

SMALL BUSINESS OWNERS ENGAGEMENT PLAN (SBOEP)

Sydney Metro West – Western Tunnelling Package

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Signature	Signature	Signature
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DOCUMENT CONTROL

The current document version number and date of revision are shown in the document footer. All changes made to this plan during its implementation on a live project are to be recorded in the amendment tables below.

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A	23/03/2022	Initial draft	Paige Moreno	Liem Ngo
B	11/05/2022	Amendments in response to Sydney Metro feedback	Liem Ngo	
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Terms and Definitions

Term	Definition
CBD	Central Business District
CCS	Community Communications Strategy
GLC	Gamuda Australia and Laing O'Rourke Consortium
MSF	Maintenance and Stabling Facility (Clyde)
OCCS	Sydney Metro Overarching Community Communications Strategy
SBOEP	Small Business Owners Engagement Plan
SMW	Sydney Metro West
SOP	Sydney Olympic Park
Sydney Metro	Sydney Metro - Transport for New South Wales
TBM	Tunnel Boring Machine
VMS	Variable Messaging Signs
WTP	Sydney Metro West – Western Tunnelling Package

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1 INTRODUCTION

1.1 Project description

Sydney Metro is Australia’s biggest public transport project, with the vision “to transform Sydney with a world-class metro.” In 2024, Sydney will have 31 metro stations and more than 66 kilometres of new metro rail, revolutionising the way Australia’s biggest city travels. By the end of the decade, the network will be expanded to include 46 stations and more than 113 kilometres of world-class metro for Sydney.

Sydney Metro West is a new 24-kilometre metro line with stations confirmed at Westmead, Parramatta, Sydney Olympic Park, North Strathfield, Burwood North, Five Dock, The Bays, Pymont and Hunter Street in the Sydney CBD.

On completion in 2030, the Sydney Metro West project will support a growing city and deliver world-class metro services to more communities. This new underground railway will connect Greater Parramatta and the Sydney CBD.

This once-in-a-century infrastructure investment will transform Sydney for generations to come, doubling rail capacity between the two CBDs, linking new communities to rail services, and supporting employment growth and housing supply. The Sydney Metro West project is expected to create about 10,000 direct and 70,000 indirect jobs during construction.

The new 24-kilometre Sydney Metro West tunnel and excavation works for nine new stations will be delivered in three contracts—the Western Tunnelling Package (WTP), the Central Tunnelling Package and the Eastern Tunnelling Package.

The Gamuda Australia and Laing O’Rourke Consortium (GLC) will deliver the Sydney Metro West (SMW) Western Tunnelling Package (WTP), which includes:

- Twin nine-kilometre tunnels from Sydney Olympic Park to Westmead
- A Tunnel Boring Machine launch site at Rosehill, tunnelling first towards Sydney Olympic Park and relaunched from Rosehill towards Westmead
- Excavation for a services facility and crossover structure at Rosehill to allow provision for fresh air ventilation and emergency egress
- Tunnel portal and dive excavation at Clyde Stabling and Maintenance Facility
- Earthworks, retaining structures, drainage and utilities corridor for the Clyde Stabling and Maintenance Facility
- Excavation and civil works for Parramatta and Westmead stations
- A segment manufacturing facility at Eastern Creek constructing over 60,000 segments to line the twin tunnels.

1.2 Purpose

This Small Business Owners Engagement Plan (SBOEP) describes the approach the Gamuda Australia and Laing O'Rourke Consortium (GLC) will take to engage with small business owners located near the Sydney Metro Western Tunnelling Package (WTP) works. This includes sites at Westmead, Parramatta, Clyde stabling and maintenance facility and Sydney Olympic Park. It is noted that there are no small businesses in proximity to the WTP precast facility at Eastern Creek.

Consistent with the Sydney Metro Overarching Community Communications Strategy (OCCS), this Plan describes how GLC will engage with small business properties within 50 metres of the Parramatta site. Although, there are no small businesses within 50 metres of Westmead, Clyde and Sydney Olympic Park, this plan also describes how GLC will engage with small businesses within proximity to these sites.

This plan is intended to meet the project's Condition of Approval D70, which requires a Small Business Owners Engagement Plan(s) to be implemented in accordance with the OCCS to minimise impact on small businesses adjacent to major construction sites during construction. The SBOEP must be prepared and submitted to the Planning Secretary for information before construction at the relevant construction site.

For the purposes of this Plan, a 'small business' is defined as a business that employs fewer than 20 people, which is consistent the Australian Bureau of Statistics' definition.

1.3 Objectives

The objectives of this plan are to:

- Establish the consultative approach that GLC will take to minimise project impacts on small businesses by incorporating specific needs and requirements
- Ensure all small businesses adjacent to the works are identified early and that the project team gains a clear understanding of any unique requirements
- Provide information that may be used to support identified small businesses in the lead up to and during construction
- Detail the approach GLC will use to engage with small business owners and understand the impacts on these businesses from any WTP construction work
- Provide a mechanism for small businesses to inform Sydney Metro they are being adversely impacted and for GLC to minimise or eliminate these impacts by addressing the cause through investigation, validation and action.

1.4 Relationship to other plans

This plan is a sub-plan of GLC's Community Communications Strategy (CCS), which aligns with the Sydney Metro OCCS. The CCS describes the approach GLC will use to manage engagement and ongoing consultation with stakeholders and the community with an interest in, or potentially affected by WTP works between Westmead and the Sydney Olympic Park and at the Eastern Creek precast facility (the Project). This plan focuses on the engagement with small business owners, within the broader stakeholder and community engagement approach and systems detailed in the CCS.

The OCCS will be implemented throughout the construction period and for 12 months following the completion of construction.

This plan is intended as an additional layer of guidance for small business engagement and does not replace best practice management, and mitigation measures for businesses as outlined in the OCCS and Community Communications Strategy (CCS).



Figure 1: Communication strategy hierarchy

This plan is also supported by the Construction Complaints Management System which outlines the framework for managing complaints, enquiries and escalation processes throughout the project lifecycle.

The development and review of this plan will also be considered in relation to surrounding projects in each precinct. Parramatta Light Rail is adjacent to the Parramatta and Clyde works and has a developed relationship with small businesses in each area. Sydney Metro will work with Parramatta Light Rail to incorporate small business insight into this plan.

1.5 Monitoring and reporting

GLC will evaluate the performance and effectiveness of the Small Business Owners Engagement Plan through a review undertaken every six months or as required in accordance with the measures outlined in the Overarching Community Communication Strategy.

Throughout the tunnelling project, complaints and enquiries received from local businesses will be monitored and:

- Repeat issues will be addressed with the project team to further mitigate on site where possible
- Communication tools, methods and the provision of information to small business will be reassessed to further clarify the construction activities, expected duration and measures in place to minimise impacts.

Lessons learnt will be captured using reviews and regular feedback from businesses and incorporated into the review of this plan.

GLC monthly reporting on stakeholder and communications will include analysis of business engagement.

