

Sydney Metro North West

Design and Construction of Surface
and Viaduct Civil Works



Business Management Plan

sub-plans of the Community Liaison Implementation Plan (CLIP)

NWRLSVC-ISJ-SVC-PM-PLN-121602

Revision 11.0

9 November 2017

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DEFINITIONS AND ABBREVIATIONS

BMP	Business Management Plan
CEMP	Construction Environmental Management Plan
CLIP	Community Liaison Implementation Plan
IAP2	International Association for Public Participation
IC	Independent Certifier
ISJV	Impregilo Salini Joint Venture
KPI	Key Performance Indicator
OSCIP	Overarching Stakeholder and Community Involvement Plan
PD	Project Director
PDMP	Project Design Management Plan
PIMP	Project Interface Management Plan
PM	Project Manager
PMP	Project Management Plan
PQP	Project Quality Plan
PMS	Project/Contract Management System
SCIP	Stakeholder Specific Stakeholder and Community Involvement Plan
SVC	Surface and Viaduct Civil
SWTC	Scope of Works and Technical Criteria

1 INTRODUCTION

1.1 Purpose

The Business Management Plan (BMP) is a sub-plan of the Community Liaison Implementation Plan (CLIP). The BMP identifies affected businesses within each construction zone and provides an overview of management strategies to inform, consult with and assist business owners who are adversely impacted during the design, mobilisation and construction stages of the Sydney Metro Northwest Surface and Viaduct Civil (SVC) works.

Business stakeholders are likely to have a major interest in the SVC construction activities and a number will experience direct impacts as a result of these activities. Specific areas of focus for the SVC Contractor, the Impregilo-Salini Joint Venture (ISJV) will be to ensure minimal adverse impact on business patronage through the maintenance of vehicular access during business hours and maintenance of visibility of the business during the construction works.

Business liaison activities have been developed to meet the requirements of the Deed, including as identified in section 3.13.10(e) of the Scope of Works and Technical Criteria (SWTC).

1.2 Scope

The BMP has three parts which collectively outline the approach, methodologies and timing that ISJV will use to engage with and consult business owners potentially affected during SVC works as outlined in Figure 1 below:

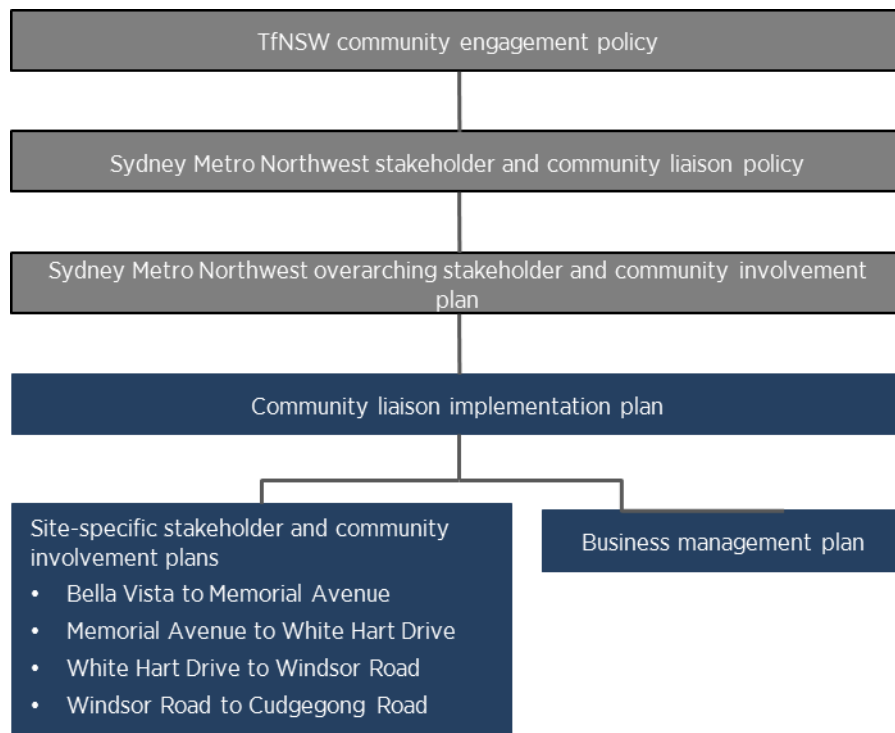
Figure 1: Business Management Plan Structure



1.3 Relationship to other Plans

The BMP is a sub-plan of the Community Liaison Implementation Plan (CLIP), and as such has been developed in alignment with the site-specific Stakeholder and Community Involvement Plans (SCIPs). There is also an interface with the Project Training Management Plan, which outlines local employment initiatives, as well as the Construction Environmental Management Plan, Sustainability Plan, Design Plan and Construction Plan. below outlines the relationship and hierarchy of community management plans for Sydney Metro Northwest

Figure 2: Community Management Plan Hierarchy



1.4 Plan Distribution

The SVC Stakeholder and Community Relations Manager is responsible for the distribution of the BMP. The controlled copy of this document is maintained on TeamBinder for the duration of the SVC works.

1.5 Plan Authorisation

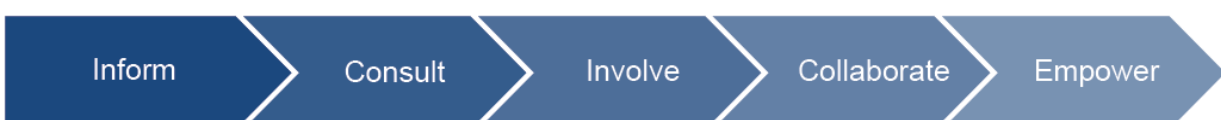
The implementation of the BMP is under authority of IJSV and the Stakeholder and Community Relations Manager. All personnel employed on the Project will perform their duties in accordance with the requirements of the BMP, supporting management plans and related procedures.

1.6 Monitoring and Reporting

The Evaluation and Monitoring Framework is outlined in the CLIP, Section 5.18 *Monitoring and Evaluation Activities*. The ISJV will monitor and report business-related liaison activities within this overarching frame and report monthly to Sydney Metro Northwest against the CLIP and its sub plans, including the BMP.

Our approach is based on best practice in consultation and engagement for major projects, including the IAP2 Public Participation Spectrum and Account Ability's AA1000 Stakeholder Engagement Standard. The community liaison activities outlined in this plan sit in the 'inform' and 'consult' part of this spectrum.

