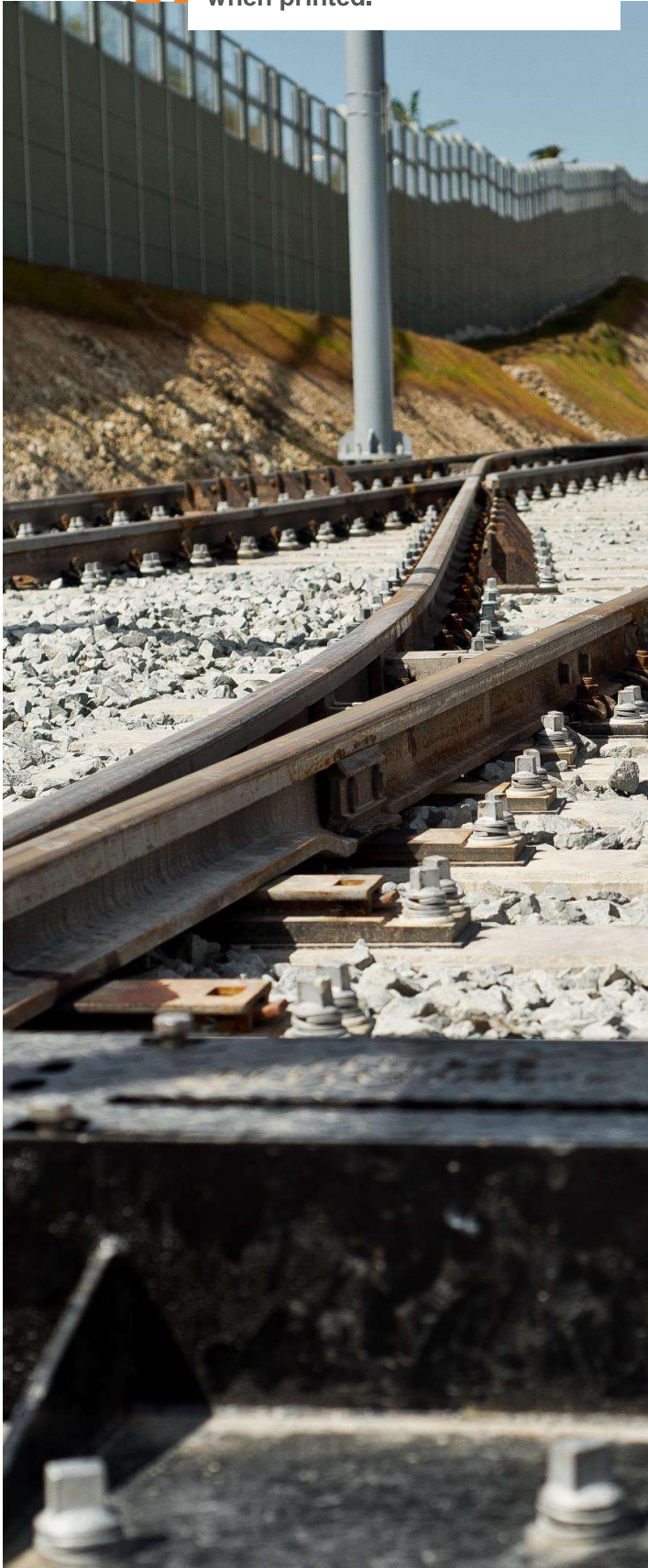




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MARTINUS 



BUSINESS MANAGEMENT PLAN



Sydney Metro SWM4

**Design and Construction of
Errant and Hostile Vehicle
Mitigation Treatments for the
Southwest Metro Project**


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Approved by

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GLOSSARY

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

Table 1: Terms, Abbreviations & Acronyms

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

1 INTRODUCTION

1.1 Purpose

Martinus Rail has been appointed by Sydney Metro to deliver the Southwest Metro Conversion and Station Works (SWM4).

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

1.2 Compliance with Conditions of Approval

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

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

Table 2: Conditions of Approval relevant to business management and where they are addressed in this plan

Reference	Requirement	Section
E37	The Proponent must prepare and implement a Business Management plan to minimise impact on businesses adjacent to major construction sites during construction of the CSSI.	This plan.
	(a) measures to address amenity, vehicular and pedestrian access during business hours and visibility of the business appropriate to its reliance on such, and other reasonable matters raised in consultation with affected business;	2.8
	(b) a Business Consultation forum linked to the Community Communication Strategy required by Condition B1;	2.7
	(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;	Appendix A
	(d) a Small Business Owners' Support Program to provide assistance to small business owners adversely impacted by construction of the CSSI. The Program must be administered by a Retail Advisory/Support Panel established by the Proponent. The Program must have appropriate specialist representatives and must report to the Proponent;	2.5
	(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	2.10

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

1.3 Project Background

By 2032, Sydney will have a network of four metro lines, 46 stations and 113km of new metro rail. Sydney Metro is revolutionising how Australia's biggest city travels, connecting Sydney's north west, south west and greater west to fast, reliable turn-up-and-go metro services with fully accessible stations.

