacts on businesses during construction	Section 5 Section 8
BI5	During operation, the project would improve access to businesses for employees and customers, and connectivity between businesses within the global economic corridor.	Section 5 Section 8

Construction Environment Management Framework Stakeholder and Community Involvement

Measure	Detail	Document Reference
4.5a	a. Principal Contractors will proactively work with potentially affected stakeholders to identify the likely impacts and put in place measures to minimise impacts.	Section 4.2 Section 5.5
4.5b	b. Construction works will be undertaken to meet the following objectives: <ul style="list-style-type: none"> Minimise the potential impact of the project to businesses affected by construction works. Ensure businesses are kept informed of the project and consulted in advance of major works or factors that are likely to have a direct impact. Consult with all business directly affected by changes to access arrangements regarding specific requirements at least two weeks prior to those changes coming into effect. Ensure that business stakeholder enquiries and complaints regarding the project are managed and resolved effectively. 	Section 5Section 8
4.5c	c. Principal Contractors will document in the Stakeholder and Community Involvement Plan (Section 4.2) key issues relating to	Appendix B Section 4.1

Community Communications Strategy

Business Management Plan


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Measure	Detail	Document Reference
	<p>business impacts by locality with a particular focus on proactive consultation with affected businesses. Including:</p> <ul style="list-style-type: none"> • Identification of specific businesses which are sensitive to construction activity disturbances. • Summary of the commercial character of the locality, its general trading profile (daily and annually) and information gained from the business profiling such as: <ul style="list-style-type: none"> • Operating hours; • Main delivery times; • Reliance on foot traffic; • Any signage or advertising that may be impacted; Customer origin; and • Other information specific to the business that will need to be considered in construction planning. • Define the roles and responsibilities in relation to the control and monitoring of business disturbances. • Identification of locality specific standard business mitigation measures which would be implemented. • Maps and diagrams to illustrate the information for easy identification of measures which would be implemented. Description of the monitoring, auditing and reporting procedures. • Procedure for reviewing performance and implementing corrective actions. • Description of the complaints handling process. • Procedure of community consultation and liaison. 	<p>Section 8.5 Section 5.5</p>

Community Communications Strategy

Business Management Plan


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Appendix B – Business Register

The following information is taken from the CNVIS receptor study. It includes the businesses surrounding the CSM Works and indicates if and how they are affected by the works.

*Note, impact rating based on self-assessment by the project team following consultation with relevant receivers and understanding of potential impacts.

Table 8: Business Register

CNVIS receptor ID	Business/Org Name	Special Requirements	Consultation	Supporting Comment	Likely impact rating*
R17	Railway Square YHA, 48-10 Lee St	CLOSED	CLOSED	CLOSED	N/A
R19	20 Lee St Department of Corrective Services Managed by Frasers Property	Advance consultation for any works that may impact tenants e.g. work in the driveway affecting carpark access	Initial project introduction Consult and inform prior to works that may have impact i.e. use of driveway affecting carpark access All construction and community notifications	Offices used mainly daytime weekdays but sometimes weekends. Patrolled by security and desk security 24/7. Potential impacts from construction noise and vibration including access changes.	High

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R27/ R28	26 Lee St Department of Foreign Affairs and Trade Department of Immigration and Border Protection Passport Office Managed by Frasers Property	Advance consultation for any works that may impact tenants e.g. work in the driveway affecting carpark access	Initial project introduction Consult and inform prior to works that may have impact i.e. Platform 0 installation and use of driveway All construction and community notifications	Offices used mainly daytime weekdays but sometimes weekends. Patrolled by security and desk security 24/7 Potential impacts from construction noise and vibration including access changes.	High
R47	Budget Petrol Service station, 66-70 Regent St (and takeaway fast food at front)	Access to Sydney Yard via SYAB - traffic and cleaning road requirements.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	takeaway dining only Unlikely to be affected by noise / vibration at this distance from the nearest work zone Monitor dust / dirt from trucks turning off SYAB onto Regent Street Monitor workers' behaviour in this area	High
N/A	MiniMart, Convenience Store Lower Northern Concourse	Advance consultation for any works that may impact tenants. E.g. services investigation on the lower Northern Concourse	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during lower Northern Concourse works	Medium
N/A	Sydney Central Mini Market, Central Station at Eddy Ave Entrance	Advance consultation for any works that may impact tenants. E.g. services investigation on the lower northern concourse	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration from future power upgrade works and changes to wayfinding during Northern Concourse works	High
N/A	Eddy Ave Florist, Central Station at Eddy Ave Entrance	CLOSED	CLOSED	CLOSED	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Eternity Bar and Grill 2000 Acres Food court, Switchman Espresso (Coffee Cart) Grand Concourse Delaware North	Advance consultation for any works that may impact tenants E.g. services or ceiling investigations on Grand Concourse or preparatory works for ceiling install	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration (seating on Grand Concourse) and changes to wayfinding during Northern Concourse works	High
N/A	Newslink, Grand Concourse	CLOSED Vacant at time of writing	FOR LEASE Vacant at time of writing	FOR LEASE Vacant at time of writing	N/A
N/A	Newslink, Northern Concourse	Advance consultation for any works that may impact tenants. E.g. services investigation on the lower northern concourse	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	High
N/A	Gong Cha Fresh Team, Eddy Avenue	Advance consultation for any works that may impact tenants. E.g. services investigation on the lower northern concourse	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	High
N/A	CJ's coffee, Eddy Avenue	Advance consultation for any works that may impact tenants. E.g. services investigation on the lower northern concourse	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works outdoor dining option	High