Figure 3: IAP2 Public Participation Spectrum



1.7 Plan Preparation and Review

The SVC Stakeholder and Community Relations Manager is responsible for preparing and updating the BMP.

Community liaison documentation will be reviewed on a regular basis and ongoing review and updating of the plan will be undertaken, as per the requirements of the Project Deed.

The Quality Manager will ensure as part of the preparation and review PQP that in addition to complying with the requirements of IMP-BMS the PQP will comply with the Project Deed, SWTC including Appendix 24, Q6 and TfNSW policy requirements.

1.7.1 TfNSW Requirements

The BMP has been prepared in accordance with the requirements of the Deed and the Overarching Stakeholder and Community Involvement Plan.

Table 1: Requirements of the Project Deed

Section	Requirement
24 Project Plan Requirements Community Liaison Implementation Plan	The Community Liaison Implementation Plan must include, as sub-plans, separate “Stakeholder and Community Involvement Plans” that are specific to the Project Works, the Temporary Works and the SVC Contractor’s Activities and
Business Management Plan	The Business Management Plan must comply with and address the business management plan requirements in the Project Planning Approvals.

Table 2: Requirements of the overarching Stakeholder and Community Liaison Implantation Plan

Section	Requirement
10.1.1 Community Liaison Implementation Plan Requirements	
Business Management Plan	The Business Management Plans must be prepared for each Construction Site and must comply with the requirements of the Minister’s Conditions of Approval.

1.7.2 Minister’s Conditions of Approval

The BMP has been prepared in accordance with Infrastructure Approval SSR-5100 dated 25 September 2012 and Approval SSR-5414 dated 8 May 2013 which contains conditions imposed by the Minister for Planning and Infrastructure.

Table 3: Infrastructure Approval

Section	Requirement
Schedule E Construction Environmental Management	
Property and Business Impacts E32. Business Impacts	<p>The Proponent shall prepare and implement a Business Management Plan to minimise impacts on business adjacent to major construction zones and activities during construction of the SSI [State Significant Infrastructure]. The Plan shall include measures to minimise business related impacts, maintain vehicular and pedestrian access during business hours, and maintenance of visibility of the business appropriate to its reliance on such. The Plan shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none">a) Business consultation forum linked with the Community Construction Strategy as required by condition D1;b) Business management strategies for each construction zone (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 SSI;c) 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; andd) provision for reporting of monitoring results to the Director General, as part of the Compliance Tracking Program (condition D5).

1.7.3 Review Process

Ongoing review and updating of the Plan will be undertaken, taking into account:

- (i) Changes in design or construction process, including the use of and development of new designs and materials
- (ii) New design and construction processes requiring documentation which the existing Quality Plan does not address.

Business liaison documentation will be reviewed on a regular basis and revisions of the BMP will be made as required to reflect the current status of the Project Works.

All revisions including amendments of this plan will be authorised by the Project Director and the Community and Stakeholder Manager prior to their issue.

2 PROJECT CONTEXT

2.1 Background

The Sydney Metro Northwest is a key priority transport project for the NSW Government. The Sydney Metro Northwest will deliver a new high frequency single deck train system initially operating as a service between Cudgegong Road and Chatswood. The project includes eight new stations, approximately 15.5 km of tunnels from Epping to Bella Vista, a 4km elevated skytrain (viaduct), which will run from Kellyville to Rouse Hill and include a new bridge over Windsor Road at Rouse Hill, and conversion of the Epping to Chatswood Rail Link to deliver high frequency rapid transit services.

Stations will be built at Cherrybrook, Castle Hill, Showground, Norwest, Bella Vista, Kellyville, Rouse Hill and Cudgegong Road. Bus, pedestrian, cycling and easy access facilities will be provided at all stations, with approximately 4000 commuter car spaces spread across five sites.

2.2 Description of the SVC Project Works

The scope of the SVC Project Works consists of the detailed design, construction and handover of the viaducts, bridges and associated civil works required for the Sydney Metro Northwest between Memorial Avenue, Kellyville and Cudgegong Road, Rouse Hill. This will include a range of construction related activities, such as the establishment and reinstatement of work sites, spoil removal and disposal, and all required utility relocations and adjustments at construction work sites.

The permanent infrastructure to be delivered includes:

- Approximately 4 km of viaduct between Bella Vista and Rouse Hill Station including crossings over Memorial Avenue, Samantha Riley Drive, Windsor Road, Sanctuary Drive and White Hart Drive
- Bulk earthworks requirements including all cut, fill and embankments between Balmoral Road and Cudgegong Road
- Bridge over Windsor Road / Rouse Hill
- Bridge over Second Ponds Creek
- Allowance for station structures to be incorporated onto the viaduct at the Kellyville and Rouse Hill station sites
- Adjustments to existing infrastructure and roads within the construction zone and / or otherwise affected by SVC activities

Activities associated with the temporary and SVC contractor works required in order to complete construction include:

- Safe, secure personnel access / egress into site areas including necessary temporary support services and site facilities, with hoardings, fencing and the like around work sites to be left in place upon completion
- Construction traffic and transport management including temporary and permanent traffic management works
- Removal of all temporary work and site facilities not otherwise required for handover to subsequent contractors.
- Construction and removal of a concrete batching plant
- Construction and removal of a pre-cast concrete plant
- Construction of temporary T-way car parking at Kellyville

- Construction, removal and transportation of the gantry along the SVC construction zone
- Temporary changes to site personnel access/egress
- Signage, fencing and hoarding
- Construction environmental management activities
- Construction traffic management activities
- Interface and communications within SVC contractor team and across Sydney Metro Northwest team
- Stakeholder liaison activities
- Adherence to Sydney Metro Northwest protocols and procedures.

2.3 Previous Engagement with Businesses

The Minister's Conditions of Approval reflect the need for genuine consultation with business stakeholders through the preparation and implementation of a Business Management Plan that minimises impacts on businesses adjacent to major construction zones and activities during construction.

At the outset of the project TfNSW (Transport for NSW) appointed four Place Managers within the Sydney Metro Northwest Stakeholder and Community Relations Team to establish relationships and act as the key point of contact for stakeholders including businesses during the project planning and initial design of the Sydney Metro Northwest project.

Place Managers have consulted with local businesses through extensive engagement activities such as information sessions, face to face consultation, newsletters, a website and the community information centre.