On 19 August 2024, services began on the new section of the M1Northwest & Bankstown Line, including 15.5 kilometres of metro rail extending from the existing Metro North West at Chatswood, under the harbour, through the Sydney CBD and onto Sydenham. Commuters can now catch metro services every four minutes in the peak from new stations at Crows Nest, Victoria Cross, Barangaroo, Martin Place, Gadigal and Waterloo, and new metro platforms at Central and Sydenham.

The T3 Bankstown line between Sydenham and Bankstown was closed in September 2024 to complete the final metro conversion works and by 2026, Southwest Sydney will have turn-up-and-go metro services every four minutes in the peak directly into the Sydney CBD. Fare free Southwest Link buses will replace trains between Sydenham and Bankstown during this time.

Once the final section of the M1 Northwest & Bankstown Line is open, Sydney will have a 66-kilometre fast and reliable metro network from Sydney's north west, under the harbour and below the Sydney CBD and out to Bankstown in the city's southwest.

1.4 Project Scope

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

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

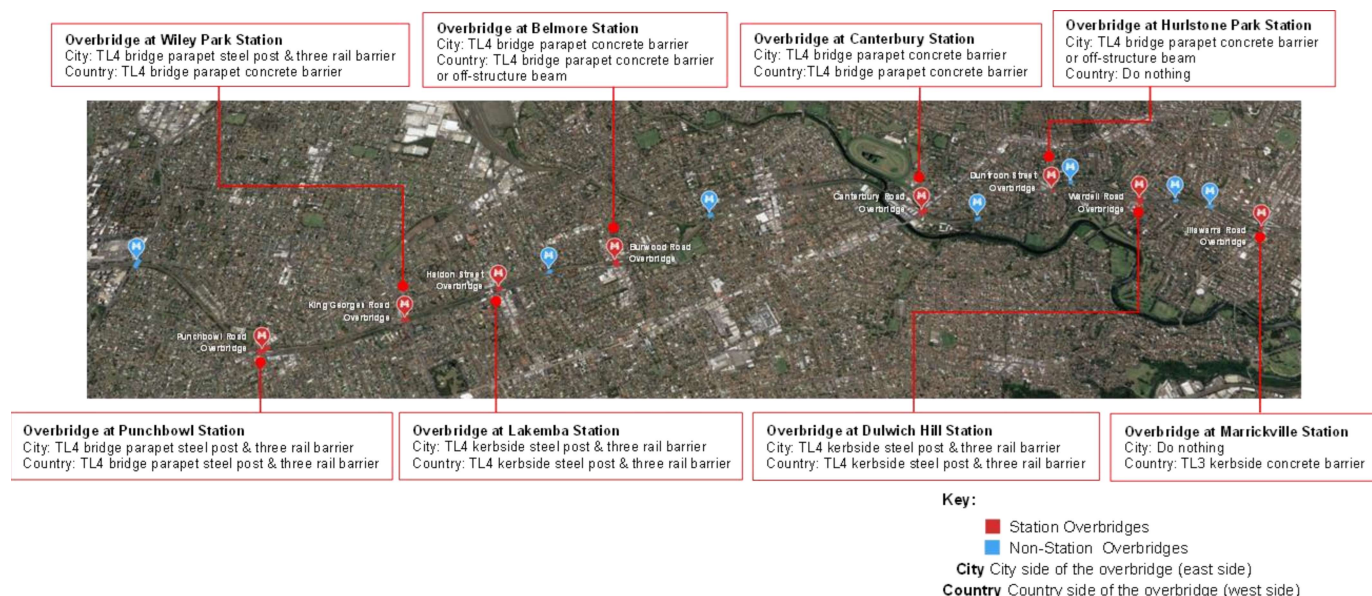
Sydney Metro is procuring the project through a collaborative Design & Construction (D&C) method involving two phases:

- ECI Phase; and
- D&C Phase

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

The project scope includes:

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



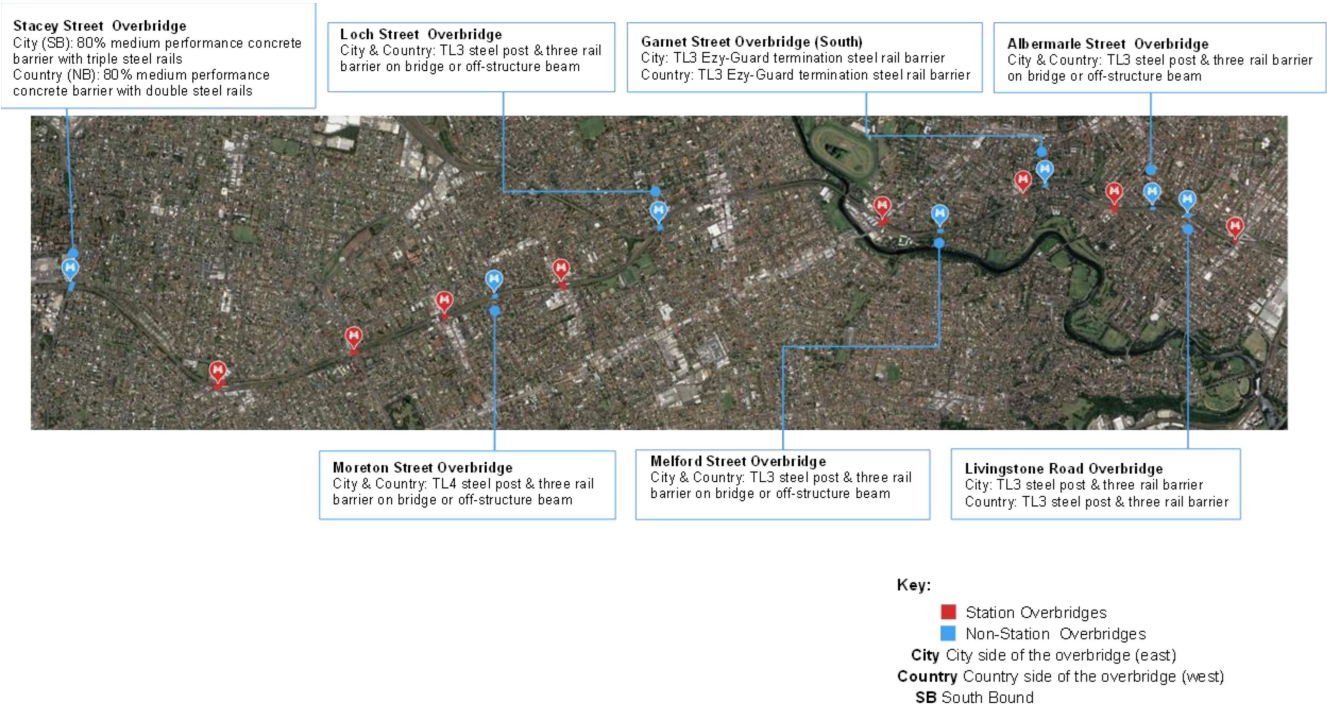


Figure 1: Site Location

2 OVERVIEW

2.1 Community and stakeholder objectives

The Business Management Plan (BMP) will:

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

The objectives of the BMP are to:

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

2.2 Relationship to other plans

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

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

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

Figure 2: Relationship to other plans and programs



2.3 Business Engagement Approach

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

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

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

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

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

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

2.3.1 Working with business from CALD and LOTE communities

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

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

2.4 Enquiries and Complaints Management Process

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

2.5 Process to refer to small business program

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

2.6 Business stakeholder overview

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

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

- Professional services
- Accommodation

Table 3: below outlines the business stakeholders at each of the Sydenham to Bankstown stations overbridges.

Area (100m radius)	Type
Marrickville Station and Livingstone Road	<ul style="list-style-type: none"> • Cafe • Retail • Health care • Food and beverage • Professional services • Child care centre
Dulwich Hill Station and Albermarle Street	<ul style="list-style-type: none"> • Cafe • Bar • Learning centre • Pharmacy • Health services • Fitness centre • Food and beverage • Small business • Home businesses
Hurlstone Park Station and Garnet Street	<ul style="list-style-type: none"> • Liquor shop • Cafe • Childcare centre • Grocer • Professional services • Retail • Health services • Fitness centre
Canterbury Station	<ul style="list-style-type: none"> • Supermarket • Professional services • Cafe • Retail • Bar • Restaurant • Canterbury Plaza • Developer • Home businesses
Loch Street, Campsie	<ul style="list-style-type: none"> • Health services • Retail • Church • Government services
Belmore Station	<ul style="list-style-type: none"> • Supermarket • Cafe • Food and beverage • Health services • Bar • Retail • Professional services

	<ul style="list-style-type: none"> • Chemist
Lakemba Station	<ul style="list-style-type: none"> • Food and beverage • Restaurant • Professional services • Retail • Grocer • Late night café
Wiley Park Station	<ul style="list-style-type: none"> • Primary school • Grocery • Temporary accommodation • Bar
Punchbowl Station	<ul style="list-style-type: none"> • café Bakery • Fitness centre • Professional services • Food and beverage • Retail • Pharmacy • Medical centre • Worship areas
Stacey Street, Bankstown	<ul style="list-style-type: none"> • Shopping retail • Small businesses

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

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

2.7 Business consultation forums

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

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

Businesses will have access to the translation and interpretation service.

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

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

2.8 Key issues and mitigation measures

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

- Pedestrian and vehicular access is maintained
- Parking in the vicinity of, businesses and affected properties is maintained
- Where there are instances where access and parking cannot be maintained, alternative pedestrian and vehicular access, and parking arrangements are developed in consultation with affected businesses

- Signage and directions around work sites are provided to businesses before and during any disruption.

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

Table 4: Risk and the mitigations and how issues will be resolved.

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

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

2.9 Consultation Manager

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

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

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

2.10 Monitoring and reporting

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

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

The Business Management Plan will be reviewed every six months.