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R20	14-18 Lee St (TfNSW Office) Managed by Dexu Property Group	CLOSED – BUILDING AWAITING REDEVELOPMENT	CLOSED – BUILDING AWAITING REDEVELOPMENT	CLOSED – BUILDING AWAITING REDEVELOPMENT	N/A
R21 + R18	Sydney Dental Hospital A & B, 2 Chalmers Street	E34 consideration Advance consultation for any works that may impact their operations and patients. Adjoining owner agreement with Sydney Metro.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications Monthly meetings with business' representatives Adhoc staff presentation as required	Potential disruption to operations from construction noise and vibration including damage to sensitive equipment and potential access / waste collection process changes.	High
R22	Hildebrandt Locksmith, 401 Elizabeth St	Provide information about any works that may impact their operations.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications	Potential impacts from construction traffic, dust or access changes. Four carpark spaces used regularly plus courier deliveries	High
R22	VACANT, Level 1, 403 Elizabeth St	CLOSED Vacant at time of writing	FOR LEASE Vacant at time of writing	FOR LEASE Vacant at time of writing	N/A
R22	VACANT, Level 2, 403 Elizabeth St	CLOSED Vacant at time of writing	FOR LEASE Vacant at time of writing	FOR LEASE Vacant at time of writing	N/A
R22	VACANT, Ground Floor, 403 Elizabeth St	CLOSED Vacant at time of writing	Vacant at time of writing	Vacant at time of writing	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R22	Majestic Travel, Ground Floor, 405 Elizabeth St	Advance consultation for any works that may impact their operations.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise, vibration, traffic, dust or access changes to car parking space.	High
R22	VACANT, Level 1 Floor, 405 Elizabeth St	CLOSED Vacant at time of writing	FOR LEASE Vacant at time of writing	FOR LEASE Vacant at time of writing	N/A
R23	VACANT, 7 Randle St	CLOSED	CLOSED	CLOSED	N/A
R24	VACANT, Shop 1, 30- 34 Chalmers St	Rented by Laing O'Rourke for nearly a year and handed back in September 2022.	Vacant at time of writing	Vacant at time of writing	N/A
R24	Gou Sushi, Shop 2, 30-34 Chalmers St	Advance consultation for any works that may impact their operations.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise, vibration, dust or access changes.	High
R26	Hanave Investment (building owner), NOT OCCUPIED Ground Floor, 11-13 Randle St	Moved office location.	Vacant at time of writing	Vacant at time of writing	N/A
R26	VACANT (Levels 1, 2, 3 & 4), 11-13 Randle St	Provide information about any works that may impact them. Vacant at time of writing Building owned by Hanave Investment – building subject to Development Approval application	Vacant at time of writing	Vacant at time of writing	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R29	Voly, Ground Floor, 38 Chalmers St	Advance consultation for any works that may impact their operations.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise, vibration, dust or access changes.	High
R30	15 Randle St	Vacant	Vacant at time of writing	Potential impacts from construction noise and vibration including access changes.	N/A
R31	Motion Recruitment, Level 5, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes. Web-based business	High
R31	Ironbridge Engineering, Level 4, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes.	High
R31	X Commercial, Level 3, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes.	High
R31	Actor Pharma, Level 3, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes.	High
R31	ACAST, Level 2, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes.	High