2 ENGAGEMENT MECHANISMS

2.1 General engagement approach

GLC's approach to engaging with adjacent small businesses is to:

- Introduce a single point of contact for small businesses, through a dedicated Place Manager, who will engage and consult with business owners and commit to respond quickly to any issues or complaints raised by businesses
- Place Managers will proactively doorknock prior to impactful activities such as piling and excavation. Regular doorknocks will be conducted to check in and consult with small business owners, as well as conducting shopfront audits of business closures and changes
- Gain an understanding of businesses and their operations
- Provide businesses with information about the project, the local scope and proposed timing of the works
- Provide businesses with information about construction progress and the steps taken to minimise potential impacts
- Ensure the project team understands the operational requirements and sensitivities of particular small businesses around each work area
- Where a small business has indicated they are being impacted adversely by GLC, the Place Manager shall investigate this complaint by liaising with the Project Team
- Where it is determined that there may be adverse impacts from GLC work, the Place Manager and the Project Team will investigate actions to mitigate impacts
- The Place Manager will inform the small business owner about any action that the project will implement and provide a follow-up call to the owner to ensure the action worked satisfactorily.
- Assist small businesses to identify opportunities available to participate in mentoring, education, events and/or promotion programs via local council and/or NSW Government agencies, including any relevant Sydney Metro activities.

2.2 Communication tools

Businesses will be provided with information about construction progress and the approaches taken to minimise potential construction impacts. GLC will use a range of communication tools to ensure project information reaches small businesses and they are provided with options to engage with the project. Communication tools include:

- Personal engagement by dedicated Place Managers who are responsible for ensuring that business consultation is documented, and feedback is communicated to relevant project team members
- Surveys to understand their business requirements including 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 early works planning. Information will be maintained and updated in a business register
- Information sessions for local businesses or targeted meetings to keep businesses informed and to provide opportunity to discuss business requirements or general feedback
- Notifications including maps to keep businesses informed, explaining the purpose of the works, what they can expect, and any potential impacts (letterbox dropped or via email)

- Newsletters to provide a three month lookahead to properties within 500 metres of the construction site on a quarterly basis (letterbox dropped or via email)
- Fact sheets (where suitable) to provide detail on aspects of the work and the project
- Meeting with local councils, Parramatta Light Rail and other event organisers to be involved with or complement local business activations to engage and support small businesses.

The timing and location of engagement activities will be designed to allow business owners and their workforce opportunity to participate.

Face-to-face engagement is an essential part of developing and building stakeholder relationships with small business owners. Such engagement will be conducted in compliance with Sydney Metro or Transport for NSW COVID policies or applicable NSW or Commonwealth public health orders.

2.3 Contact facilities and information points:

Small business owners will be provided contact details to share feedback and request more information when required. Contact points will be included on all public materials and will include:

- Project website - www.sydneymetro.info
- Facebook - www.facebook.com/SydneyMetro
- 24-hour community information line - 1800 612 173
- Postal address - PO Box K659, Haymarket, NSW 1240
- Community email address - metrotunnelsqlc@transport.nsw.gov.au
- Briefings to strata managers, building owners, council officers and local business chambers;
- Mitigation measures to respond to the reasonable requirements of the business; and
- Stakeholder database to record interactions with business and to record business information collected in the business surveys.

2.4 Mitigation approach

Engagement and mitigation strategies

Mitigation measures identified in these documents which will be implemented by GLC includes, but not limited to:

- Place Managers will regularly engage with businesses to keep up to date on understanding their current business operations
- Clear pathways and signage would be implemented around construction sites to maximise visibility of retained businesses
- Hoarding will be installed to minimise noise and dust impacts and improve visual amenity
- Maintaining access for customers visiting businesses and deliveries. Any changes will be communicated at least 7 days prior to change
- Installing signage that indicates businesses are still open
- Installing wayfinding signage for customers on business access and parking
- Keeping clean work sites, including clean hoardings and regularly checking and removing graffiti
- Where utility outages are planned and related to WTP construction, Place Managers to notify businesses and discuss outage activities and options to maintain business operation. Mitigation options may include timing of outages to businesses

- For unplanned outages related to WTP construction, Place Managers to doorknock or call businesses to discuss disruptions to services and provide them with GLC or utility company contact details for updates, further information and options to maintain business operation.

2.5 Precinct analysis - Parramatta

Parramatta is a commercial and retail hub. Parramatta metro station is bounded by Church Street, George Street, Smith Street and Macquarie Street and is immediately surrounded by both small and large businesses. Church Street is a pedestrian zone with banks, universities, chemists, cafes, fitness and retail outlets and the Parramatta Light Rail. The PLR will run on Church and Macquarie Streets from 2023.

In May 2022, about 94 small businesses were identified as operating within 50 metres of a WTP construction site, primarily:

- Mixed retail including cafes and small goods
- Restaurants and clothing stores
- Health services such as dental, medical and optical
- Small professional services including financial, consulting and legal.

The identified small businesses are listed below. It is noted that some of the businesses identified are part of larger retail and food chains, though some may be franchisees and fit the definition of a small business.