Table 5: Monitoring and reporting

Performance parameters	Monitoring	Reporting outputs
Awareness of construction activity and likely impacts	Records in Consultation Manager database on number and timing of notifications	Number of notifications issued
	Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed doorknocks / face to face meetings	Percentage of notifications issued on time
	Feedback from meetings, presentations, and briefings (documented in Consultation Manager)	Number of briefings, information sessions and completed doorknocks.
	Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts.	Percentage of businesses within 50m contacted prior to work
		Number of complaints received from businesses relating to lack of information about construction activities and impacts
		Lessons learnt.
Measures implemented to maintain business vehicle and pedestrian access, parking, visibility and amenity during construction activity	Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager)	Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues
	Feedback on mitigation measures effectiveness (documented in Consultation Manager)	Percentage of businesses where mitigation measures were implemented as agreed
	Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility and amenity, including details of any repeat complaints about the same issue.	Details of mitigation measures implemented

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



Appendix A – Business Stakeholders

Area	Business Name	Key business considerations	Consultation tool	Timing
Marrickville	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> Vesbar Espresso Hyper Health Allied Marrickville Massage Katarina Roza Hellenic Patisserie and Gelato Bar Eyedealeyes Optometrist <p>Within 50m – 100m of CIRA</p> <ul style="list-style-type: none"> Pho Ha Noi Quan Eyelash by Lucy Gadalla Dental Services St Nicholas Greek Orthodox Church Cafe Rima Albermarle Cafe <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> HD Sign Installation The Pour Barista Café Illawarra Pork Roll The D's Bar and Dining Tita Jims Rendering Sydney James Bouzios & Associates Marrickville Legal Centre MTC Recruitment (Marrickville) 	<ul style="list-style-type: none"> Consultation on Riverdale Avenue and Wooley Lane station precinct upgrades Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Bus stop changes on Illawarra Road Availability of on-street customer parking Pedestrian and vehicle access from traffic changes Visibility and business amenity from construction hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity Consultation on environmental 	<ul style="list-style-type: none"> Consultation on noise management and respite hours where applicable Doorknocks, site visits or phone call briefings Notifications Translated communications material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business associations and networks Consideration of business access requirements in traffic management planning 	<ul style="list-style-type: none"> Prior to work commencing Ongoing email updates ahead of works commencing Monthly notifications Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> Domain Property Agents Passas and Co. Accountants Retirewise Vanessa's Hair Design LHD Vitamin Healthcare & Express Physio Inq Siansiam Fresh Sushi restaurant Rise & Shine Kindergarten Freechoice Marrickville Australia Wholesale Vitamins The midn9t cafe 	<ul style="list-style-type: none"> mitigation measures Property protection from damage 		
Dulwich Hill	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> DK's Kebabs and Burgers Atmosphere Cafe Pastry Student accommodation Busy Bees Café Hashem Mini Mart <p>Within 50m – 100m of CIRA</p> <ul style="list-style-type: none"> Olympic Meats Medforward Access Scarfo Family Pizza Thanj Nguyen Laundry Robert Hairstylist and Make Up Artist Queensway Pharmacy K4 Fitness 	<ul style="list-style-type: none"> Wardell Road, Dudley Street and Ewart Lane Carpark station precinct upgrades consultation Car park drop off on Wardell Road Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Availability of on-street customer parking Pedestrian and vehicle access and traffic changes Visibility and business amenity from 	<ul style="list-style-type: none"> Information for child care centre Consultation on noise management and respite hours where applicable Agreed respite periods if required Doorknocks, site visits or phone call briefings Notifications Translated communications material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers 	<ul style="list-style-type: none"> Prior to work commencing Ongoing email updates ahead of works commencing Monthly notifications Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Montessori Learning Tree – Dulwich Hil • Kobenhavn barber <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> • Maths Words Not Squiggles • PB Physio Marrickville • Muse Pilates Studio • The Loose Dozen Liquor Store • Common Ground Coffee and Kitchen Marrickville • HOLIS construction • Alpha Body Massage • Aus Auto Repairs Business & Development 	<p>construction hoardings and fencing</p> <ul style="list-style-type: none"> • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<ul style="list-style-type: none"> • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
Hurlstone Park	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • MERA25 Australia • Halcom Systems • Liquor Emporium • Precedent Productions • Kylon Eatery and Specialty Coffee • HP Bowlo • 18Bones Barbershop • HP Source (Saint Lucifer) • Dulwich Hill Child Care Centre • Garnet Electrical Services <p>Within 50m – 100m of CIRA</p>	<ul style="list-style-type: none"> • Deliveries from providers • Rubbish, oil and medical waste removal and collection • Courier pick up • Carpark access via Floss Street • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Bus Stop on Floss and 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable • Doorknocks, site visits or phone call briefings • Notifications • Translated communications material • Access to translators during doorknocks, briefings, and events • Noise monitoring 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of works commencing • Monthly notifications • Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Flex Pilates • IPM solutions\ • Prime Group • Dentex Denture Clinic • Cons Handmade Shoes • Sydney Posters • Richardson and Wrench • Hurlstone Park • Aeta Studio Pty • John Perdikaris and Co. • Friendly Grocer • Fast Mart • Ballad Films • Siddha Yoga Ashram in Sydney <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> • BBD Café • Love Tails Photography • Hurlstone Park Butcher • Hurlstone Park Newsagency • The McNamee Brothers • Summit International Investment Group • Hurlstone Park Laundry Dryclean & Tailoring • Hair Confessions • Australia Post • Hurlstone Park Legal • Yang's Taekwondo Academy 	<p>Duntroon Street</p> <ul style="list-style-type: none"> • Visibility and business amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<ul style="list-style-type: none"> • Information to Strata and/or Property Managers • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
Canterbury	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • The Charles Corner Café • Al Barber 	<ul style="list-style-type: none"> • Deliveries from providers • Rubbish, oil and medical 	<ul style="list-style-type: none"> • Consultation on noise management and respite 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email