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R31	Wholistic Medical Centre, Level 1, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction, and follow up with project overview & timeframe Inform prior to works that may have impact All construction and community notifications	Due to the nature of their business, they are particularly sensitive to potential impacts from construction noise and vibration. Note this business is not part of the E34 CoA as it does not have operating theatres or laboratories.	High
R31	The Sunrise Project, Upper Ground Floor, 17 Randle St	CLOSED	FOR LEASE - vacant at time of writing	FOR LEASE	N/A
R31	Domino's Pizza, Lower Ground Floor, 17 Randle St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts to the business outdoor area from construction noise and vibration including access changes.	High
R22	University Preparation College, 1-5 Randle Street	Falls under E34 consideration Provide information about any works that may impact their operations, students and staffs (particularly during exam periods).	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Due to the nature of their business, they are particularly sensitive to potential impacts from construction noise and vibration. Three car parking spots being used and potential impact due to access changes.	High
R33	Interface Australia, 101 Chalmers St	Provide information about any works that may impact them.	Initial project introduction Consult and inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes to their private car parking spaces at the front of their building.	High
R33	Elemental Engineering / Metallurgical Systems, 101 Chalmers St	Provide information about any works that may impact them.	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes.	High

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R37	Substation, Chalmers Street	Provide information about any works that may impact them.	Initial project introduction Attending interface fortnightly meeting for consultation prior to works that may have impact	Potential impacts from access changes.	High
R40	Sydney Trains Network Base, Chalmers St	Provide information about any works that may impact them.	Initial project introduction Attending interface fortnightly meeting for consultation prior to works that may have impact	Potential impacts from access changes.	High
R45	Sydney Trains, Chalmers St	Provide information about any works that may impact them.	Initial project introduction Attending interface fortnightly meeting for consultation prior to works that may have impact	Potential impacts from construction noise and vibration including access changes.	High
R16	Adina Hotel, 2 Lee Street	CLOSED	Vacant at time of writing	Vacant at time of writing	N/A
N/A	Central Squeeze, Central Station at Eddy Ave Entrance	Advance consultation for any works that may impact operations.	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	Medium
N/A	The Hair Train, Central Station at Eddy Ave Entrance	Advance consultation for any works that may impact operations.	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	Medium

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Food Express, Central Station at Eddy Ave Entrance	CLOSED	CLOSED and vacant at time of writing	CLOSED	N/A
N/A	Australian Railway Historical Society and book store Grand Concourse	CLOSED	CLOSED and vacant at time of writing	CLOSED	N/A
N/A	Central Bookstall, Eddy Avenue	Nil	Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	Medium
N/A	The Best Coffee Espresso Station, Eddy Avenue	Nil	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works outdoor dining option	Medium
N/A	Panda Express, Eddy Avenue	CLOSED	CLOSED and vacant at time of writing	CLOSED	N/A
N/A	Baggage Storage, Grand Concourse		Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	Medium
N/A	Transport Customer Service Centre, Grand Concourse		Initial project introduction Inform prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration and changes to wayfinding during Northern Concourse works	Medium

Community Communications Strategy

Business Management Plan



R14	Centennial Plaza Tower C, 300 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk/New Entrance.	Medium
N/A	Kids Club Child Care, 260 Elizabeth Centre, Surry Hills	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk/New Entrance. ~250m from the nearest work within Central Station 10am-4pm less busy	Medium
R15	Woolworths, Ground Floor, 302-306 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
R15	Wentworth Institute, Level 1, 302-306 Elizabeth St	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise). Use of car parking spaces in the basement with access via the back Lane.	Medium
N/A	Two Skinny Pickles, Shop1/302-306 Elizabeth Street	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise). Query re shop in future Central Walk; concern Takeaway only	Medium
N/A	TSG Tobacco Station, 308 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Red Bottle, Ground Floor, 310 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Cuppiccino, 312 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Li's takeaway food, 316 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Just Fresh, 318 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	320 Elizabeth St	Vacant	Vacant at time of writing	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Aurora Hotel, 324 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise)	Medium
N/A	Sasha, 328 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Party @ Ten, 330 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Redfish Thai, 332 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	Weilen Hair Salon, 334 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
	Vacant, 336 Elizabeth St	Vacant	Vacant at time of writing	Vacant at time of writing	N/A
N/A	Al Rayyan Indian and other mixed businesses, 342 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
N/A	344 Elizabeth St	Vacant	Vacant at time of writing	Pot Vacant at time of writing	N/A