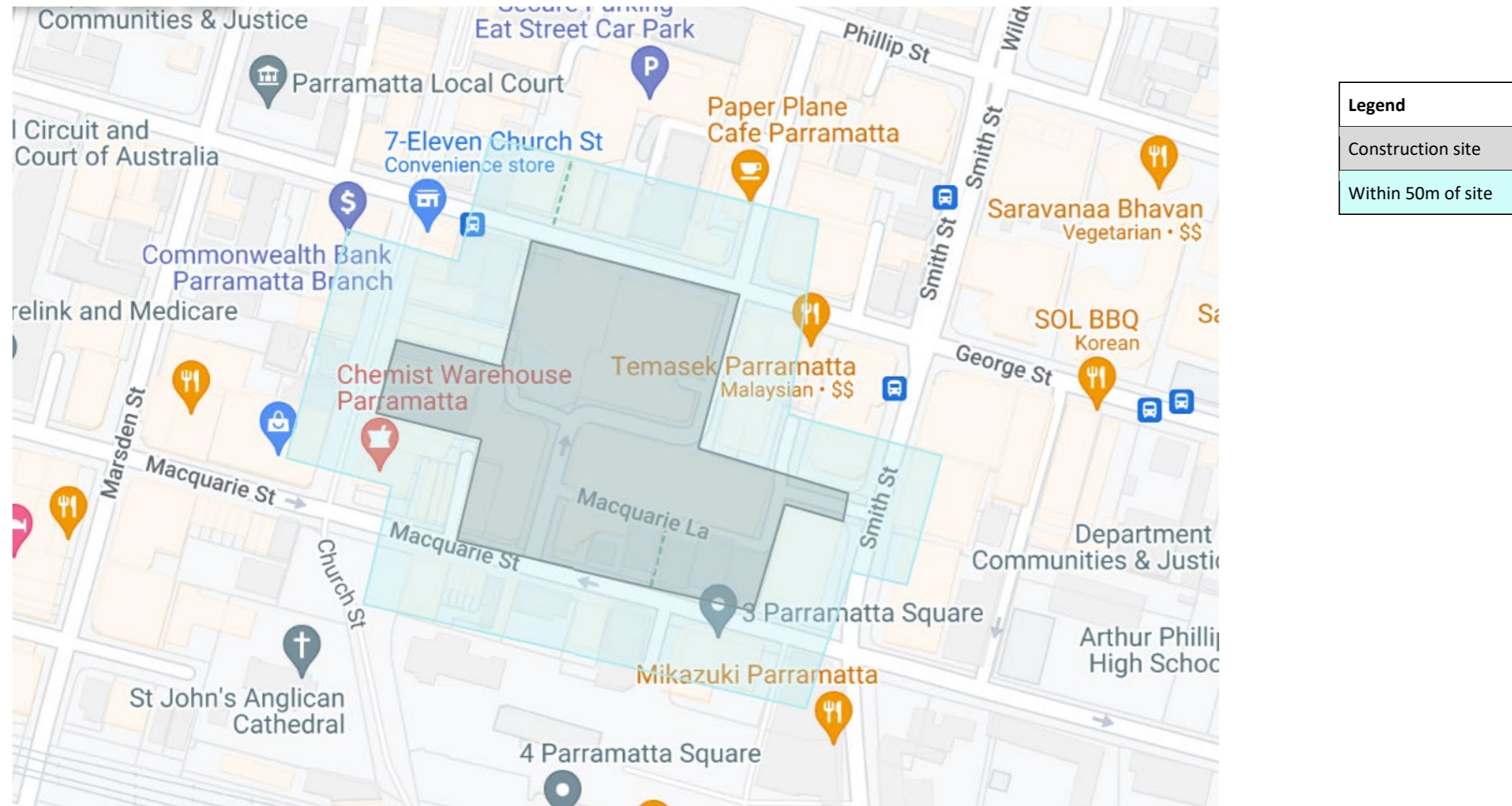


Figure 2: Area within 50 metres of Parramatta site

Table 1: Parramatta small businesses within 50 metres of construction site

Business name	Address	Business category	Issues	Mitigation	Communication tools
Pharmacy 4 Less	240 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Maintain access to businesses for customers and deliveries from Horwood Place 	<ul style="list-style-type: none"> Site establishment staging provides continued freight and customer access to the rear of the properties from Horwood Place 	<ul style="list-style-type: none"> Discuss with business owners about their vehicle and customer access requirements to be considered in construction staging design
CK Architects	240 Church St, Parramatta NSW 2150	Advisory & Financial Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts 	<ul style="list-style-type: none"> Local internal roads will be designed to allow delivery access during construction 	<ul style="list-style-type: none"> At least 7-day notice of any access changes by phone call, doorknock or meeting
Scram Escape Rooms	Level 1/240 Church St, Parramatta NSW 2150	Arts and Recreation Services	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings 	<ul style="list-style-type: none"> Pedestrian access to Church St from rear of property 	<ul style="list-style-type: none"> Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Leni's Cafe	240 Church St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> Schedule high impact works outside of busy trade periods 	<ul style="list-style-type: none"> Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services
Optimum Med Health Clinic	240 Church St, Parramatta NSW 2150	Health Care and Social Assistance	<ul style="list-style-type: none"> Planned and unplanned utility works impacting on services 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	
IGA	37-39 George St, Parramatta NSW 2150	Food Services		<ul style="list-style-type: none"> Conduct noise and other environmental monitoring 	
Lead College	37-39 George St, Parramatta NSW 2150	Educational Facility			
Manaeesh Bakery & Pizza	46 Macquarie St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Maintain access to businesses for staff and deliveries from United Lane. Only pedestrian access to 216 Church St is from United Lane 	<ul style="list-style-type: none"> Minimise work impacts on access and parking in United Lane, where practicable 	<ul style="list-style-type: none"> Discuss with business owners about their vehicle and pedestrian access requirements if any works require occupation of United Lane
Vision in White Bridal	Ground Floor/44 Macquarie St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Noise and vibration impacts 	<ul style="list-style-type: none"> Ensure pedestrian access to 216 Church St from United Lane 	<ul style="list-style-type: none"> At least 7-day notice of any access changes by phone call, doorknock or meeting
Natures Hair & Beauty Supplies	40 Macquarie St, Parramatta NSW 2150	Retail trade	<ul style="list-style-type: none"> Dust impacts Visual amenity to the area, including clean construction site appearance with clean hoardings 	<ul style="list-style-type: none"> Schedule high impact works outside of busy trade periods 	<ul style="list-style-type: none"> Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Robin Raju & Associates	Level 1 Suite 2/46 Macquarie St, Parramatta NSW 2150	Advisory & Financial Services	<ul style="list-style-type: none"> Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services
TSG	216 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Planned and unplanned utility works impacting on services or on access to United Lane 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring 	
Bourke Street Bakery	186/1, 190 Church St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Maintain access to businesses for customers and deliveries 		<ul style="list-style-type: none"> Regular notifications (letterbox and email)
nntea	2/188 Church St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Maintaining access on Horwood Place for businesses on Church and George Street and 25 Smith Street 		<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (doorknock and email)
BL Burgers	3/188 Church St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Maintain car park near Macquarie Lane Noise and vibration impacts 		<ul style="list-style-type: none"> Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Red Mango	5/186 Church St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Dust impacts 		<ul style="list-style-type: none"> Provide business owners with advance notice of highly impactful work e.g.

Business name	Address	Business category	Issues	Mitigation	Communication tools
Neelam	79 Macquarie St, Parramatta NSW 2150	Food Services	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings Worksite and construction activities obstructing view of shopfront from customers Planned and unplanned utility works impacting on services Local traffic impacts due to additional vehicles and heavy vehicle movements Temporary footpath and road closures Impacts from other nearby projects 		vibratory or noisy work or temporary loss of services <ul style="list-style-type: none"> Toolbox talks and regular site checks and management Corflute signage and floor decals for businesses to use Community information sessions with business specific information Meet with Parramatta Chamber of Commerce to consult and engage with their small business members Translation services for culturally and linguistically diverse business owners and workers
Destination Roll	260 Church St, Parramatta NSW 2150	Food Services			
La Roue Cafe	223-235 Church St, Parramatta NSW 2150	Food Services			
Coffee Emporium	Shop 7/197/205 Church St, Parramatta NSW 2150	Food Services			
The Bean Chamber	6/25 George St, Parramatta NSW 2150	Food Services			
Mayfair Gourmet	276/272 Church St, Parramatta NSW 2150	Food Services			
Dragon House Indian Chinese	38-40 George St, Parramatta NSW 2150	Food Services			
Xcel Roll & Bowl	42 George St, Parramatta NSW 2150	Food Services			
Western Sydney Kebabs	1/52 George St, Parramatta NSW 2150	Food Services			
In the mood for Thai	3/52-60 George St, Parramatta NSW 2150	Food Services			
Ground Floor Cafe	80 George St, Parramatta NSW 2150	Food Services			
Story Factory	90 George St, Parramatta NSW 2150	Food Services			
Homage	Shop 1/71 - 73 George St, Parramatta NSW 2150	Food Services			
Piri	71/73 George St, Parramatta NSW 2150	Food Services			
Paper Plane Cafe	5/2 Horwood Pl, Parramatta NSW 2150	Food Services			
Mr Phillips Coffee Beans	5/75 Phillip Street, Horwood Pl, Parramatta NSW 2150	Food Services			
Bad Manners Espresso	1 Horwood Pl, Parramatta NSW 2150	Food Services			