	<ul style="list-style-type: none"> TAB Canterbury Oscuro Espresso Canterbury 	<ul style="list-style-type: none"> waste removal and collection Courier pick up Carpark access via Charles St to Canterbury Plaza parking Lot Bus Stops on Canterbury Road and Broughton Street Parking drop off area Availability of on-street customer parking Pedestrian and vehicle access and traffic changes Visibility and business amenity from construction hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity Consultation on environmental mitigation measures Property protection from damage 	<ul style="list-style-type: none"> hours where applicable Initial OOH briefings and ongoing updates Doorknocks, site visits or phone call briefings Notifications Translated communication material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business associations and networks Consideration of business access requirements in traffic management planning 	<ul style="list-style-type: none"> updates ahead of works commencing Monthly notifications Doorknocks and meetings ongoing as required
	<p>Within 50m – 100m of CIRA</p> <ul style="list-style-type: none"> Canterbury Hotel Boden Building Group Ray White Canterbury Fat Elephant Thai Canterbury Skyline Property Group AMG Tabacconist Canterbury Canterbury Plaza (Priceline Pharmacy, EM Nails, Woolworths, Al Barber, The Charles Corner Cafe, BWS, The Charles Apartments, The Charles Pizzeria, Cardi and Co, Australia Post Canterbury Plaza Medical Centre <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> Food Tour Hai Phong Blend 3 Food Hub Burger Stop Quan An 802 Vietnamese Liquor Mart Canterbury Evo Bikes Heritage Tile Massage 165 Mischievous Nails 			

