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URBIS

ENGAGEMENT OUTCOMES REPORT

Intercontinental Hotel

Prepared for

MULPHA HOTEL SYDNEY TRUST

29 July 2020

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INTRODUCTION

Urbis Pty Ltd (Urbis) was engaged by Built to undertake engagement and communications activities to support the refurbishment of the Intercontinental Hotel located at 115-119 Macquarie Street, Sydney.

The Independent Planning Commission (IPC) granted Concept State Significant Development approval (SSD 7693) on 22 January 2020 for a new ballroom addition above Transport House at 99-113 Macquarie Street, Sydney and Hotel upgrades at the Intercontinental Hotel site at 115-119 Macquarie Street, Sydney.

Following this approval, Intercontinental Hotel is proposing refurbishments to the hotel and alterations to the roof in compliance with the approved 'envelope' under Concept SSD 7693. The proposal qualifies as a State Significant Development Application (SSDA).

Consistent with a best practice approach, engagement and communication activities were undertaken by Urbis Engagement prior to lodgement of the State Significant Development Application with the Department of Planning, Industry and Environment for the proposal.

The activities outlined in this report delivered an engagement process informed by the International Association of Public Participation's (IAP2) Public Participation spectrum. This Engagement and Communication Outcomes Report documents the engagement process, feedback received and considerations in response to feedback undertaken for Built during July 2020.

Picture 1 - Site context

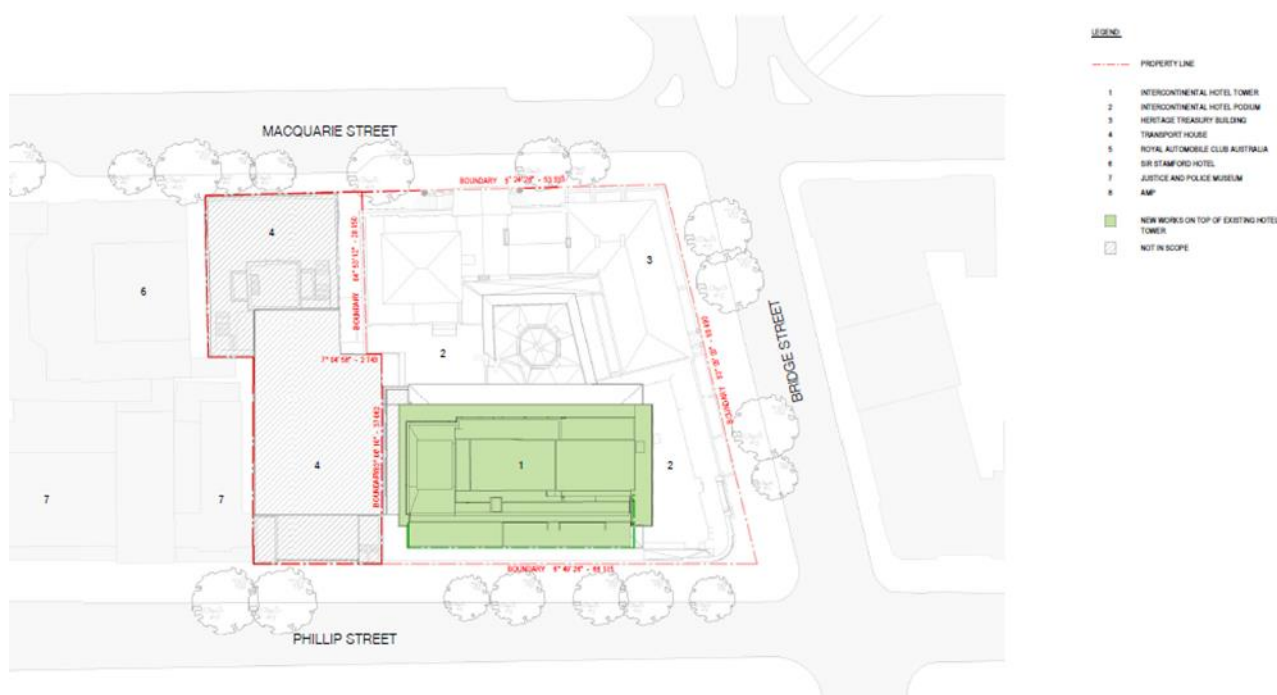


1. OVERVIEW OF PROPOSAL

Nestled in the renowned dress circle of Circular Quay with unparalleled views across the Harbour City, the InterContinental Hotel Sydney has been an icon for more than 30 years. Set within the restored Treasury Building of 1851, the Hotel contains 509 guest rooms, including 28 suites.