Business name	Address	Business category	Issues	Mitigation	Communication tools
Subway	1A/18 Smith St, Parramatta NSW 2150	Food Services			
Deco's Cafe	25 Smith St, Parramatta NSW 2150	Food Services			
Mr Cuppa coffee house	57 Macquarie St, Parramatta NSW 2150	Food Services			
Copper Handi	276/272 Church St, Parramatta NSW 2150	Food Services			
Pick Thai	276/272 Church St, Parramatta NSW 2150	Food Services			
Aino Sushi	276/272 Church St, Parramatta NSW 2150	Food Services			
Oriental Tuckerbox	276/272 Church St, Parramatta NSW 2150	Food Services			
Ria Money Transfer	5/197-205 Church St, Parramatta NSW 2150	Advisory & Financial Services	<ul style="list-style-type: none"> • Maintain car park near Macquarie Lane • Noise and vibration impacts • Dust impacts • Visual amenity to the area, including clean construction site appearance with clean hoardings • Worksite and construction activities obstructing view of shopfront from customers • Planned and unplanned utility works impacting on services • Local traffic impacts due to additional vehicles and heavy vehicle movements • Temporary footpath and road closures • Impacts from other nearby projects 	<ul style="list-style-type: none"> • Schedule high impact works outside of busy trade periods, e.g. morning and lunch. • Install hoarding to mitigate noise and dust • Conduct noise and other environmental monitoring • Ensure site is clean at the end of each day • Conduct regular checks on hoarding and clean any graffiti • Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures • Facilitate information sessions • Provide translators as required • Maintain pedestrian and vehicle access to businesses • No construction vehicle access on pedestrian zone on Church Street 	<ul style="list-style-type: none"> • Regular notifications (letterbox and email) • Quarterly construction newsletters to provide construction lookahead (letterbox and email) • Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation • Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services • Toolbox talks and regular site checks and management • Corflute signage and floor decals for businesses to use • Community information sessions with business specific information • Meet with Parramatta Chamber of Commerce to consult and engage with their small business members • Translation services for culturally and linguistically diverse business owners and workers
Community Migrant Resource Centre	4/1 Horwood Pl, Parramatta NSW 2150	Advisory & Financial Services			
Money Plus	77 Macquarie St, Parramatta NSW 2150	Advisory & Financial Services			
Yellow Brick Road Wealth Management	Shop 6/2 Horwood Pl, Parramatta NSW 2150	Advisory & Financial Services			
IDP Education	Level 1/252 Church St, Parramatta NSW 2150	Advisory & Financial Services			
H&R Block	Shop 3/235 Church St, Parramatta NSW 2150	Advisory & Financial Services			
Ray Wehbe & Co Solicitors	4/21 George St, Parramatta NSW 2150	Advisory & Financial Services			
Tax Tips	1/262 Church St, Parramatta NSW 2150	Advisory & Financial Services			
Patrick Lau & co Accounting	48 George St, Parramatta NSW 2150	Advisory & Financial Services			
The Tax Factor	80 George St, Parramatta NSW 2150	Advisory & Financial Services			

Business name	Address	Business category	Issues	Mitigation	Communication tools
Veritas Law Firm	1/68-80 George St, Parramatta NSW 2150	Advisory & Financial Services			
Genesis Legal Partners	Level 1, Suite 12/2 Horwood Pl, Parramatta NSW 2150	Advisory & Financial Services			
KX Pilates	Level 1/216/218 Church St, Parramatta NSW 2150	Arts and Recreation Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts Visual amenity to the area, including clean construction site appearance with clean hoardings Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> Schedule high impact works outside of busy trade periods, e.g. class times Install hoarding to mitigate noise and dust Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures No construction vehicle access on pedestrian zone on Church Street 	<ul style="list-style-type: none"> Regular notifications (letterbox and email) Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services Toolbox talks and regular site checks and management Corflute signage and floor decals for businesses to use
Aceben Pawn Broker	65 Macquarie St, Parramatta NSW 2150	Consumer Goods & Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> Regular notifications (letterbox and email)
Cash Stop	252 Church St, Parramatta NSW 2150	Consumer Goods & Services	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures No construction vehicle access on pedestrian zone on Church Street 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services Toolbox talks and regular site checks and management Corflute signage and floor decals for businesses to use
George Street Dental Care	1/38-40 George St, Parramatta NSW 2150	Health Care and Social Assistance	<ul style="list-style-type: none"> Noise and vibration impacts, including potential impact on sensitive equipment Dust impacts 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> Regular notifications (letterbox and email)
Acupuncture Hyemin Clinic	48 George St, Parramatta NSW 2150	Health Care and Social Assistance	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring Ensure site is clean at the end of each day 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (letterbox and email)
Pacific Smiles Dental Teaching Clinic	Level 1/80 George St, Parramatta NSW 2150	Health Care and Social Assistance			

Business name	Address	Business category	Issues	Mitigation	Communication tools
Optical Co	Suite 1/80 George St, Parramatta NSW 2150	Health Care and Social Assistance	<ul style="list-style-type: none"> • Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> • Conduct regular checks on hoarding and clean any graffiti • Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> • Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation • Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services • Doorknock or phone call of businesses with equipment potentially sensitive to vibration will be consulted prior to work with potential vibration impacts • Toolbox talks and regular site checks and management • Corflute signage and floor decals for businesses to use
Parramatta Dental Studio	3/75 Phillip St, Parramatta NSW 2150	Health Care and Social Assistance			
iFade Barber	85 Macquarie St, Parramatta NSW 2150	Personal Services	<ul style="list-style-type: none"> • Noise and vibration impacts • Dust impacts 	<ul style="list-style-type: none"> • Schedule high impact works outside of busy trade periods 	<ul style="list-style-type: none"> • Regular notifications (letterbox and email)
Vanilla Hair of Essence	57 Macquarie St, Parramatta NSW 2150	Personal Services	<ul style="list-style-type: none"> • Visual amenity to the area, including clean construction site appearance with clean hoardings 	<ul style="list-style-type: none"> • Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> • Quarterly construction newsletters to provide construction lookahead (letterbox and email)
Golden Tree Thai Massage	256 Church St, Parramatta NSW 2150	Personal Services	<ul style="list-style-type: none"> • Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> • Conduct noise and other environmental monitoring • Ensure site is clean at the end of each day 	<ul style="list-style-type: none"> • Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Dry Cleaners on George	26 George St, Parramatta NSW 2150	Personal Services		<ul style="list-style-type: none"> • Conduct regular checks on hoarding and clean any graffiti 	<ul style="list-style-type: none"> • Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services
Antons Hairdressing	48 George St, Parramatta NSW 2150	Personal Services		<ul style="list-style-type: none"> • Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> • Toolbox talks and regular site checks and management
The Barber Workshop	48 George St, Parramatta NSW 2150	Personal Services		<ul style="list-style-type: none"> • Facilitate information sessions • Provide translators as required 	<ul style="list-style-type: none"> • Corflute signage and floor decals for businesses to use
M&a Bizy Scissors	2/52 George St, Parramatta NSW 2150	Personal Services		<ul style="list-style-type: none"> • Maintain pedestrian and vehicle access to businesses 	<ul style="list-style-type: none"> • Community information sessions with business specific information
The Gentlemen's Parlour	2/75 Phillip St, Parramatta NSW 2150	Personal Services		<ul style="list-style-type: none"> • No construction vehicle access on pedestrian zone on Church Street 	<ul style="list-style-type: none"> • Meet with Parramatta Chamber of Commerce to consult and engage with their small business members
Hair and Skin Science Parramatta	Shop 5/1 Horwood Pl, Parramatta NSW 2150	Personal Services			<ul style="list-style-type: none"> • Translation services for culturally and linguistically diverse business owners and workers
Laser Clinics	Shop 3/25 Smith St, Parramatta NSW 2150	Personal Services			
D & D Real Estate	26 George St, Parramatta NSW 2150	Rental, Hiring and Real Estate Services	<ul style="list-style-type: none"> • Noise and vibration impacts • Dust impacts 	<ul style="list-style-type: none"> • Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> • Regular notifications (letterbox and email)