There is also a strong focus across contractors on engaging, consulting and managing relationships with local businesses, and ensuring that impacts on businesses are minimised.

Other engagement with businesses has occurred via submissions to Environmental Impact Statement 1 and Environmental Impact Statement 2. Although Environmental Impact Statement 2 is principally related to Stations, Rail Infrastructure and Systems, some businesses made submissions of relevance to construction works. Key issues during construction include potential construction traffic and transport impacts, potential construction noise and vibration impacts and alterations in accessibility for staff and patrons. This feedback has informed the development of this plan.

ISJV will continue the process of engagement with businesses in coordination with the Sydney Metro Northwest Stakeholder and Community Relations Team and by maintaining a strong interface with the TSC contractor and the OTS contractor as appropriate.

3 BUSINESS ENGAGEMENT APPROACH

3.1 Objectives

TfNSW is committed to establishing genuine relationships with stakeholders and the community. The community liaison objectives underpinning this BMP are aligned with those outlined in the OSCIP, which are to:

- Build stakeholder support for, and understanding of, the Sydney Metro Northwest
- Minimise, where possible, project impacts on stakeholders and the community
- Appropriately address stakeholder and community issues
- Ensure stakeholders and the community fully understand the activities to be undertaken by the contractors, their objectives, benefits, potential impacts and expected outcomes
- Communicate early and often.

Our key strategy is to conduct early, frequent consultation with business stakeholders, to ensure that any concerns or impacts are addressed proactively. ISJV will act as the key interface with the community on the SVC works and will conduct this activity in collaboration with the Sydney Metro Northwest team, who provide a source of continuity throughout the project's development. We will work to the broader Sydney Metro Northwest team's requirements and provide them with timely and accurate information. We will also work with the TSC Contractor to ensure alignment of engagement activities, particularly at the Bella-Vista end of the construction zone.

3.2 Measures to Minimise Business Related Impacts

This section of the BMP provides an overview of the specific measures to minimise business related impacts as a result of the SVC works. This section addresses the requirements of the Minister's Conditions of Approval 1 & 2 Condition E26 and E32 respectively, to outline measures for 'minimising business related impacts, maintaining where feasible and reasonable vehicular and pedestrian access during business hours, and the maintaining the visibility of the businesses'. This section also includes activities and KPIs to monitor on the outcomes of those measures. These KPIs will be reported to the Principal's Representative as part of the monthly reporting. The data from the monthly reports will be collated to form part of the Quarterly Business Report, this report will be submitted to TfNSW the week following the end of each quarter.

3.3 Key Performance Indicators (KPIs)

In accordance with Schedule 35 – Performance and Compliance Incentive Payment Schedule the following KPI's have been set specifically in relation to the Communication and Stakeholder Management. Each month we will measure our performance against these set KPIs.

Table 4: Key Performance Indicators

KPI	Method	Focus areas
Complaint close out	Determined by the average score from a quarterly survey of stakeholders. The survey will cover satisfaction of affected stakeholders with the consultation process (as identified in the document entitled "NWRL SCL-02 Overarching Stakeholder and Community Involvement Plan (Version 2.0)", (as listed in Appendix 15 to the SWTC as reference document No. 6).	a) Quality of material provided; b) Level of information provided about the SVC contractor activities; and- c) Interaction with SVC contractor's stakeholder and community liaison team
Number of avoidable complaints	Review complaints received in consultation manager	Number of Avoidable complaints

3.4 Complaints Handling Procedure

Details of our procedures, protocols and service standards can be found in Section 5 *Strategies for Engaging with Stakeholders and Managing Issues* of the CLIP.

3.5 Communication with Businesses

There are a number of communications tools that will be used for the overall Project. These tools are outlined in Section 5 *Strategies for Engaging with Stakeholders and Managing Issues*, in the CLIP, and include:

- Meetings
- Community enquiries and complaints management (via Community Information Line, email address, post and fax)
- Community business forums
- Notifications
- Advertisements
- Newsletters
- Information on the Sydney Metro Northwest and SVC contractor websites
- Social media
- Site signage
- Fact sheets
- Door knocking.

The SCIPs provide further detail on the timing, and staging of activities in relation to the works in the four construction zones.

There are also several business specific communications tools which aim to inform and consult businesses directly affected by and close to the construction works. These are outlined below.

3.6 Business Forums

We recognise that local business owners and managers are busy people, who have many priorities and concerns beyond those relating to Sydney Metro Northwest project activities. In order to ensure positive and, where appropriate, active engagement, they will require timely and relevant information about the project that is presented in an accessible format. We will tailor our forums and communications activity to meet these needs, ensuring they are accessible, interesting and relevant.

Consistent with the requirements of the Deed, the SVC contractor will deliver the following liaison targeted to local businesses:

- Development of a plan to implement a series of business based forums, focused on key environmental management issues
- Organisation and facilitation of four business based forums annually
- Promotion of the forums through appropriate channels
- Management of invitations to highly impacted business stakeholders
- Preparation of materials for the forums in accordance with Sydney Metro Northwest style guidelines and Public material approvals protocol in the Deed
- Ensure that appropriate mechanisms are in place to record stakeholder feedback
- Recording of all forums in line with Consultation Manager data entry procedure in the Deed

Discussions will be focused on construction, impacts for local businesses, access and egress concerns and mitigation measures, in particular environmental and social impact mitigation. The Business Forums will be documented in Consultation Manager, along with any feedback received. Any questions not related to construction of the project will be passed on to Transport for New South Wales for follow up.

- Face to face briefings at each business has been the most beneficial way of ensuring updates and potential construction impacts are relayed in a timely manner. Feedback received from business owners and operators along the alignment has been that they are too busy to attend specific Business Forums and would prefer the Community Team come to them and keep them updated with emails and notifications.

3.6.1 Role and Purpose of the Forums

Four forums with highly-impacted local business representatives will be held each year during the design and mobilisation and construction phases of the process. The key objective of the forums is to ensure that highly-impacted business stakeholders are provided with a dedicated channel for information and consultation during the construction process. The business forums will be designed as inclusive events targeted to include all businesses within the defined radius of each construction area. There may be opportunities to rotate forum venues to encourage attendance from businesses along the alignment. In line with the requirements of section 3.13.10(e) of the SWTC, the forums will

provide a mechanism for providing project delivery information and updates to local businesses and a forum for Q&A.