	<ul style="list-style-type: none"> • Vlach Beauty • Interior Design, Antique, and Fine Furniture Restoration • Best Star Australia • Sydney Property Academy • Libre Lash Sydney • Kennedy Dance School • Holfy's Garage • Better Service Centre • Aerializa – Circus and Aerial Training • Quantum Frameless Glass • Metro Storage Canterbury 			
Campsie	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • Sun Ho Restaurant • Campsie RSL Club • Salvation Army Campsie • Aptus Physiotherapy Campsie <p>Within 50m – 100m of CIRA</p> <ul style="list-style-type: none"> • Junus Hair Salon • Services Australia • Dodds pharmacy <p>Within 100m – 200m of CIRA</p> <ul style="list-style-type: none"> • Campsie Super Fresh • Li99 Massage • Christina's Homeycakes 	<ul style="list-style-type: none"> • Noise mitigation measures • Campsie precinct upgrades consultation on Dewar Street, Lilian Lane Car Park near Dewar Street • Deliveries from providers • Rubbish, oil and medical waste removal and collection • Courier pick up • Carpark access via Wilfred Ave, London St and Campsie Centre car park on Amy Street 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable • Initial OOH briefings and ongoing updates • Doorknocks, site visits or phone call briefings • Notifications • Translated communication material • Access to translators during doorknocks, briefings, and events • Noise monitoring • Information to Strata and/or Property Managers 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of works commencing • Monthly notifications • Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Campsie Station Pharmacy • Online Real Estate 	<ul style="list-style-type: none"> • Bus Stops on South and North Parade and Bleamish Street • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Visibility and business amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<ul style="list-style-type: none"> • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
Belmore	<p>Within 50m of CIRA works:</p> <ul style="list-style-type: none"> • Belmore Hotel (Bar) • Red Cross • Belmore Leagues Club (Bar, Café, C-Life Health Plus, Sports Plus Canterbury) • Belmore News Stand and Espresso Bar • Gong Cha Belmore 	<ul style="list-style-type: none"> • Belmore Station precinct upgrades consultation on Redman Parade • Deliveries from providers • Rubbish, oil and medical waste removal and collection • Courier pick up 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable • Initial OOH briefings and ongoing updates • Doorknocks, site visits or phone call briefings • Notifications • Translated communication material 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of works commencing • Monthly notifications • Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Karizma Barbershop • King of the Pack • PCYC Belmore • Sushi Lab • Choice Tobacconist Belmore • Belmore Supermarket <p>Within 50m -100m of CIRA:</p> <ul style="list-style-type: none"> • Belmore Newsagency • Belmore Cakes • Hanu Butchery • Happy Henjee • Lucky Mart • California Nails and Beauty • Ambitionz lounge • Belmore Dental Services • Belmore TAB • Smart & Easy Communication • Belmore Physiotherapy and Sports Injury Centre • Suvana Travels <p>Within 100m - 200m of CIRA:</p> <ul style="list-style-type: none"> • Meats and Souvlakia • Supreme Souvlakia Meat and Poultry Wholesalers • Viena Bakery • Mayfair Real Estate • Adore Nails and Spa • Burwood Road Fruit Market • Pasta La Vista • Australia Pot 	<ul style="list-style-type: none"> • Carpark access via Bridge Road, Tobruk Ave and Redman Parade • Bus stops on Burwood and Bridge Road and Redman Parade • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Visibility and visual amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<ul style="list-style-type: none"> • Access to translators during doorknocks, briefings, and events • Noise monitoring • Information to Strata and/or Property Managers • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
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	<ul style="list-style-type: none"> • Belmore Pharmacy • Belmore Continental Bakery • Australian Foundation for Disability • Montessori Child Care • Jim's Alterations repairs and Embroidery • Helen Hair and Beauty • The Barber Cartel • Yes Indeed thai • Belmore Lebanese Bakery • Rust Bucket • Billys café • Shi Gol Jip Korean Charcoal BBQ • Chrysanthum Reception Lounge and Venue • CM2 Hair • Barbaric Barbershop • Flavor's Patisserie • Walnam Ssam • Kevin Elias Website Design • K&K Nails • Sushi lab • Bulldogs Squash Club • SportsPlus (Leagues Club) • European Cuts • Panis & Co Accountants • Belmore Physiotherapy • The Bulldog Belmore 			
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	<ul style="list-style-type: none"> • Mastika Gelato • Elite Soccer Football Academy • Ma Po Charcoal BBQ Korean • Belmore Mixed Mark • Belmore Liquor • The Sweet Buzz Cafe • Ashley Clare Makeup Artistry • Burger District • Larissa Maree Hair • LeWrap • Chemist Warehouse 			
Lakemba	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • Sultano Cafe • Thai Hutt • Desi Bazar • La Belle Patisserie • Brightness Jewellery • Lakemba Palace • Shahi Dastarkhwan • Ralph Real Estate • Grand Paradise • Pista House • The Barber Shop • 7 square consultants • Tax Store <p>Within 50m -100m of CIRA</p> <ul style="list-style-type: none"> • Shahi Dastarkhwan • Lakemba Library and Knowledge Centre • Lakemba 1 Hour Photo 	<ul style="list-style-type: none"> • Lakemba Station Precinct consultation on Croydon Street North • Consultation on noise management and respite hours where applicable • Noise mitigation measures • Deliveries from providers • Rubbish, oil and medical waste removal and collection • Courier pick up • Carpark access via The Boulevarde • Bus Stops on The Boulevarde, Haldon Street and Railway Parade 	<ul style="list-style-type: none"> • Information for child care community • Consultation on noise management and respite hours where applicable • Agreed respite periods if required • Doorknocks, site visits or phone call briefings • Notifications • Translated communication material • Access to translators during doorknocks, briefings, and events • Noise monitoring • Information to Strata and/or Property Managers • Signage explaining 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of works commencing • Monthly notifications • Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Pharmacy 4 Less (late night pharmacy) • Pizza Boss • Urban Culture Clothing Centre • 1 Hour Photo • Commonwealth Bank • Mr Cheap • Iconz Business Solutions • Boutique Nour Al Hoda • King of the Pack tobacconist • Knapton Property Agents • Moon Jewellery • Flame N Flavours • Insaaf • Study Connect Australia • Data Fair Hosting • Darwich Butchery • Lakemba Uniting Church • Olympic Hardware • Qurban and Aqiqah • RCS Immigration • Desi Dude Mens Hair Salon • Island Dreams Cafe • Abou Cham Bakery • Dhaka Delight • Maksuda Food and Roshmela Sweets • Kawran Bazar <p>Within 100m – 200m of CIRA</p> <ul style="list-style-type: none"> • Australia Post • A2Z Medical Centre 	<ul style="list-style-type: none"> • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Visibility and visual amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<p>Pedestrian detours</p> <ul style="list-style-type: none"> • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
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	<ul style="list-style-type: none"> • Koorana Croydon Street Preschool • Chemist Warehouse • Australian Clinical Labs • Alhumdulillah Supermarket • Broaster Chicken • iCell Mobile • Ahmad Chami halal Butchery • Lakemba Senior Citizens Centre • New Pioneer Palace • Lakemba Respiratory Clinic • Raheem Supermarket • Mataam Al Mandi • D'Damas Jewellery • Ria Money Transfer • Café Du Monde • Canterbury City Community Centre • Lakemba Medical Services • Barega Livestock & Farming • Active Pro Tax • Coach Education and Migration Services • Zabardast by Dugar Paan and Falooda House • Urban Nest • Siddiqui S A • Dental Art Centre • HMMK Migration • Western Union • Lakemba Musallah Mosque • Khushboo Sweets 			
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	<ul style="list-style-type: none"> • Central Mobile House • Deski Paikari Bazar • Poshra Super Shop • Bongo Bazar • Daily Shopping • Hut Bazar • Bongo Bazar • Rahmania Halal Butchery • Grameen • Dhansiri Restora • Money Travels Pty • Boishakhi • Grameen chaaps and kababs • Rainforest Fusion • Manaia Pacific Shop • Ghoroa Kitchen • Hop Hung Asian Grocery • Swift Accountants • Royal Bait Al Mandi • Hayat Halal • Jasmin Lebanese • Good Price Supermarket 			
Wiley Park	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • Wiley Park Public School • Smile Grocery store <p>Within 50m - 100m of CIRA</p> <ul style="list-style-type: none"> • Latash Financial Services • Hair and Beard by Fahid • Parivar Restaurant 	<ul style="list-style-type: none"> • Wiley Park Road upgrades consultation • Station precinct upgrades on Wiley Lane, Shadforth Street, The Boulevard Carpark • Deliveries from providers • Rubbish, oil and medical waste removal and collection 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable • Agreed respite periods for school exams if required • Initial OOH briefings and ongoing updates • Doorknocks, site visits or phone call briefings • Notifications 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of works commencing • Monthly notifications • Doorknocks and meetings ongoing as required