Business name	Address	Business category	Issues	Mitigation	Communication tools
Guardian Property Specialists	1/1 Horwood Pl, Parramatta NSW 2150	Rental, Hiring and Real Estate Services	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings Worksite and construction activities obstructing view of shopfront from customers Impacts of construction on their tenants and properties they manage 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Provide business owners with advance notice of highly impactful work ie vibratory or noisy work or temporary loss of services Engage with real estate agents about communication channels to commercial and residential properties they manage
Just 4 Fun	1/210 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Maintain access to businesses for customers and deliveries 	<ul style="list-style-type: none"> Construction staging will consider delivery and access requirements of businesses 	<ul style="list-style-type: none"> Regular notifications (letterbox and email)
Culture Kings	197 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Maintaining access on Horwood Place for businesses on Church and George Street and 25 Smith Street 	<ul style="list-style-type: none"> Schedule high impact works outside of busy trade periods 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (doorknock and email)
Eckersley Arts & Craft	2/28 Macquarie St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Maintain car park near Macquarie Lane Noise and vibration impacts Dust impacts 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Anglicare	71 Macquarie St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Visual amenity to the area, including clean construction site appearance with clean hoardings 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring Ensure site is clean at the end of each day 	<ul style="list-style-type: none"> Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services
The Edge	73 Macquarie St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Worksite and construction activities obstructing view of shopfront from customers 	<ul style="list-style-type: none"> Conduct regular checks on hoarding and clean any graffiti 	<ul style="list-style-type: none"> Toolbox talks and regular site checks and management
Chemist Warehouse	202-214 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Planned and unplanned utility works impacting on services Local traffic impacts due to additional vehicles and heavy vehicle movements 	<ul style="list-style-type: none"> Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> Corflute signage and floor decals for businesses to use
DLUX Jewellers	260 Church St, Parramatta NSW 2150	Retail Trade	<ul style="list-style-type: none"> Temporary footpath and road closures Impacts from other nearby projects 	<ul style="list-style-type: none"> Facilitate information sessions Provide translators as required Maintain pedestrian and vehicle access to businesses No construction vehicle access on pedestrian zone on Church Street 	<ul style="list-style-type: none"> Meet with Parramatta Chamber of Commerce to consult and engage with their small business members
7/11	262 Church St, Parramatta NSW 2150	Retail Trade			<ul style="list-style-type: none"> Translation services for culturally and linguistically diverse business owners and workers
Surplus City Camping and Disposals	223 Church St, Parramatta NSW 2150	Retail Trade			
Good Games	219 Church St, Parramatta NSW 2150	Retail Trade			
Peter Wynns Score	197 Church St, Parramatta NSW 2150	Retail Trade			
Dallas Newsagency	197 Church St, Parramatta NSW 2150	Retail Trade			

Business name	Address	Business category	Issues	Mitigation	Communication tools
King of the Pack	276/272 Church St, Parramatta NSW 2150	Retail Trade			
Auslim Parramatta	Shop 2/38-40 George St, Parramatta NSW 2150	Retail Trade			
Digiprint Media	46 George St, Parramatta NSW 2150	Retail Trade			
Tribe Vibe	48 George St, Parramatta NSW 2150	Retail Trade			
Aquarius Rising	48 George St, Parramatta NSW 2150	Retail Trade			
Kwik Kopy Printing	3/1 Horwood Pl, Parramatta NSW 2150	Retail Trade			
House of Albert	1 Horwood Pl, Parramatta NSW 2150	Retail Trade			

2.6 Precinct analysis – Westmead

Westmead is a growing health and innovation precinct, as well as home to a culturally and linguistically diverse community. Westmead metro station is bounded by Hawkesbury Road, Bailey Street, Hassall Street and Alexandra Avenue and is south of the adjacent Sydney Trains Westmead station. Although there are no small businesses identified within 50 metres of the project site, there are small businesses on the other side of the existing train station. These businesses include a mix of food, professional and personal services. The identified small businesses are listed below. The Sydney Trains station acts as a visual barrier between these small businesses and the construction site.