The site is in the north-eastern part of the Sydney CBD and occupies the southern third of the block bound by Macquarie Street, Bridge Street, Phillip Street and Albert Street. The site is located within the City of Sydney LGA in an area characterised by historic Government buildings and streetscapes.

Figure 1 – Site context



The InterContinental Hotel Sydney is proposing to undertake some alterations to the premises including:

- Upgrade of the iconic entrance on Phillip Street to ensure all abilities are able to access the InterContinental Hotel safely and with ease.
- Alterations to the roof of the InterContinental Hotel including the expansion of the “Club InterContinental” lounge and terrace.
- The proposed design incorporates new greenery aspects along the Phillip Street façade to brighten the external walls and bring green foliage into the city centre.
- Replacement of the hotel cooling towers, awnings and tower windows.

The proposed redevelopment is likely to result in increased employment generation during both the construction and operation phases and supports the global role of the Sydney CBD as a world-renowned tourist destination, contributing to a competitive visitor economy.

2. STAKEHOLDER ANALYSIS

Stakeholders are individuals, groups of individuals or organisations that could influence or affect a project. Urbis Engagement collaborated with Built in managing the community stakeholders for the Intercontinental Hotel.

2.1. LEVEL OF ENGAGEMENT

Urbis Engagement works in line with the International Association of Public Participation's (IAP2) Public Participation spectrum and utilises the participation principles of:

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
PROMISE	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Source: IAP2 Spectrum of Public Participation

The following table outlines the key stakeholders who formed part of the consultation process. The stakeholder identification matrix is based on the principles in accordance with the International Association of Public Participation's (IAP2) Public Participation spectrum as outlined above.

Table 1 - Stakeholder matrix

Stakeholder	Level	How this group participated
Residential and business neighbours located on Macquarie Street, Bridge Street, Elizabeth Street, Spring Street, Young Street, Bent Street, Phillip Street and Albert Street.	▪ Inform/Consult	<ul style="list-style-type: none"> ▪ Fact sheet ▪ Door knock ▪ Information and feedback hotline and email.
Community and government stakeholders	▪ Inform/Consult	<ul style="list-style-type: none"> ▪ Fact sheet ▪ Information and feedback hotline and email

3. ENGAGEMENT PROCESS

As part of the supplementary engagement and communication process, the following consultation was undertaken for Intercontinental Hotel refurbishment project:

- High level Engagement and Communication Plan
- Project fact sheet
- Door knock
- Dedicated 1800 number and email feedback channels.

In addition, Built managed a parallel process of engagement with near neighbours and stakeholders due to existing relationships and understanding of preferred overarching outcomes, along with identified authorities including heritage organisations.

3.1. PURPOSE OF ENGAGEMENT

The stakeholder and community engagement process for Intercontinental Hotel aimed to:

- Provide accurate information about the State Significant Development Application (SSDA) and the process for providing feedback
- Deliver an independent, transparent and accountable consultation process and provide a range of ways for people to engage and give feedback
- Create pathways for stakeholder interaction and feedback that are open and transparent
- Understand community views to inform the SSDA for the Intercontinental Hotel.

4. OVERVIEW OF CONSULTATION ACTIVITIES

4.1. FACT SHEET

A fact sheet was prepared to outline key features of the proposal and invite members of the community to provide feedback. The fact sheet advertised details of a dedicated email and phone number, managed by Urbis Engagement, to make further enquires.

The fact sheet was distributed on 23 July 2020 to the mailboxes of approximately 50 businesses and residential neighbours located in the adjacent catchment area.

A copy of the fact sheet and distribution catchment can be found in Appendix A and Appendix B.