Community Communications Strategy

Business Management Plan



N/A	348 Elizabeth Street	Vacant	Vacant at time of writing	Vacant at time of writing	N/A
N/A	350 Elizabeth Street	Vacant	Vacant at time of writing	Vacant at time of writing	N/A
N/A	Central Private Hotel, 358 Elizabeth Street	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise). The business has a total of 30 hotel rooms.	Medium
N/A	Evening Star Hotel, 360 Elizabeth Street	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction traffic (dust/noise).	Medium
R32	Kingsmede Building, 407 Elizabeth St	Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction noise and vibration including increase of construction traffic.	Medium
R34	Madison Hotel, 52 Devonshire St	Provide information about any works that may impact their operations, drop-off / delivery areas.	Initial project introduction Construction and community notifications where required	Potential impacts from construction noise and vibration, construction traffic including access changes.	Medium
R36	Royal Exhibition Hotel, 52 Devonshire St	Provide information about any works that may impact their operations and drop-off / delivery areas.	Initial project introduction Construction and community notifications where required Consult and inform prior to works that may have impact	Potential impacts to business' indoor and outdoor areas from construction traffic (noise / dust) including access changes. The business has a total of 14 hotel rooms.	Medium
N/A	GT's, 64 Devonshire St	Advance consultation for any works that may impact their operations and drop-off / delivery areas.	Initial project introduction Consult prior to works that may have impact All construction and community notifications	Potential impacts from construction noise and vibration including access changes. Outdoor area	Medium

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R48	City Community Tennis, 105 Chalmers St Prince Alfred Park	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential impacts from construction noise in the rail yard.	Medium
R49	St Andrews Greek Orthodox Theological College, 242 Cleveland St	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Consult prior to works that may have impact All construction and community notifications	Potential disruption to religious services from construction noise and vibration from the rail yard.	Medium
R49	Greek Orthodox Australia Arch Diocese, 242 Cleveland St	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Consult prior to works that may have impact All construction and community notifications	Potential disruption to religious services from construction noise and vibration from the rail yard.	Medium
R49	Cathedral of Annunciation Greek Orthodox, 242 Cleveland St	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction	Potential disruption to religious services from construction noise and vibration from the rail yard.	Medium
N/A	Prince Alfred Park Pool, 105 Chalmers St Prince Alfred Park	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Australian Institute of Music, 1-15 Foveaux St	Falls under E34 consideration but potential for impact is unlikely. Provide information about any works that may impact them.	Initial project introduction All construction and community notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R01	Ausgrid, 138 Hay Street	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R02	Business, 323-339 Castlereagh St: Central Square	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R03	CBD Alliance, 467 Pitt St Part of 477 Pitt St	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R03	Clearly Business, 467 Pitt St Part of 477 Pitt St	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R03	MKH Properties, 467 Pitt St Part of 477 Pitt St	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R04	Business, 228 Elizabeth St	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R05	Business, 477 Pitt St	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R06	NSW Gov agencies, 2-24 Rawson Place	Nil	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R08	Sydney Central YHA, 11 Rawson Pl	Falls under E34 consideration but potential for impact is unlikely.	Initial project introduction Notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R09	Christ Church St Laurence, 812 George St OR 505 Pitt Street	Falls under E34 consideration but potential for impact is unlikely.	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R25	28 Hotel, 28-30 Regent	Falls under E34 consideration but potential for impact is unlikely.	Initial project introduction Consultation prior to works that may have impact All construction and community notifications	Potential to impact is unlikely due to distance from closest worksite.	Low
R35	VR Corner, 49-53 Regent St	Nil	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low
R35	New Sunrise, 49-53 Regent St	Nil	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low
R35	Education Centre Australia / Asia Pacific International College, 55 Regent St AKA APIC International College	Falls under E34 consideration but potential for impact is unlikely.	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low
R38	La Café, 61-65 Regent St	Nil	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R39	69 Regent Street Morrison Low Sourced Group WFS A Workforce Software Company	Nil	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low
R39	WFS Australia, 67-69 Regent Street	Nil	Initial project introduction Construction and community notifications where required	Potential to impact is unlikely due to distance from closest worksite.	Low
N/A	Boost, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Paper Stream, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Blue Jade, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Sushi House, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Chatime, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Lord of the Fries, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Hungry Jacks, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Coffee Trails, Henry Deane Plaza	Nil	Nil consultation - building manager sends out project communications to tenants and conducts quarterly check-ins.	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk.	Low
N/A	iWok, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Luneburger, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Oporto, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Pho Ngon, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Krispy Crème, Henry Deane Plaza	Nil	Nil consultation - building manager sends out project communications to tenants and conducts quarterly check-ins.	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk.	Low
N/A	Vodafone, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Ultimate Oz, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Flight Centre, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Ausman Cuts, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Basement Books, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Spitafields, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	Priceline, Henry Deane Plaza	CLOSED	CLOSED	CLOSED	N/A
N/A	NSW Registry of Births, Deaths and Marriages, 35 Regent St	Nil	Nil	Potential to impact is unlikely due to distance from closest worksite.	Low
N/A	Receptors enclosed between Regent St, Balfour Stand Wellington St (including Residential units)	Nil	Nil	Potential to impact is unlikely due to distance from closest worksite.	Low
N/A	Beautiful Burgers, 5/ 87 - 97 Regent St	Nil	CLOSED	CLOSED	N/A
N/A	New & Used Furniture, Appliances, Bedding, 1-2/ 87 - 97 Regent St	Nil	Nil	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk.	Low