	<ul style="list-style-type: none"> • Munchies Mini Market • Blanzin Grillz • Repair Time – Phone and Computer Repairs <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> • Wiley Park Hotel (Accommodation) • Cao Dai Temple of New South Wales • Wiley Park Girls High School • Jorock Welding • Sydney Tilers • PharmaSave • Laptop Repair Sydney • Plus Fitness 	<ul style="list-style-type: none"> • Courier pick up • Carpark access via The Boulevard, Croydon Street and Quigg Street • Bus Stops on The Boulevard, Haldon Street and Railway Parade • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Visibility and visual amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Consultation on environmental mitigation measures • Property protection from damage 	<ul style="list-style-type: none"> • Translated communication material • Access to translators during doorknocks, briefings, and events • Noise monitoring • Information to Strata and/or Property Managers • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	
Punchbowl	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • Ace Travel Services • Chwah S D • Punchbowl Medical Centre 	<ul style="list-style-type: none"> • Noise mitigation measures • Station Precinct Upgrade 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of

	<ul style="list-style-type: none"> Al Afrah Pastry Shop Alarz modern bakery Amditis Constantine Your Family Chemist Plus Fitness 24/7 South Terrace Health Centre Grand Homewears Punchbowl Home Lones <p>Within 50m - 100m of CIRA</p> <ul style="list-style-type: none"> APM Employment Services The Kebab BROTHERS The Boulevarde Hot Bread Mandi Time AMK Barbers Mary Noussair Optical Punchbowl Pharmacy Warehouse Adam & Eve Café on the Boulevarde Shawerma Aldaya's INDOMarket Amy Hair Design and nails Cakes by Adam At Work Australia Syed's Kitchen Tony's Butchery Alfakher Tobacconist AL-Kalaa Bakery Butt Karahi and Biryani Jason Hair Salon 	<ul style="list-style-type: none"> consultation on Matthews Street Deliveries from providers Rubbish, oil and medical waste removal and collection Courier pick up Bus Stops on Punchbowl Road and The Boulevarde Carpark access via The Boulevarde and Turner Lane Parking drop off area Availability of on-street customer parking Pedestrian and vehicle access and traffic changes Visibility and visual amenity from construction hoardings and fencing Outdoor seating Reliance on utilities to operate OOH works Day works Noise, vibration, dust, and amenity Consultation on environmental mitigation measures Property protection from damage 	<ul style="list-style-type: none"> Initial OOH briefings and ongoing updates Doorknocks, site visits or phone call briefings Notifications Translated communication material Access to translators during doorknocks, briefings, and events Noise monitoring Information to Strata and/or Property Managers Signage explaining Pedestrian detours 24 hours community information line Business open signage if applicable Information via business associations and networks Consideration of business access requirements in traffic management planning 	<p>works commencing</p> <ul style="list-style-type: none"> Monthly notifications Doorknocks and meetings ongoing as required
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	<ul style="list-style-type: none"> • 4Cyte Pathology • Ray White • Montra Grand Thai Massage • Danawe Lawyers • Khourys and Associates • Al Houda • Punchbowl Children's Centre • Unity Medical Practice • Wax'n shapre by Joelle <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> • Yum Yum Lebanese pizza • Awafi Chicken • Acai station and café • Sydney oztag • Afandi Restocafe • Dapto's • Gong Cha • El Jannah • Sarj Gifts • Nakhla • Central Eye Care • Central Pharmacy • Phoenix Tabacconist • Baby Health Center • Grand Cafe • Kiddiewink Family Day Care • Eternity Funerals • Bishara S F • Mirage Hotel • TAB 			
Bankstown	<p>Within 50m of CIRA</p> <ul style="list-style-type: none"> • Sweet of Lebanon • Bankstown Central 	<ul style="list-style-type: none"> • Noise mitigation measures • Deliveries from providers 	<ul style="list-style-type: none"> • Consultation on noise management and respite hours where applicable 	<ul style="list-style-type: none"> • Prior to work commencing • Ongoing email updates ahead of