4.2. DOOR KNOCK

A face to face door knock was undertaken to provide further information to potentially affected businesses and residents.

The door knock was undertaken on 23 July 2020 and approximately 50 businesses and residents located in the adjacent catchment area were consulted.

A copy of the fact sheet and door knock catchment are available in Appendix A and Appendix C.

4.3. ENGAGEMENT EMAIL AND PHONE LINE

Members of the public were invited to contact Urbis Engagement through a dedicated 1800 phone number and/or an email address in July 2020. At the time of writing this report, no enquires have been received for further information or to provide feedback on the proposal.

5. ENGAGEMENT FEEDBACK

Overall feedback

Overall feedback about the Intercontinental Hotel was neutral.

Residents and business near neighbours located in the catchment area provided minimal feedback regarding the proposed development during the door knock consultation exercise.

At the time of writing this report no feedback has been submitted through the Urbis Engagement enquiry line or email address and no mention of the project was detected on social media.

With close near neighbour consultation activities undertaken in a face to face capacity, it is unusual to have no further follow up from the local community and stakeholders, however not unexpected given the nature of this proposal and current use of the site.

Proactive engagement and communications by Built helped ensure a no surprises approach for this component of the project. This would explain the lack of response regarding this engagement and communication process.

The feedback email and phone line will remain open until determination of the SSDA is completed.

DISCLAIMER

This report is dated 29 July 2020 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Pty Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of MULPHA HOTEL SYDNEY TRUST (**Instructing Party**) for the purpose of Report (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

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All surveys, forecasts, projections and recommendations contained in or associated with this report are made in good faith and on the basis of information supplied to Urbis at the date of this report, and upon which Urbis relied. Achievement of the projections and budgets set out in this report will depend, among other things, on the actions of others over which Urbis has no control.

In preparing this report, Urbis may rely on or refer to documents in a language other than English, which Urbis may arrange to be translated. Urbis is not responsible for the accuracy or completeness of such translations and disclaims any liability for any statement or opinion made in this report being inaccurate or incomplete arising from such translations.

Whilst Urbis has made all reasonable inquiries it believes necessary in preparing this report, it is not responsible for determining the completeness or accuracy of information provided to it. Urbis (including its officers and personnel) is not liable for any errors or omissions, including in information provided by the Instructing Party or another person or upon which Urbis relies, provided that such errors or omissions are not made by Urbis recklessly or in bad faith.

This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A

FACT SHEET

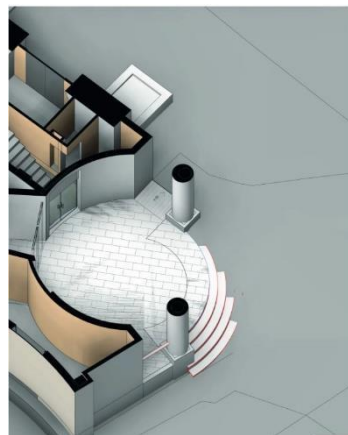
INTERCONTINENTAL HOTEL UPGRADES

Dear Neighbour,

Nestled in the renowned dress circle of Circular Quay with unparalleled views across the Harbour City, the InterContinental Hotel Sydney has been an icon for more than 30 years.

Set within the restored Treasury Building of 1851, the 509 guest rooms, including 28 suites, showcase picture frame views of the city skyline, Sydney Harbour Bridge, Sydney Opera House or the Royal Botanic Gardens.

Additionally, the award-winning and world-class “Club InterContinental” offers the height of sophistication on level 32 for visitors and guests alike.



Pictures: Proposed all abilities access for the InterContinental Hotel Sydney at the Phillip Street entrance. Source: Woods Bagot.

The InterContinental Hotel Sydney is proposing to undertake some alterations to the premises including:



Upgrade of the iconic entrance on Phillip Street to ensure all abilities are able to access the InterContinental Hotel safely and with ease.



Alterations to the roof of the InterContinental Hotel including the expansion of the “Club InterContinental” lounge and terrace.



The proposed design incorporates new greenery aspects along the Phillip Street façade to brighten the external walls and bring green foliage into the city centre.



Replacement of the hotel cooling towers, awnings and tower windows.