Community Communications Strategy

Business Management Plan



N/A	REMIFA, 3/ 87 - 97 Regent St Piano lessons	Nil	Nil	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk.	Low
R44	Café Ideas, 111-113 Meagher St	Nil	Initial project introduction Construction and community notifications where required	Potential impacts from construction noise and vibration.	Low
R46	Lord Gladstone Hotel, 115 Regent St	Nil	Initial project introduction Construction and community notifications where required	Outdoor dining option Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone.	Low
R11	Centennial Plaza Tower A, 260 Elizabeth St	NIL	Initial project introduction Construction and community notifications where required	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk/New Entrance.	Low
R12	Wake up Sydney, 509 Pitt St	Falls under E34 consideration but potential for impact is unlikely.	Initial project introduction Notifications	outdoor dining option Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
R13	Centennial Plaza Tower B, 280 Elizabeth St	NIL	Initial project introduction Construction and community notifications where required	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk/New Entrance.	Low
N/A	2 Hats, 66-68 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Devonshire Newsagency, 70 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	72 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Business, 74 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Devon Café, 76 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Reantong Café, 78 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Saltie, 80 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Style 1 Hair Dresser, 82 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Crumbs Café, 84 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Subway, 86-88 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Oporto, 1/445-447 Elizabeth St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Vienna Works, 2/445-447 Elizabeth St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	Frothy, 441 Elizabeth St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Strawberry Hills Hotel, 453 Elizabeth St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	101-103 Devonshire St	Vacant	Nil	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Wow Malaysia, 1/99 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Devonshire Convenience Store, 2/99 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Elephant Jump Thai, 3/99 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Thana Thai Massage, 4/99 Devonshire St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	Mixed businesses 4-14 Buckingham St	NIL	All construction and community notifications	13 different businesses Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	RT Health Fund (HQ - Evenleigh House), 1 Buckingham St	NIL	All construction and community notifications	Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	145 Regent St	Nil	All construction and community notifications	10 x Units 1 x strata Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	143 Regent St Residential / unknown	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	141 Regent St Residential / unknown	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	139a Regent St Residential / unknown	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	137-139 Regent St Residential / unknown	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	137 Regent St Residential / unknown	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	135 Regent St Anne Taub interior decorator	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	133 Regent St Residential / unknown	Nil	All construction and community notifications	Property empty	Low
N/A	131 Regent St Residential / unknown	Nil	All construction and community notifications	Unit empty	Low
N/A	129 Regent St Nuvu	Nil	All construction and community notifications	Property empty	Low
N/A	127 Regent St Under renovation	Nil	All construction and community notifications	Property empty	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	125 Regent St Residential	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	123 Regent St Residential / unknown	Nil	All construction and community notifications	Property empty	Low
N/A	121 Regent St Residential / unknown	Nil	All construction and community notifications	Property empty	Low
N/A	119 Regent St Frank Strong's	NIL	All construction and community notifications	Registered address online but no information available or at the building	Low
N/A	109 Regent St Houzz & Home	Nil	All construction and community notifications	Design website - online product Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	107a Regent St Freda's Bar	NIL	All construction and community notifications	indoor bar Unlikely to be affected by works at Metro Box, Northern Concourse or Central Walk, including new entrance on Chalmers St.	Low
N/A	107 Regent St We are Social	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	105 Regent St Dunwoody Recruitment	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	103 Regent St Beer Barrel	NIL	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	101 Regent St Office spaces	Nil	All construction and community notifications	empty offices spaces Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	99 Regent St Elders Real Estate	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	97 Regent St Peach Black Gallery	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	87-97 Regent St Morph The Continuity Group Hello Fresh Drupal Sydney Meetups	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	79 Regent St Residential / unknown	Nil	All construction and community notifications	Property empty	Low
N/A	77 Regent St Crust Bikes	Nil	All construction and community notifications	Online sales only - shop front Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	57 Kensington St Residential units (currently under construction)	Nil	All construction and community notifications	Property empty - not yet let	Low
N/A	71-75 Regent St Residential	Nil	All construction and community notifications	Approx 100 units Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	61-65 Regent St Illumination Residential Units	Nil	All construction and community notifications	28 Units Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	49-53 Regent St Residential Units	Nil	All construction and community notifications	62 Units Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