Information provided to businesses via the forums will focus on issues and concerns of all businesses within the local area at project delivery level. The forums will be guided by a Terms of Reference, prepared by the ISJV for review and signoff by the Sydney Metro Northwest team, which outlines the objectives and purpose of the forums, roles and responsibilities of participants and facilitators, the frequency and duration of meetings, and timeframes and channels for the provision of meeting agendas and notes.

3.6.2 Composition of the Forums

The SVC contractor recommends that the forums comprise representatives from a range of business types from along the project alignment. It is envisaged that the forums will involve the following representatives:

- Business owners
- Business operators
- Business management
- Local Councils
- Local Chamber of Commerce

The structure of the forums will be developed further in consultation with Sydney Metro Northwest.

3.7 Place Managers

Responsibility for managing engaging and consultation with businesses will be the principle responsibility of the Community Place Managers, working under the supervision of the Community & Stakeholder Manager.

The purpose of this role is to:

- Provide a direct, responsive contact between highly-impacted businesses and the SVC Contractor – adhering to the requirements of Construction Complaint Management System in the Deed
- Provide a direct link between the SVC Contractor team and Sydney Metro Northwest Stakeholder and Community Liaison team on business related impacts
- Proactively identify potential impacts on businesses for resolution with the SVC Contractor Lead
- Proactively communicate impacts and benefits to members of the local business community
- Support the business forums (logistics, venue, management of invitations and RSVPs).

3.8 Door Knocks

In addition, door knocks will be undertaken as required with highly-impacted local businesses to:

- Gain a greater understanding on the level of impact being experienced by local businesses
- Flag the future program of works and impacts
- Track the receipt of information by local businesses (notifications, newsletters, social media updates)
- Track the effectiveness of information provision: timeliness of delivery, appropriateness of content and readability of content

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- Identify whether complaints and queries have been resolved to the satisfaction of business stakeholders.
- Management of the GPT Group, owner of Rouse Hill Town Centre, has now authorised direct contact with the 260 retailers at Rouse Hill Town Centre. SVC Contractor now doorknocks and delivers notifications to each of the retailers. GPT Group management have previously undertaken in providing retailers with project information and updates. .

4 BUSINESS MANAGEMENT PLAN AREA SPECIFIC INFORMATION

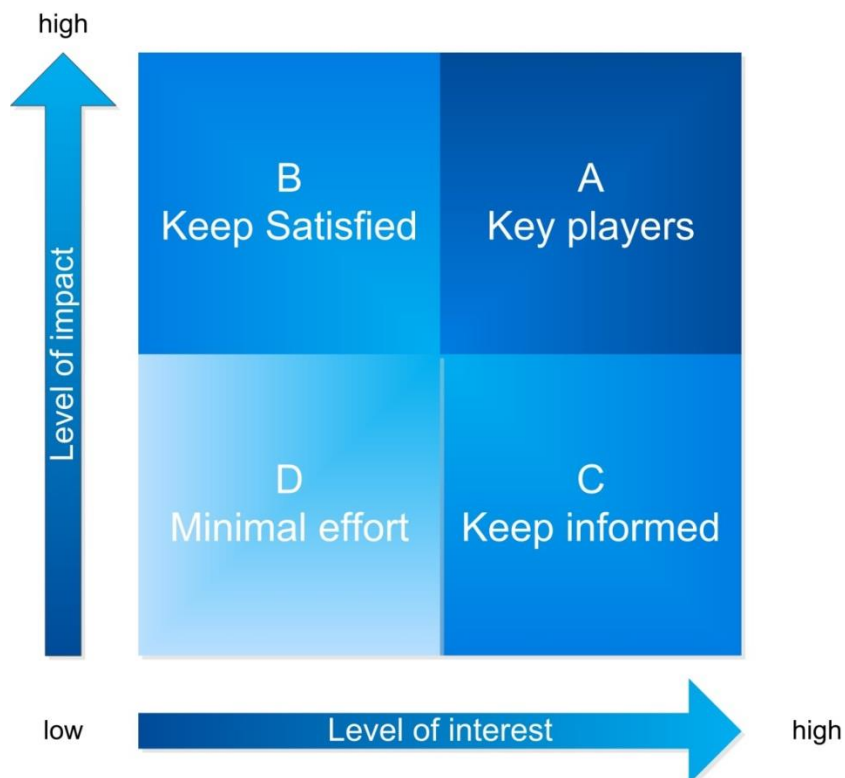
4.1 Business Management Plan Zones

We have identified impacted business stakeholders by area based on the relevant construction zones:

- Construction zone 1: Bella Vista to Memorial Avenue
- Construction zone 2: Memorial Avenue to Windsor Road
- Construction zone 3: Windsor Road to Windsor Road
- Construction zone 4: Windsor Road to Cudgegong Road

For consistency with the stakeholder analysis undertaken in the Community Liaison Implementation Plan, we have used the stakeholder analysis tool (see Figure 4).

Figure 4: Stakeholder analysis tools



4.1.1 Stakeholder Analysis Tool

The stakeholder analysis tool categorises stakeholders in the following way:

Table 5: Stakeholder categories

Category	Description	Explanation for SVC
Category A	Stakeholders with a high level of impact (positive and negative) and interest in the SVC	Nearby residents / households and businesses (within a 200 m radius* of the construction zones), Hills Shire Council, and key state agencies including utility providers, transport agencies (including TfNSW and RMS) and Sydney Water
Category B	Stakeholders with a high level of impact (positive and negative) but a lower level of interest in the SVC	Includes nearby residents and businesses beyond a 200 m radius and within a 500 m radius
Category C	Stakeholders who have considerable interest in the SVC but a relatively low level of impact	Primarily state agencies with an indirect interest in the efficient delivery of the Sydney Metro Northwest, including NSW Trade and Investment, Department of Premier and Cabinet
Category D	Stakeholders with comparatively little impact and little interest in the SVC	

* As agreed with Sydney Metro Northwest (This radius is subject to re-evaluation through periodic review of the CLIP and/or on receipt of responses from a wider area.)

4.2 Overarching Stakeholder Groups

The peak business bodies that serve the area and whose members have an interest in, or are impacted by, the SVC works, are relevant across all of the construction zones. Liaison with these groups will be managed directly by the Sydney Metro Northwest Stakeholder and Community Liaison team and they will be notified of and invited to attend all business engagement and consultation activities. These stakeholders are identified in Table 6 below. Using the analysis tool, we have categorised stakeholders according to their level of potential impact and interest in the SVC works, as well as their influence over its successful delivery. We have used this analysis to identify the liaison activities that will be undertaken for each stakeholder.