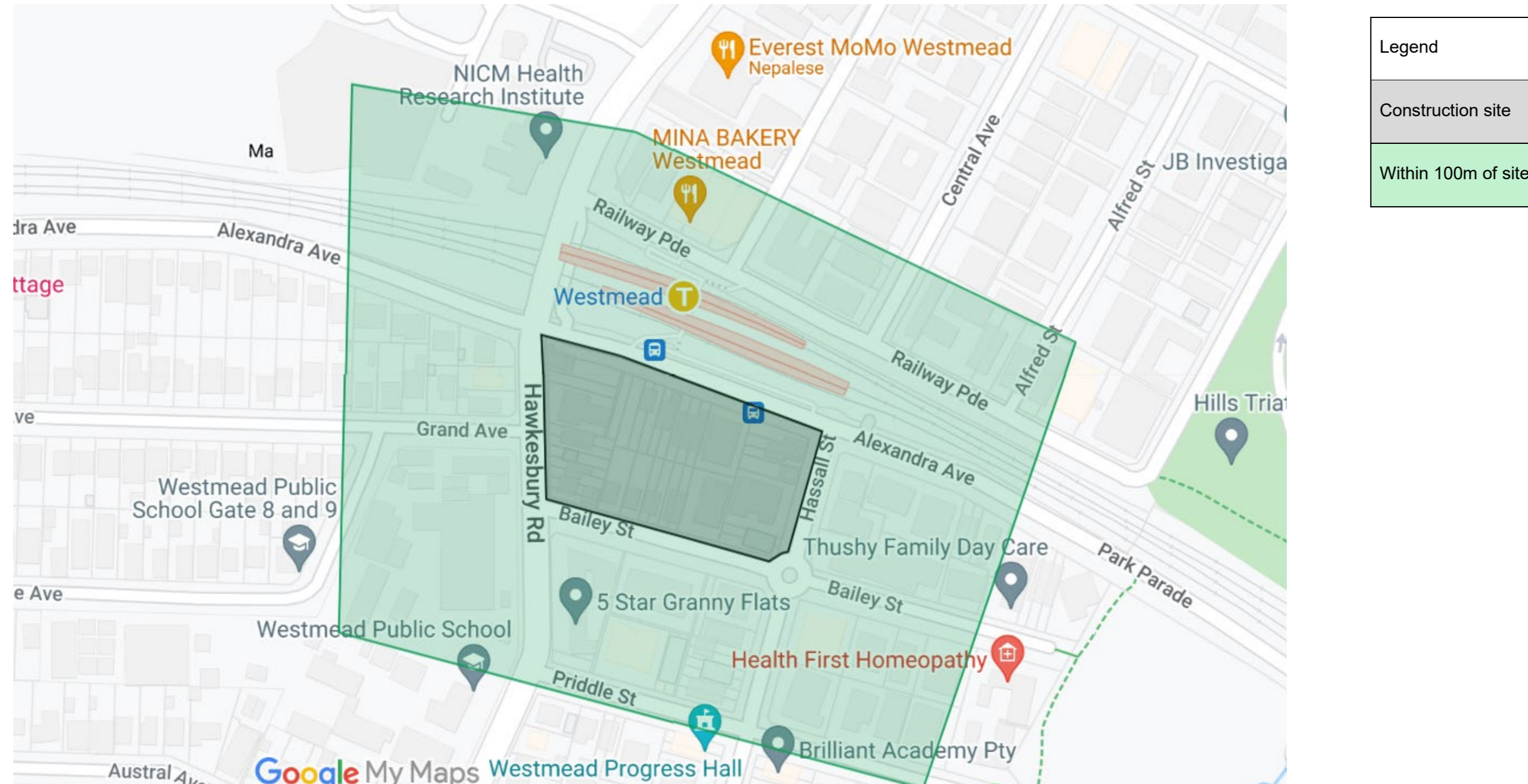


Figure 3: Area within 100 metres of Westmead site

Table 2: Small businesses within 100 metres of Westmead construction site

Business name	Address	Business category	Issues	Mitigation	Communication tools
Westmead Food Express	Westmead Train Station	Food Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts 	<ul style="list-style-type: none"> Install hoarding to mitigate visual amenity 	<ul style="list-style-type: none"> Regular notifications (letterbox and email)
F45 Training Westmead	Level 1/27 Railway Pde, Westmead	Arts and Recreation Services	<ul style="list-style-type: none"> Local traffic impacts and heavy vehicle movements on Hawkesbury Road Concerns about worker vehicles taking up local parking spots 	<ul style="list-style-type: none"> Install acoustic shed to mitigate noise and dust Conduct noise and other environmental monitoring 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (letterbox and email)
Friendly Grocer Supermarket	Westmead Shopping Village, 24-26 Railway Pde, Westmead	Retail		<ul style="list-style-type: none"> Ensure site is clean at the end of each day 	<ul style="list-style-type: none"> Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation
Thuy Hot Bread		Food Services		<ul style="list-style-type: none"> Conduct regular checks on hoarding and clean any graffiti 	<ul style="list-style-type: none"> Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services
Mina Bakery		Food Services		<ul style="list-style-type: none"> Traffic management plans, traffic control plans to ensure road safety 	<ul style="list-style-type: none"> Toolbox talks and regular site checks and management
Pista House		Food Services		<ul style="list-style-type: none"> Encourage workers to use public transport to minimise parking impacts 	<ul style="list-style-type: none"> Coordinate communications with Transport for Tomorrow and PLR
Michel's Patisserie Westmead		Food Services			<ul style="list-style-type: none"> Liaise with the Westmead Public School Community Hub to communicate to local businesses and their customers
Westmead Tavern		Food Services			<ul style="list-style-type: none"> Translation services for culturally and linguistically diverse business owners and workers
Thundery Thai Massage Clinic		Personal Services			
New Leaf Realtors		Rental, Hiring and Real Estate Services			
TAB		Arts and Recreation Services			

2.7 Precinct analysis – Clyde and Rosehill

The Clyde stabling and maintenance facility is bounded by James Ruse Drive, Unwin Street, Western Motorway and Shirley Street and is near both small and large businesses. Clyde and Rosehill is a large commercial and industrial precinct. The area is home to an industrial park, heavy industry and approximately 23 small businesses have been identified within 200 metres of the Clyde stabling and maintenance facility construction sites. In May 2022, small businesses identified in this area are primarily:

- Automotive industry
- Industrial and engineering
- Bulk goods and logistics

The identified small businesses are listed below.

Legend
Construction site
Within 200m of site

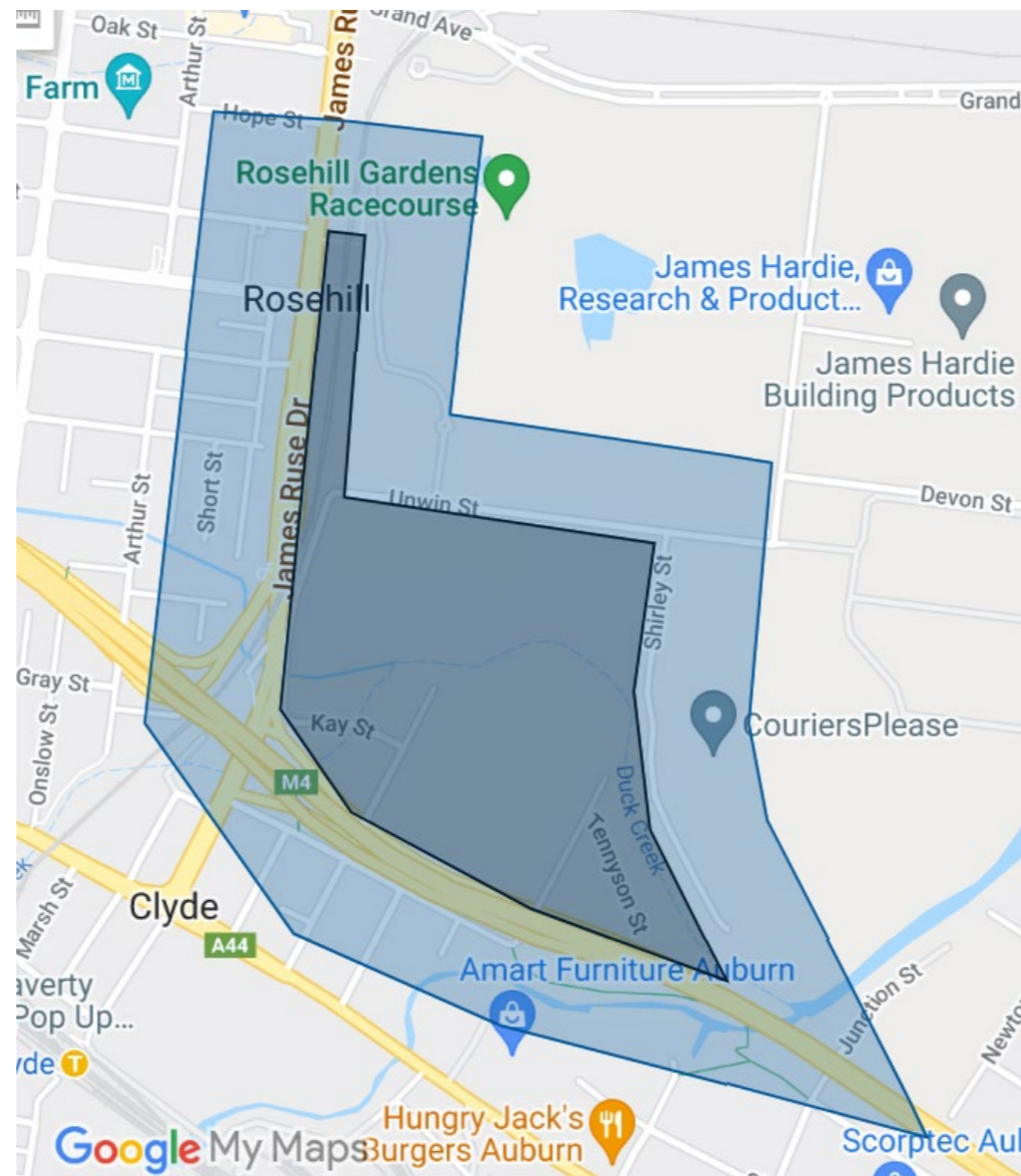


Figure 4: Area within 200 metres of the Clyde maintenance and stabling facility sites