R35	45-47 Regent St Convenience Store & Jill and Jacks Café	NIL	All construction and community notifications	Indoor only Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	39 Regent St Sae Qantm Creative Media Institute	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	36 Regent St Methodone Clinic	Nil	All construction and community notifications	Clinic 36 is a private clinic for heroin/opioid-dependent patients Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	32 Regent St Chinese massage Centre	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	32-34 Regent St Residential units	Nil	All construction and community notifications	25 units Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	12-26 Regent St Residential units	Nil	All construction and community notifications	56 units Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	2/12-26 Regent St The Momos Hub Café	NIL	All construction and community notifications	outdoor dining option Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	490-492 Pitt St Train Planning Coordination Centre	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	488 Pitt St Premier Bus Travel	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	486 Pitt St Murray's Bus Travel	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	484 Pitt St Transport for NSW Lost Property Office	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	480 Pitt St	Nil	All construction and community notifications	empty	Low
N/A	470 Pitt St NSWTL / ST offices	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Service NSW McKell Building Ground Floor, 2/24 Rawson Pl, Haymarket NSW 2000	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	452-468 Pitt St Rail emergency response unit (RERU)	Nil	All construction and community notifications Work closely with emergency SIMP and any isolations required	Liaise with RERU for all station isolations required	Low
N/A	2-20 Barlow St Sydney Central - NSW Train Link building	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	467 Pitt Street Heritage building 1869 treasurer bank of NSW (PART OF 477 PITT ST)	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

N/A	465 Pitt St Fire Station Café (PART OF 477 PITT ST)	NIL	All construction and community notifications	outdoor dining option Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	461 Pitt St Connected to post office	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Cnr Pitt & Hay St Empty car park lot	Nil	Nil	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	138 Hay St Belmore Park zone substation	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Shop 1 Eddy Av 7/11	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Shop 2 Eddy Av Factory Outlet	Nil	CLOSED	CLOSED	N/A
N/A	Shop 3 Eddy Av Qi Qi	Nil	CLOSED	CLOSED	N/A
N/A	Shop 5-7 Eddy Av Department Clothing Store	Nil	All construction and community notifications	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Shop 8 Eddy Av Vacant	Nil	CLOSED	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low
N/A	Shop 9 Eddy Av Vacant	Nil	CLOSED	Unlikely to be affected by noise / dust / vibration at this distance from the nearest work zone	Low

Community Communications Strategy

Business Management Plan



N/A	Shop 10 Eddy Av Central Station Tobacco	CLOSED	CLOSED	CLOSED	N/A
N/A	Shop 11 Eddy Av Café du Nord	CLOSED	CLOSED	CLOSED	N/A

Community Communications Strategy

Business Management Plan

LAING O'ROURKE



Figure 2: Map of receptor businesses based on CNVIS

Community Communications Strategy

Business Management Plan


 LAING O'ROURKE

Appendix C - Complaints and enquiry response time.

Table 9 outlines response times to enquiries and complaints. The CSM Community Team will comply with all directions from Sydney Metro, which may include recommendations from the Community Complaints Mediator, in resolving any escalated complaints.