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Table 6: Stakeholder interest, impact and proposed community liaison activities.

Cat	Stakeholders	Issues of interest					Level of interest	Level of impact	Level of influence	Proposed liaison approach
		1	2	3	4	5				
Business peak bodies										
A	Hills Business Chamber	✓	✓	✓	✓	✓	High	Medium	High	<ul style="list-style-type: none">Managed by Sydney Metro Northwest Stakeholder and Community team
A	NSW Business Chambers Sydney North West	✓	✓	✓	✓	✓	High	Medium	High	<ul style="list-style-type: none">Managed by Sydney Metro Northwest Stakeholder and Community team
A	Sydney North West Regional Advisory Council	✓	✓	✓	✓	✓	High	Medium	High	<ul style="list-style-type: none">Managed by Sydney Metro Northwest Stakeholder and Community team

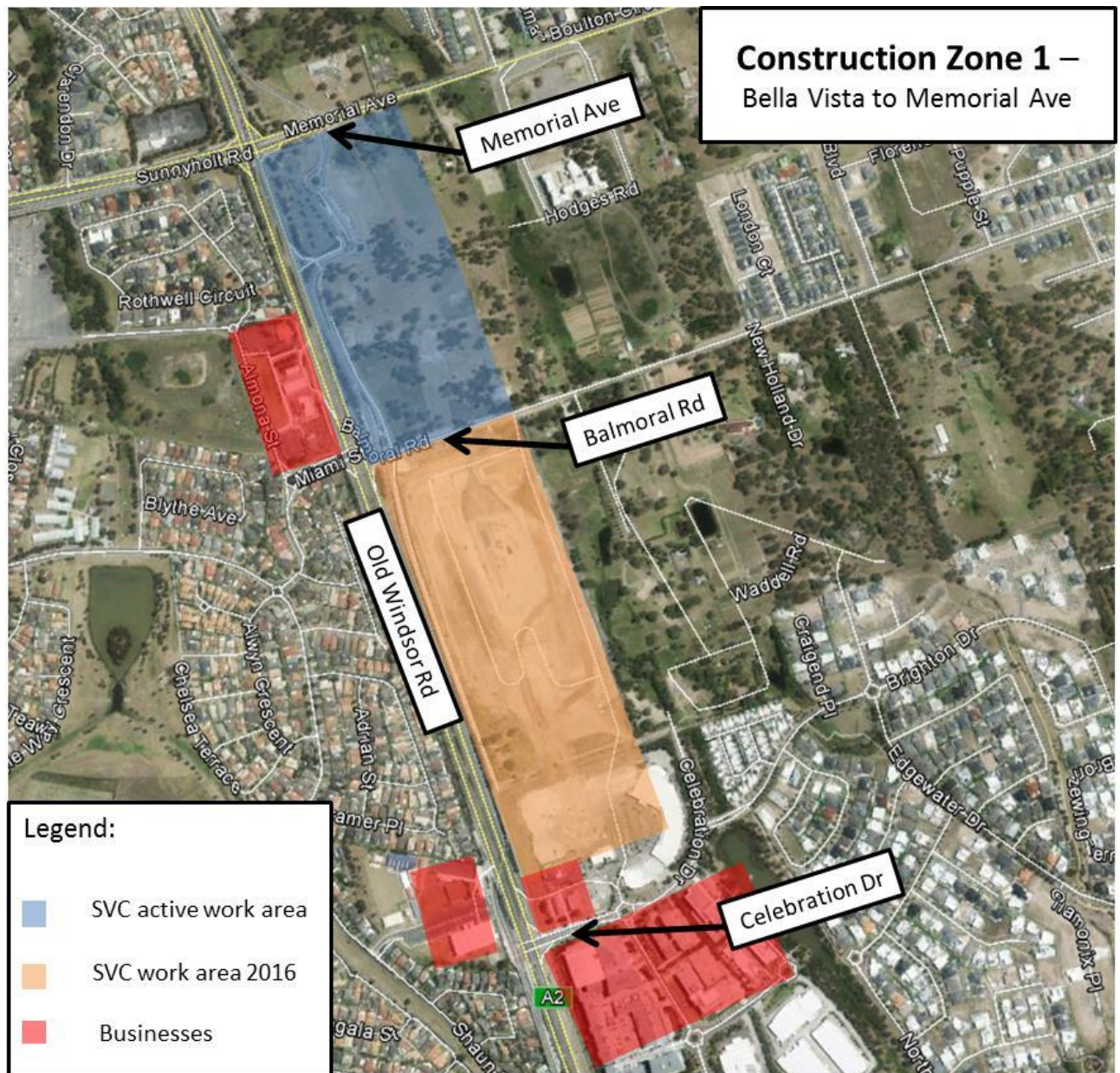
5 CONSTRUCTION ZONE 1: BELLA VISTA TO MEMORIAL AVENUE

5.1

Overview of Site

Construction zone 1: Bella Vista to Memorial Avenue comprises major construction zones at Bella Vista, Balmoral Road and Memorial Avenue.

Figure 5: Map of Construction Zone One



5.2 Business Stakeholder Analysis

Table 7: Business Stakeholder Identification Bella Vista to Memorial Avenue

Cat	Stakeholders	Issues of interest					Level of interest	Level of impact	Level of influence	Proposed liaison approach
		1	2	3	4	5				
B	Fit Kidz Daycare Centres		✓	✓	✓	✓	Medium	Low	Medium	<ul style="list-style-type: none"> • Targeted emails and door knocks • Business based forums • Meetings • Community Information Line
B	Hungry Jacks		✓	✓	✓	✓	Medium	Medium	Medium	
B	Caltex, Old Windsor Road		✓	✓	✓	✓	Medium	Medium	Medium	<ul style="list-style-type: none"> • Community information centre
B	KFC		✓	✓	✓	✓	Medium	Medium	Medium	
B	Outback Steakhouse, Old Windsor Road		✓	✓	✓	✓	Medium	Medium	Medium	<ul style="list-style-type: none"> • Notifications • Advertisements • Newsletters
B	Car Spa Autowash Café		✓	✓	✓	✓	Medium	Medium	Medium	<ul style="list-style-type: none"> • Community email updates • Websites • Social media • Site signage • Fact sheets