INTERCONTINENTAL®
SYDNEY

INTERCONTINENTAL HOTEL UPGRADES



Picture: Proposed new rooftop space for "Club Intercontinental". Source: Woods Bagot.

The proposed redevelopment is likely to result in increased employment generation during both the construction and operation phases and supports the global role of the Sydney CBD as a world-renowned tourist destination, contributing to a competitive visitor economy.

The InterContinental Hotel Sydney will work to ensure there is minimal impacts on staff, near neighbours and patrons during construction by delivering the project in a staged way, ensuring the Hotel remains operational throughout this time

Built is the construction group who will be completing these changes should the proposal be approved. The Intercontinental Hotel is committed to keeping neighbours and members of the broader community informed throughout the planning process. Urbis Engagement will provide support for this project in engagement and communication activities.

To speak to someone in the project team about this proposal, or to find out more information please contact us via:

Phone: 1800 244 863

Email: engagement@urbis.com.au

Thank you
URBIS ENGAGEMENT TEAM



APPENDIX B

PROJECT CATCHMENT



Cahill Expy

The Spice Room
Indian · \$\$

Xpress Super

ICH

Mulpha Australia Ltd

Phillip St

InterContinental Sydney

ur Marriott
lar Quay

m of Sydney
ic site honoring
ty's foundation

KVB Kunlun

Bar Luca - Sydney CBD

Greenhill

KloudPPL

New Zealand Visa
Application Centre

Campus

Pure Aesthetics -
Dr. Steve Merten

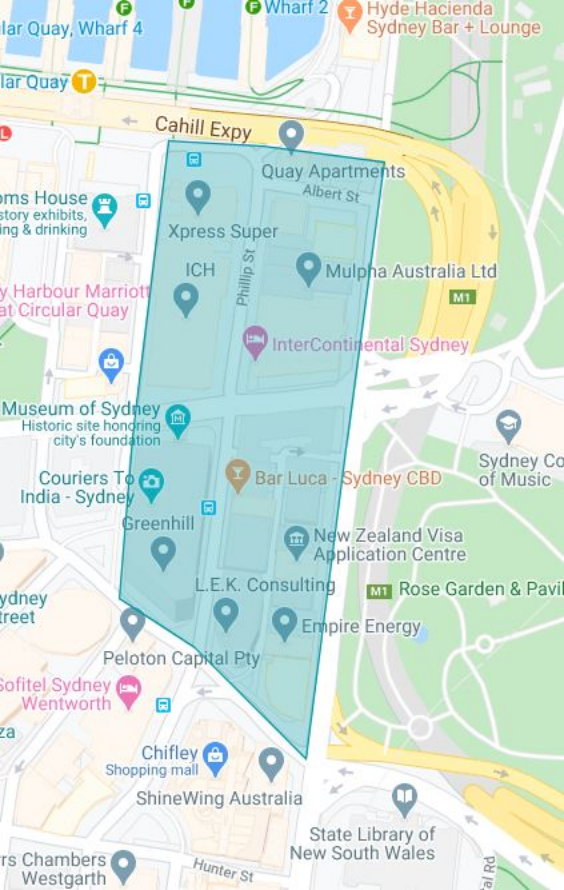
M1 Rose Garden

dney
tworth

Chifley

APPENDIX C

DOOR KNOCK CATCHMENT



lar Quay, Wharf 4

Wharf 2

Hyde Hacienda
Sydney Bar + Lounge

lar Quay

Cahill Expy

Quay Apartments
Albert St

oms House
story exhibits,
ing & drinking

Xpress Super

ICH

Mulpha Australia Ltd

y Harbour Marriott
at Circular Quay

InterContinental Sydney

Museum of Sydney
Historic site honoring
city's foundation

Couriers To
India - Sydney

Bar Luca - Sydney CBD

Sydney Co
of Music

Greenhill

New Zealand Visa
Application Centre

sydney
street

L.E.K. Consulting

Rose Garden & Pavil

Empire Energy

Peloton Capital Pty

Sofitel Sydney
Wentworth

Chifley
Shopping mall

ShineWing Australia

rs Chambers
Westgarth

State Library of
New South Wales

Hunter St