Table 9: Service standards for response to enquiries and complaints:

Enquiry and complaint type	Response time
General enquiries received by phone or in person	At least a verbal response within two hours unless the enquirer agrees otherwise
Written enquiries (emails and online comments)	Written response within 24-hours (one business day) of receipt of the email / online comment
Written enquiries (letters)	Written response within five (5) business day of receipt of the letter
Social media enquiries received from Sydney Metro	Within two hours of receiving the enquiry (or within two hours of the start of the next business day if the enquiry is received out of hours)
Record details of each enquiry in Consultation Manager database	Within 48 hours of receiving enquiry
Report on enquiries received and responses	Provide to Sydney Metro monthly
Record details of each complaint and how it was managed in the Consultation Manager database	Within 24-hours of receiving complaint
Complaints – received by telephone or face-to-face	Initiate investigation upon receipt of complaint and within two hours make an initial call to the complainant unless the complainant agrees otherwise
Complaints – emails	<p>All emails received by Sydney Metro or Laing O'Rourke receive an automated response to confirm receipt of email and to explain that a full response will follow.</p> <p>During standard construction hours: Respond by email within four hours of receiving the email or verbally within two hours if a telephone number is available</p> <p>Outside of standard construction hours: Respond by email within the first four hours of the next business day</p>
Complaints – written complaints (letters / faxes)	<p>During standard construction hours: Respond in writing within 24-hours of receipt or provide a verbal response within two hours if a telephone number is available</p> <p>Outside of standard construction hours: Respond in writing within 24-hours of the start of the next business day or provide a verbal response within two hours if a telephone number is available</p>
Complaints – unrelated to CSM Works	Immediately notify Sydney Metro's Representative
Report on complaints received and responses	<p>Within one business day of receipt, provide written information to the Sydney Metro Representative on any complaints received, including response times and details of any actions, undertaken or proposed, or investigations within one business day.</p> <p>Report to the Sydney Metro Representative and the Environmental Representative on a daily basis.</p>
Requests for information from Sydney Metro and/or Community Complaints Mediator about complaint responses	Within two hours of request.

Community Communications Strategy

Business Management Plan



The following table summarises the CSM Community Team's responsibilities for handling complaints.

Table 10: Summary of complaint handling responsibilities

Complaint type	Responsibility
Complaints about CSM construction activities during business hours	The CSM Community Team
Complaints about CSM construction activities after hours	Laing O'Rourke Senior Communications and Community Relations Manager.
Project-wide complaints and escalations	Laing O'Rourke Senior Communications and Community Relations Manager
Complaint about Sydney Metro City & Southwest works that are not CSM related	The CSM Community Team to notify Sydney Metro immediately. Sydney Metro will refer this to the relevant contractor
Complaints unrelated to Sydney Metro City & Southwest	The CSM Community Team or Sydney Metro refer this to the relevant organisation
Complaints that are not resolved by the CSM Community Team	Escalated to Sydney Metro who may then refer the complaint to the Community Complaints Mediator or ER and the Acoustic Advisor may assist, if required, in resolution of noise and vibration complaints
Noise and vibration complaints that remain unresolved are reported to the Secretary of the Department of Planning & Environment	Laing O'Rourke Environmental Manager

Community Communications Strategy

Business Management Plan

LAING O'ROURKE

Appendix D – Business survey

Survey questions – Version 2, as at 17 September 2019

1. Business/organisation name?
2. Address?
3. Business/organisation proprietor contact?
4. Property owner/manager?
5. Organisational type?
 - a) Hospitality
 - b) Retail
 - c) Health services
 - d) Café
 - e) Hotel/Short-term accommodation
 - f) Educational
 - g) Government
 - h) Religious/community
 - i) Multiple/various
 - j) Other
6. Mon-Fri trading hours?
7. Sat trading hours?
8. Sun trading hours?
9. Number of staff?
10. What are your current access points/delivery arrangements?
11. Does your building have air-conditioning?
12. Do you have openable windows (for instance during hot weather)?
13. Do you have equipment that is particularly sensitive to vibrations (e.g. medical scanners, industrial printers)?
14. With regard to construction activity, what is most important to you?
 - a) Impacts from noise
 - b) Impacts from vibration
 - c) Impacts from dust
 - d) Impacts to foot traffic
 - e) Impacts to shop visibility and frontage
15. Reliance on foot traffic?
16. Customer origin?
17. Impact to signage/advertising?
18. Any other comments you would like to provide?