¹Key

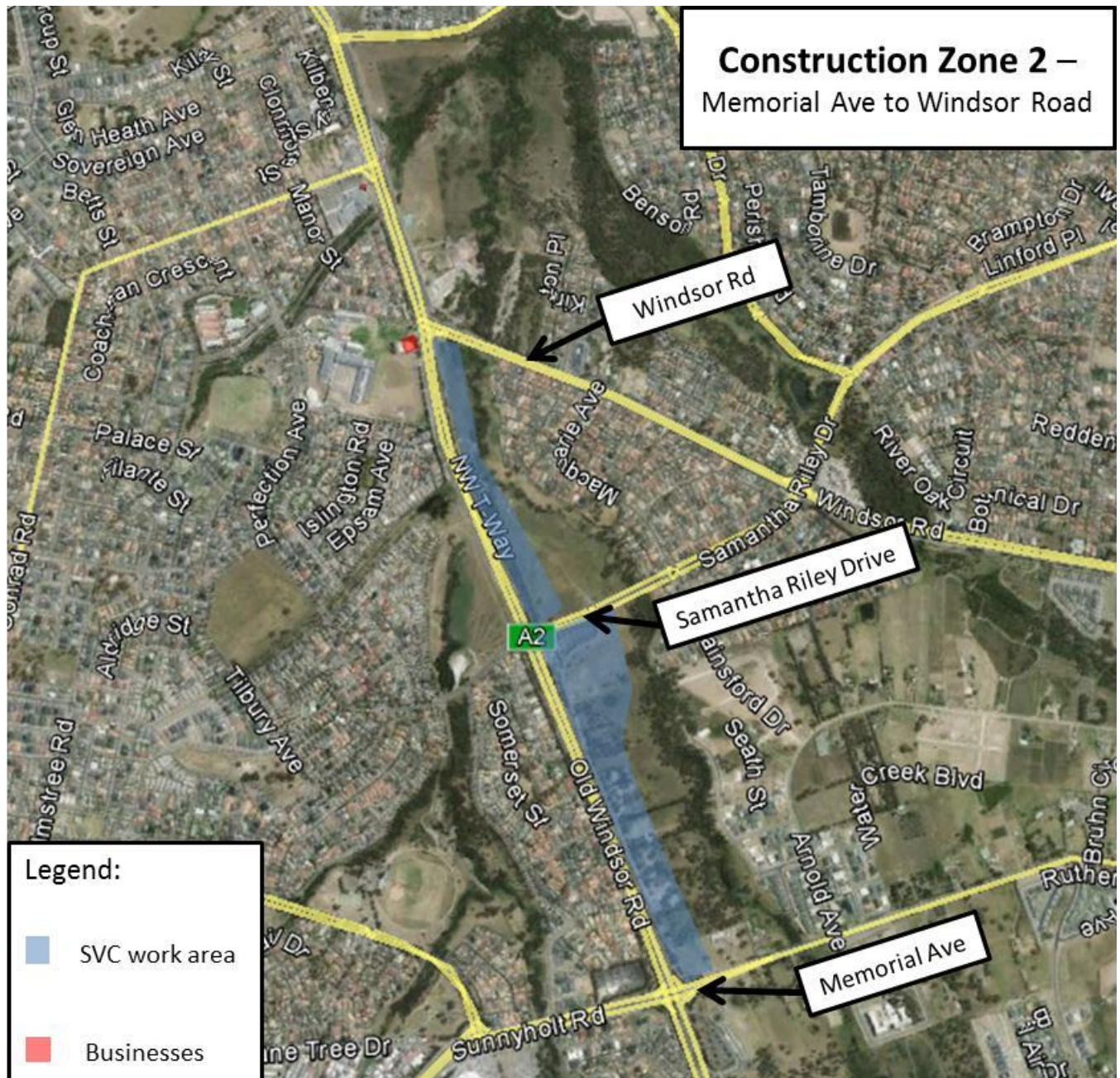
1 - Patronage 2 - Transport impacts: truck movements and access changes
 3 - Noise, vibration and dust 4 - Visual impacts 5 - Amenity and accessibility

6 CONSTRUCTION ZONE 2: MEMORIAL AVENUE TO WINDSOR ROAD

6.1 Overview of Site

Construction zone 2: Memorial Avenue to Windsor Road comprises major construction zones at Samantha Riley Drive and Windsor Road.