	<p>(Shopping Centre)</p> <ul style="list-style-type: none"> • South terrace Plza (Shopping Centre) • St. Euphemia Greek Orthodox Church of Bankstown • Vinnies Bankstown • Jasmin 1 • Bader Tailoring • Star Car Wash Bankstown Central <p>Within 50m – 100m of CIRA</p> <ul style="list-style-type: none"> • Ali Mens Salon • Sweet City Cafe • Fly Home Travels • Bankstown Towers • The Scalp Spa • MELANJE CLOTHING • Luxury Décor • Community Support Services Incorporated • Miami Pizza • SaiRay's Grocery Store • Bankstown Education and Skills • Bankstown Real Estate • Future Academy • CHA Point • Bankstown Foot Clinic • North Terrace Seafoods • Khalil Lebanese Pizza • Le P'tit Café • Saigon Vietlott Newsagency 	<ul style="list-style-type: none"> • Rubbish, oil and medical waste removal and collection • Courier pick up • Bus Stops on Bankstown City Plaza, Nouth and South Terrace • Carpark access via Saigon Place (Bankstown City Plaza) and West Terrace • Parking drop off area • Availability of on-street customer parking • Pedestrian and vehicle access and traffic changes • Visibility and visual amenity from construction hoardings and fencing • Outdoor seating • Reliance on utilities to operate • OOH works • Day works • Noise, vibration, dust, and amenity • Cumulative impacts from CoCB culvert upgrade works • Consultation on environmental mitigation measures 	<ul style="list-style-type: none"> • Initial OOH briefings and ongoing updates • Doorknocks, site visits or phone call briefings • Notifications • Translated communication material • Access to translators during doorknocks, briefings, and events • Noise monitoring • Information to Strata and/or Property Managers • Signage explaining Pedestrian detours • 24 hours community information line • Business open signage if applicable • Information via business associations and networks • Consideration of business access requirements in traffic management planning 	<p>works commencing</p> <ul style="list-style-type: none"> • Monthly notifications • Doorknocks and meetings ongoing as required
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	<ul style="list-style-type: none"> • Peter Quang Hot Bread • Sen Flow • OCTECT Transition to Work • Fashion Connect • Chemist Warehouse • Best Value Supermarket • W.T. Newey and Co. • Bread Station • Gong Cha • Flying Zebra • Machi Machi • Thanh Phat • Breadtop Bankstown • Old Town Mixed Business • Rumore's Pharmacy • Glory Medical Care • 1 Spot Home Maintenance • Café Nho • Sydney Daisy's Gifts • Chinchilla Xpres • Mr Smoke • Sealand Property • Pho Café • Mr Cha <p>Within 100m - 200m of CIRA</p> <ul style="list-style-type: none"> • Tax Essentials • Dorothy Optic • No 1 African Choice • Nida's Catering • Marosh Bakery Café • The Bellevue • Barberz Zone • The Cellevle 	<ul style="list-style-type: none"> • Property protection from damage 		
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	<ul style="list-style-type: none"> • Nature Sen • South Terrace Hotel • Tender Loving Care Disability Services • Volcanos Steakhouse • Simplicity Funerals • Labor Funerals • Vaper Choice • Dipndip • Shisha Kingz • Nick's Handbags • Tax Aid Profession • Fightclub Bankstown • Central Trade & Transfer • Doll Me Up • Diamond World Jewellers • Valley View Continental Spices and Groceries • Combined Loan Office Pawn Shop • Knafeh and Co. Café • Minas & Associates • Bankstown Courthouse • Mustache: Barber by Ali • Truston Solicitors • Professional Bankstown Real Estate Agents • Bankstown Hotel • Sydney Plastic Surgery Associates • Arabian Cave • The Plaza Café 			
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	<ul style="list-style-type: none"> • Solitaire Sydney Jewellery • Valet Dry Clean • Saigon Place • Thai Son Butchery • Duy Long Tuong • Chau Hoang Money Transfer • Hai Ha Money Transfer • Hai Yen • Banh Mi Bay Ngo • Banh mi Phuong • Viet Phat • Tai Ky • Phuc Canh Barber • Duc Pham Optometrist • Luxury Kingdom • Ausian Supermarket • Anh Tuan Butchery • Anglicare Op Shop • Australia Smart College • F45 Training • TAB • Save the Children Op Shop • Lyn's Beauty Salon • Commonwealth Bank • Catwalk Nails and Beauty • Accounting & Taxation First • Recreation Sports and Aquatics Club • Thai Hutt • Bankstown Podiatry • Free Choice Tobacconist 			
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	<ul style="list-style-type: none">• FireFly Burger• Bankstown Mobile Tone			
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