Table 3: Small businesses within 200 metres of the Clyde maintenance and stabling facility sites

Business name	Address	Business category	Issues	Mitigation	Communication tools
AMF Performance Ceilings	22 Kendall St, Clyde	Industrial	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts Planned and unplanned utility works impacting on services Local traffic impacts due to additional vehicles and heavy vehicle movements Temporary footpath and road closures 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust Conduct noise and other environmental monitoring Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Traffic management plans, traffic control plans to ensure road safety Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> Regular notifications (letterbox and email) Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Provide business owners with advance notice of highly impactful work e.g. vibratory or noisy work or temporary loss of services Contact details for utility service providers (e.g. Jemena and Endeavour Energy) Toolbox talks and regular site checks and management Operational communications and signage, including VMS and updates for LiveTraffic, Google Maps and Waze via Transport for NSW.
Plasta Masta Granville	20 Kendall St, Clyde	Industrial			
Budget Office Furniture	Warehouse 1 / 8 Kendall St, Clyde	Industrial			
Autojoy Performance	21 Kendall St, Clyde	Industrial			
Main Pacific Shipping & Logistics	15 Kendall St, Clyde	Industrial			
Cowper Smash Repairs	19 Wentworth St, Clyde	Industrial			
Australasian PC Distributors (APCD)	16 Harbord St, Granville	Industrial			
Otomec Engineering	18 Wentworth St, Clyde	Industrial			
Hello Cars	16 Wentworth St, Clyde	Commercial			
HP Authorised Repair Centre	14 Harbord St, Granville	Commercial			
Australian IT Spares	16 Harbord St, Granville	Industrial			
Kartel Logistics	4 Harbord St, Granville	Industrial			
Doug Smith Appliance Spares	1/28 Martha St, Granville	Commercial			
Melcar Wines	3/28 Martha St, Granville	Wholesaler			
Click Finance	2/28 Martha St, Granville	Advisory and Financial Services			
Zamtas	5/28 Martha St, Granville	Commercial			
Specmetals	6 Harbord St, Granville	Industrial			
Star Copper Scrap	11 Harbord St, Granville	Industrial			
Triplene Group	2 Darcy St, Clyde	Industrial / Professional Services			
Chestnut Café	2 Unwin St, Rosehill	Food Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust 	<ul style="list-style-type: none"> Regular notifications (letterbox and email)

Business name	Address	Business category	Issues	Mitigation	Communication tools
			<ul style="list-style-type: none"> Planned and unplanned utility works impacting on services Local traffic impacts due to additional vehicles and heavy vehicle movements Temporary footpath and road closures GLC site offices and nearby worksite may generate additional footfall and demand 	<ul style="list-style-type: none"> Conduct noise and other environmental monitoring Maintain pedestrian and vehicle access to business 	<ul style="list-style-type: none"> Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Contact details for utility service providers (e.g. Jemena and Endeavour Energy)
Stay Upright	30 Wentworth St, Clyde	Education and Training	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts Local traffic impacts and heavy vehicle movements 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust Conduct noise and other environmental monitoring Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Traffic management plans, traffic control plans to ensure road safety Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures 	<ul style="list-style-type: none"> Regular notifications (letterbox and email) Quarterly construction newsletters to provide construction lookahead (letterbox and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Contact details for utility service providers (e.g. Jemena and Endeavour Energy)
Turbans 4 Australia	14 Martha St, Clyde	Charity / Not-for-profit	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts Local traffic impacts and heavy vehicle movements 	<ul style="list-style-type: none"> Install hoarding to mitigate noise and dust Conduct noise and other environmental monitoring Traffic management plans, traffic control plans to ensure road safety 	<ul style="list-style-type: none"> Regular notifications (letterbox and email) Quarterly construction newsletters to provide construction lookahead (doorknock and email) Regular Place Manager doorknocks to understand local business owner's issues and identify targeted mitigation Contact details for utility service providers (e.g. Jemena and Endeavour Energy)

2.8 Precinct analysis – Sydney Olympic Park

Sydney Olympic Park has a mixed business and residential community within a world class sporting and event precinct, that is surrounded by parklands and public spaces.

Herb Elliott Avenue runs along the northern boundary of the site which has three hotels (Ibis, Novotel and Pullman) and head offices for organisations such as Cricket NSW and Sydney Thunder as well as a café within the Abattoir Heritage Precinct directly across the road. On the southern side of the site is Figtree Drive which has offices of larger organisations including Police Citizens Youth Club and the NSW Institute of Sport. Only one small business within 50 metres has so far been identified, 'Abattoir Blues Café' on Herb Elliott Avenue. GLC will be working in the Sydney Olympic Park site for approximately 11 months from late 2023 to late 2024.