Figure 6: Map of Construction Zone Two

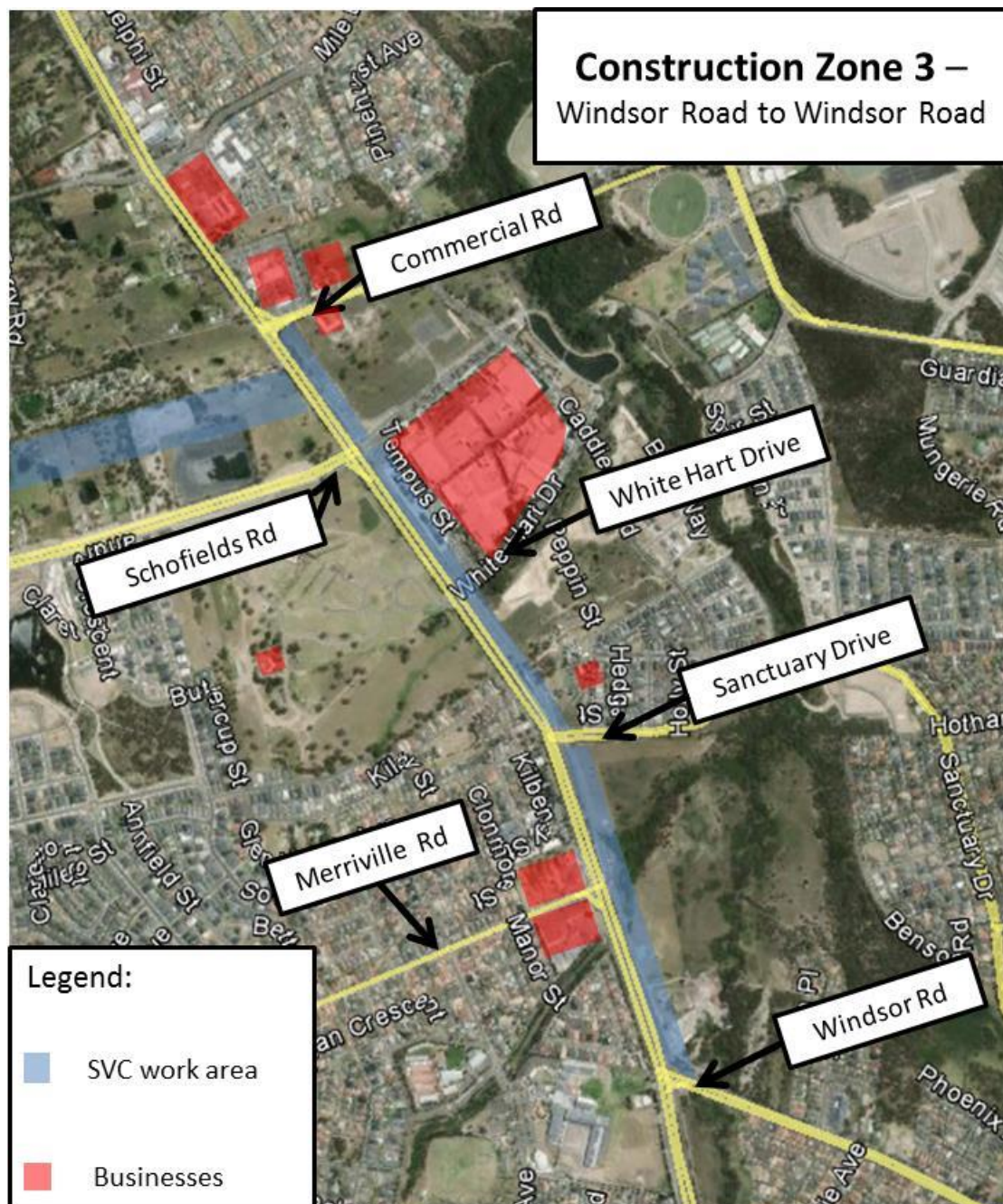


7 CONSTRUCTION ZONE 3: WINDSOR ROAD TO WINDSOR ROAD

7.1 Introduction

Construction zone 3: Windsor Road to Windsor Road comprises major construction zones at Windsor Road, Sanctuary Road, White Hart Drive and Rouse Hill Drive.

Figure 7: Map of Construction Zone Three



7.2 Business Stakeholder Analysis

Table 8: Business Stakeholder Identification Windsor Road to Windsor Road

Cat	Stakeholder	Issues of interest ¹					Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4	5				
A	GPT – Rouse Hill Town Centre Businesses	✓	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none"> Targeted emails and door knocks Business based forums Meetings
B	The Mean Fiddler	✓	✓	✓	✓	✓	Medium	Low	Medium	<ul style="list-style-type: none"> Community Information Line Community information centre
B	Pet Stock	✓	✓	✓	✓	✓	Medium	Low	Medium	<ul style="list-style-type: none"> Notifications Advertisements Newsletters
C	KFC	✓	✓		✓	✓	Low	Low	Medium	<ul style="list-style-type: none"> Community email updates Websites Social media
B	Ettamogah Pub Dan Murphys	✓	✓	✓	✓	✓	Medium	Low	Medium	<ul style="list-style-type: none"> Site signage Fact sheets
B	Caltex	✓	✓	✓	✓	✓	Medium	Low	Medium	
B	McDonalds	✓	✓	✓	✓	✓	Medium	Low	Medium	
B	The New Rouse Hill – Sales Office	✓	✓	✓	✓	✓	Medium	Medium	Medium	
C	Castlebrook Memorial Park Cemetery		✓	✓	✓	✓	Medium	Medium	Medium	

¹Key

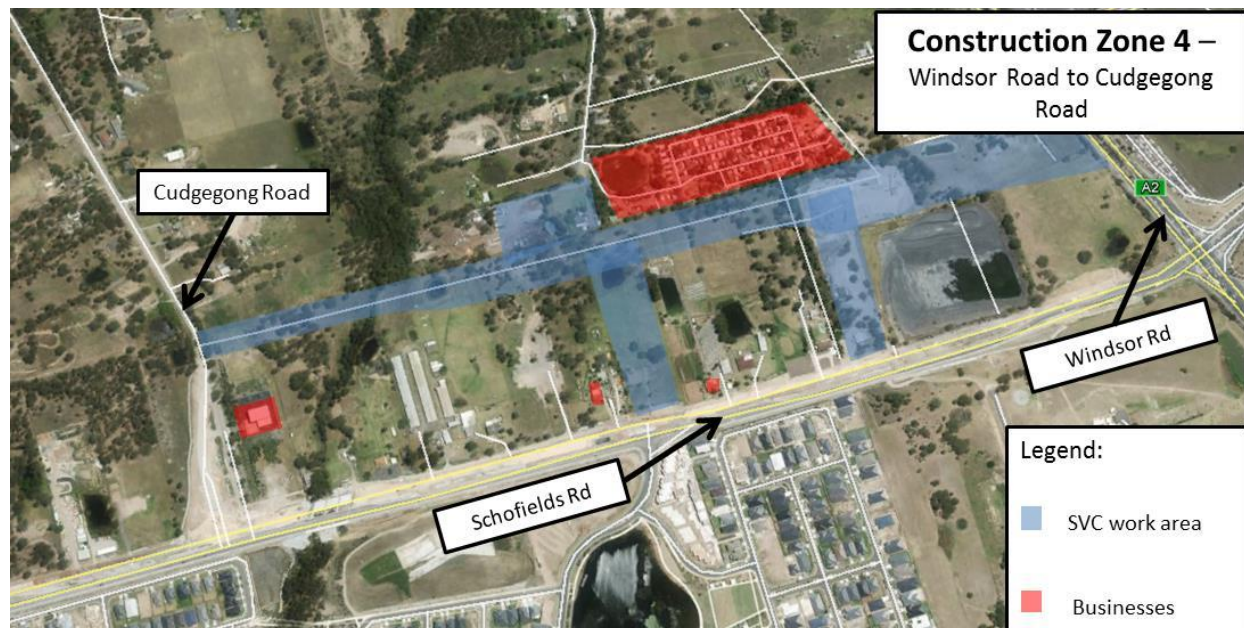
- 1 - Patronage 2 - Transport impacts: truck movements and access changes
 3 - Noise, vibration and dust 4 - Visual impacts 5 - Amenity and accessibility

8 CONSTRUCTION ZONE 4: WINDSOR ROAD TO CUDGEGONG ROAD

8.1 Introduction

Construction zone 4: Windsor Road to Cudgegong Road comprises major construction areas at Windsor Road, Second Ponds Creek and Cudgegong Road.

Figure 8: Map of Construction Zone Four



8.2 Business Stakeholders Analysis

Table 9: Business Stakeholder Identification White Hart Road to Cudgegong Road

Cat	Stakeholder	Issues of interest ²					Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4	5				
A	Rouse Hill Lifestyle Park	✓	✓	✓	✓	✓	High	High	High	<ul style="list-style-type: none"> Targeted emails and door knocks Business based forums Meetings Community enquiries and complaints Community information centre
A	95 Schofields Rd		✓	✓	✓	✓	High	High	High	
A	99 Schofields Rd		✓	✓	✓	✓	High	High	High	
B	Endeavour Energy		✓	✓	✓	✓	Medium	Medium	High	

Business Management Plan

Surface and Viaduct Civil Works



Cat	Stakeholder	Issues of interest ²					Level of interest	Level of impact	Level of Influence	Proposed liaison approach
		1	2	3	4	5				
										<ul style="list-style-type: none"> • Notifications • Advertisements • Newsletters • Community email updates • Websites • Social media • Site signage • Fact sheets

9 WORKS AND BUSINESS LIAISON

9.1 Implementation Plan

Section 7.2 *Works and Community Liaison* of the SCIP provides an overview of the SVC works, encompassing project works, temporary works and SVC contractor works.

Table 10 below provides the program for the implementation of business liaison activities linked to key design and construction activities and milestones.

Table 10: Project timeline and business liaison activities

PHASE	TIMING	SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES
DESIGN AND MOBILISATION PHASE		Project inception finalisation of Community Liaison Implementation Plan (CLIP) and site investigations – <ul style="list-style-type: none"> Finalise Business Management Plan Establish complaints mechanism for SVC-related complaints via community information line, email response, and Consultation Manager, in line with SCL-09 Provide community relations materials for Sydney Metro Northwest website Develop templates for community liaison materials Monthly community email update per construction zone (site investigations to state in this period) Notifications for site investigations Manage community information line for SVC-related queries Manage skytrain@metronorthwest.com.au email address Manage community postal address for SVC related queries Community information displays (including advertisement and invitations to attend) Commencement of planning for first business forum to be held in Q2.
		System Definition Review (SDR) and site investigations – 30% Completion (3 months) <ul style="list-style-type: none"> Business forum as required in response to project requirements (four per year) Community information centre (CIC) staff member commences (within 6 months of Deed signing to through life of the project) Notifications and door knocks as required Monthly community email updates Quarterly construction updates Manage community information line for SVC-related queries Manage skytrain@metronorthwest.com.au email address Manage community postal address for SVC related queries Community information displays (including advertisement and invitations to attend).
		Preliminary Design Review (PDR) – 70% Completion (7 months) <ul style="list-style-type: none"> Business forum as required in response to project requirements (four per year) Community information centre (CIC) staff member Notifications and door knocks as required Monthly community email updates Quarterly construction updates Manage community information line for SVC-related queries Manage skytrain@metronorthwest.com.au email address Manage community postal address for SVC related queries Community information displays (including advertisement and invitations to attend) Monthly reporting Quarterly business reporting.

PHASE	TIMING	SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES
		<p>Critical Design Review (CDR) – 100% Completion</p> <ul style="list-style-type: none"> ▪ Business forum as required in response to project requirements (four per year) ▪ Community information centre (CIC) staff member ▪ Notifications and door knocks as required ▪ Manage community information line for SVC-related queries ▪ Monthly community email updates ▪ Quarterly construction updates ▪ Manage skytrain@metronorthwest.com.au email address ▪ Manage community postal address for SVC related queries ▪ Community information displays (including advertisement and invitations to attend) ▪ Site Inductions ▪ Monthly reporting ▪ Quarterly business reporting.
CONSTRUCTION PHASE		<p>Early Works</p> <ul style="list-style-type: none"> ▪ Business forum as required in response to project requirements (four per year) ▪ Community information centre (CIC) staff member ▪ Notifications and door knocks as required ▪ Manage community information line for SVC-related queries ▪ Manage skytrain@metronorthwest.com.au email address ▪ Manage community postal address for SVC related queries ▪ Community information displays (including advertisement and invitations to attend) ▪ Quarterly newsletter updates ▪ Monthly community email updates ▪ Targeted email updates as required ▪ Social media updates ▪ Site inductions ▪ Crisis / critical incident management ▪ Hoarding banners and site signage ▪ Monthly reporting ▪ Quarterly business reporting.
		<p>Principal Works</p> <ul style="list-style-type: none"> ▪ Business forum as required in response to project requirements (four per year) ▪ Community information centre (CIC) staff member ▪ Manage community information line for SVC-related queries. ▪ Manage skytrain@metronorthwest.com.au email address ▪ Manage community postal address for SVC related queries ▪ Community information displays (including advertisement and invitations to attend) ▪ Notifications and door knocks as required ▪ Quarterly newsletter updates ▪ Monthly community email updates ▪ Targeted email updates as required ▪ Social media updates ▪ Site inductions ▪ Crisis / critical incident management ▪ Hoarding banners and site signage ▪ Monthly reporting ▪ Quarterly business reporting.

PHASE	TIMING	SURFACE AND VIADUCT CIVILS COMMUNITY LIAISON ACTIVITIES
COMMISSION AND HANDOVER PHASE		<p>Completion and Handover Phase</p> <ul style="list-style-type: none"> ▪ Business forum as required in response to project requirements (four per year) ▪ Community information centre (CIC) staff member ▪ Notifications and door knocks as required ▪ Manage community information line for SVC-related queries ▪ Manage skytrain@metronorthwest.com.au email address ▪ Manage community postal address for SVC related queries ▪ Monthly reporting ▪ Community information displays (including advertisement and invitations to attend) ▪ Quarterly newsletter updates ▪ Monthly community email updates ▪ Targeted email updates as required ▪ Social media updates ▪ Site inductions ▪ Crisis / critical incident management ▪ Hoarding banners and site signage ▪ Monthly reporting ▪ Quarterly business reporting.