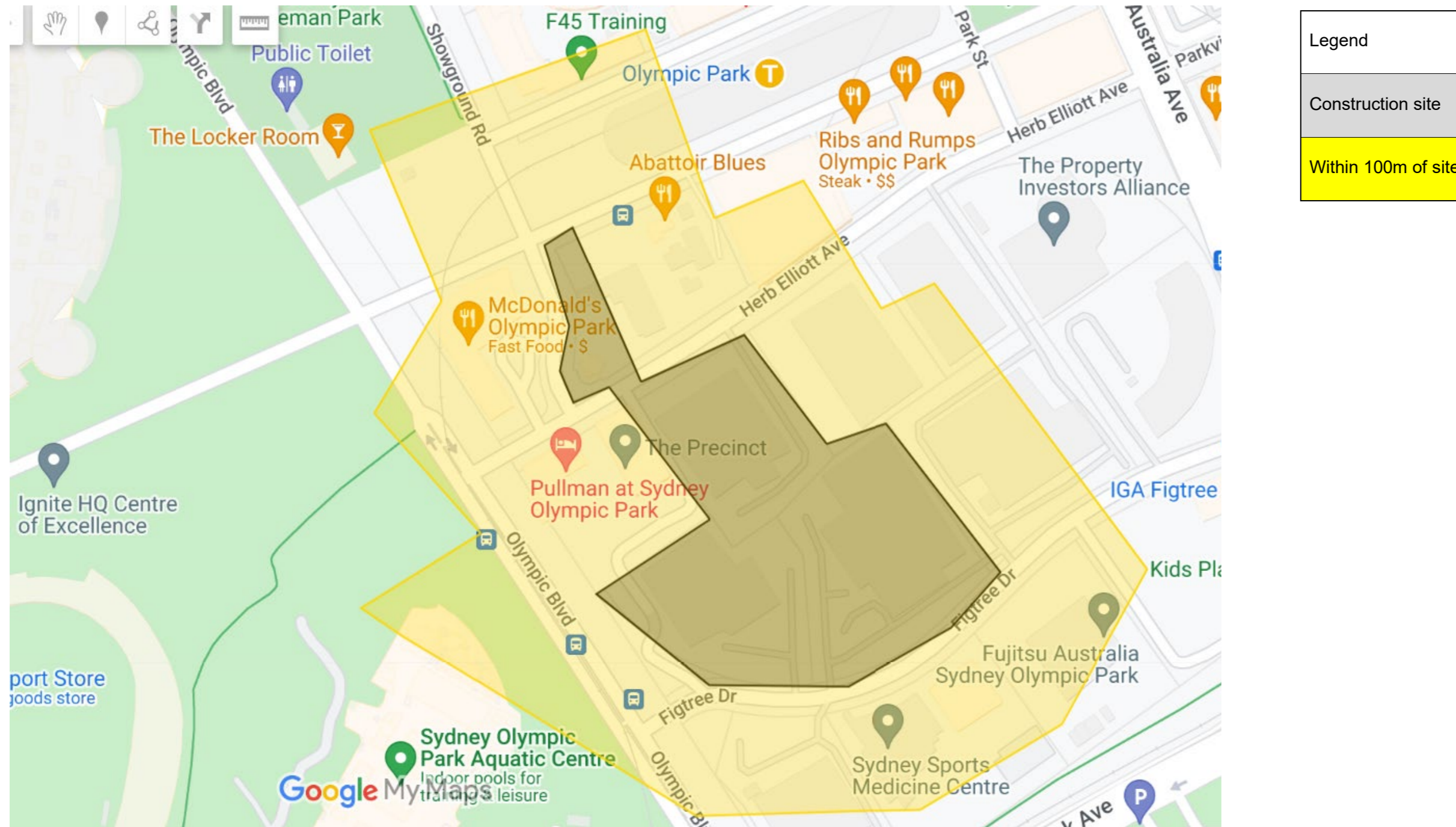
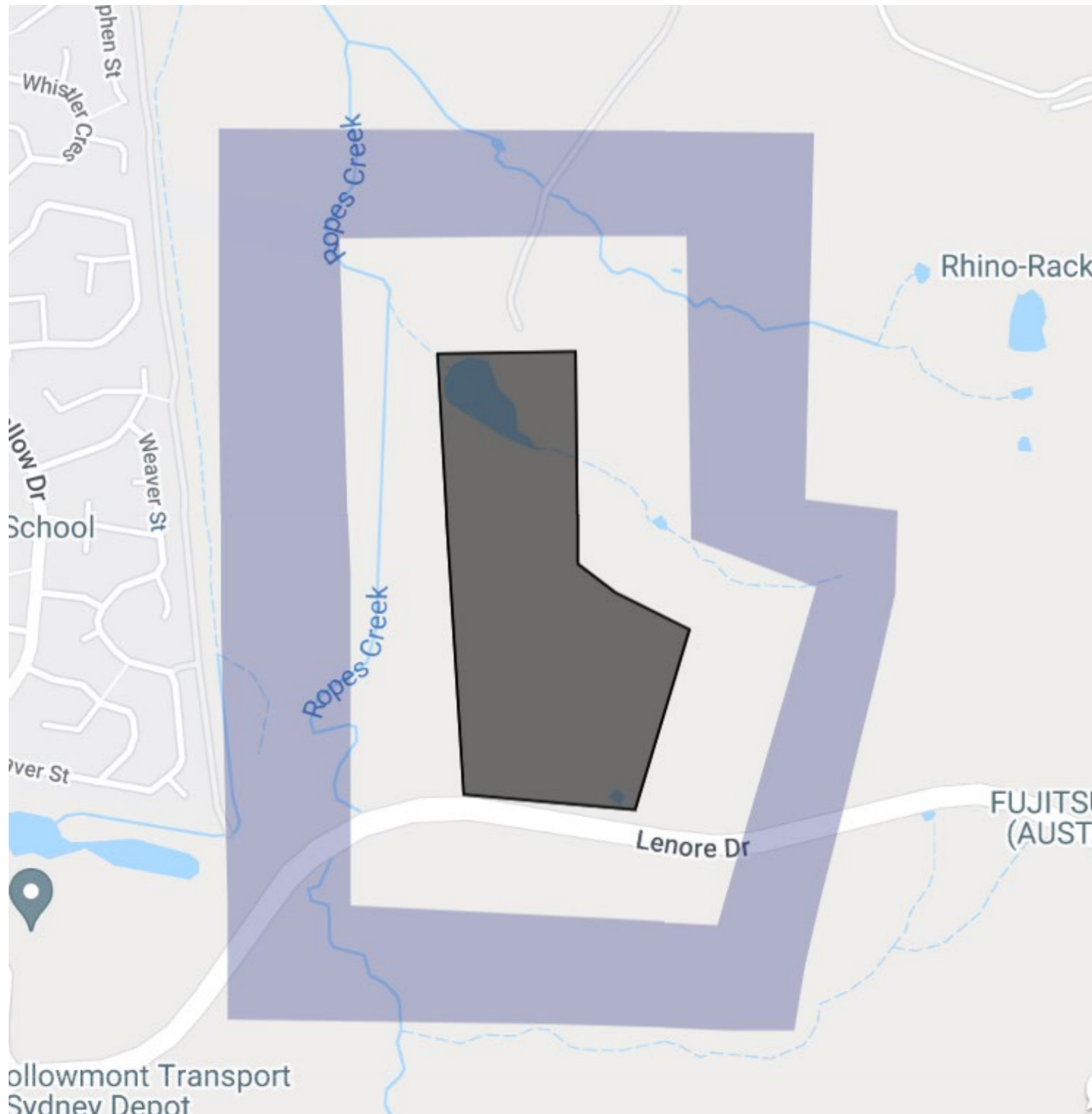


Figure 5: Area within 100 metres of Sydney Olympic Park construction site

Table 4: Small businesses within 100 metres of Sydney Olympic Park construction site

Business name	Address	Business category	Issues	Mitigation	Communication tools
Abattoir Blues (café)	Building C / 1 Herb Elliott Ave	Food Services	<ul style="list-style-type: none"> Noise and vibration impacts Dust impacts Local traffic impacts due to additional vehicles and heavy vehicle movements Temporary footpath and road closures 	<ul style="list-style-type: none"> Schedule high impact works outside of busy trade periods, e.g. morning and lunch Install hoarding to mitigate noise and dust Conduct noise and other environmental monitoring Ensure site is clean at the end of each day Conduct regular checks on hoarding and clean any graffiti Provide signage, wayfinding and floor decal options to direct customers safely to business obstructed by footpath or road closures Facilitate information sessions Provide translators as required Maintain pedestrian and vehicle access to businesses 	<ul style="list-style-type: none"> Regular notifications (letterbox and email) Quarterly construction newsletters to provide construction lookahead (letterbox and email) Place Manager engagement, starting in the second half of 2023 to understand local business owner's issues prior to work commencing Provide business owner with advance notice of highly impactful work, e.g. vibratory or noisy work Toolbox talks and regular site checks and management Coordinate engagement with AFJV and consult with SOPA. This may include meeting with the Sydney Olympic Park Business Association and their members to reach small businesses within the park but not near the site.

2.9 Precinct analysis – Eastern Creek



There are no small businesses within 500 metres of the construction site.

Legend
Construction site
Within 500m of site

Figure 6: Area within 500 metres of the Eastern Creek site