

WOOLWORTHS WYONG REGIONAL DISTRIBUTION CENTRE EXPANSION

Engagement outcomes report

Prepared for **W00W0RTHS** 20 April 2022



URBIS STAFF RESPONSIBLE FOR THIS REPORT WERE:

Associate Director Stephanie Potter
Consultant Hayley Kardash
Project Code P0036986

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1. INTRODUCTION

This Community and Stakeholder Engagement Outcomes Report (the Report) has been prepared by Urbis Engagement for Woolworths Group (Woolworths). The Report informs part of the EIS (Environmental Impact Statement) for the Wyong Regional Distribution Centre Expansion State Significant Development Application (SSDA) at 11 Warren Road, Warnervale (the site).

1.1. OVERVIEW OF THE PROJECT

Woolworths is preparing an SSDA seeking approval for alterations to the existing Customer Fulfilment Centre at 11 Warren Road, Warnervale. The SSDA will be submitted through the Department of Planning and Environment (DPE).

The site currently contains an existing warehouse and distribution centre that operates 24 hours a day, seven days a week. The warehouse component is located towards the western boundary of the site and a large loading/unloading area and staff parking areas are located on the eastern side of the site.

The SSDA seeks consent for alterations and additions to the existing warehouse and distribution centre, including the following:

- Alterations and additions to the existing warehouse or distribution centre including:
 - 7,012m2 extension of the existing temperature controlled warehouse (including office/amenities and new exhaust fans).
 - 14,135m2 extension of the ambient warehouse.
 - 5,354m2 extension of the Return Transfer Facility warehouse including B-double drive-through.
 - 1,266m2 for the proposed truck maintenance and wash facility.
 - Expansion of the confectionary storage floor space.
 - 13 new banana ripening rooms.
 - Refurbishment of the existing canteen, locker rooms and amenities.
- Expansion of the existing hardstand areas to accommodate a truck wash and maintenance facility and refuel station, with two new weigh bridges and total on-site parking provided as follows:
 - 485 car parking spaces (existing).
 - Formalisation of 49 chevron trailer parking spaces.
 - 18 existing truck parking spaces, plus an additional proposed five new spaces.
- Site services infrastructure including relocation of existing fire tank and pumphouse.
- Vehicle access will continue to be provided via Warren Road with provision for additional entry movements via the existing driveway to Woolworths Way.

The site is in Warnervale, north of Wyong on the Central Coast, and is positioned approximately 500m from the Pacific Motorway.

The surrounding area is largely made up of industrial facilities, as well as Warnervale Airport around 2.5km to the east and Lakes Grammar Anglican School around 3.5km to the east.

1.2. RESPONSE TO SEARS

Table 1 Response to SEARs (SSD-33701741)

SEARs item	Reference within this report
Issue and Assessment Requirements: Engagem	ent
Detail engagement undertaken and demonstrate how it was consistent with the Undertaking Engagement Guidelines for State Significant Projects.	The engagement Strategy was prepared and implemented to ensure Woolworths delivered an engagement program consistent with DPE's Undertaking Engagement Guide: Guidance for State Significant Projects. Refer to Section 2 of this report for more detail.
Detail how issues raised and feedback provided have been considered and responded to in the project. In particular, applicants must consult with:	See below
the relevant Department assessment team.	Woolworths engaged with relevant assessment teams, including Planning Assessment Team at DPE. Refer to Sections 3 and 5 of this report for detail on feedback, methods of consultation and project response.
 any relevant local councils. 	Woolworths engaged with relevant local councils, including Central Coast Council. Refer to Sections 3 and 5 of this report for detail on feedback, methods of consultation and project response.
 any relevant agencies. 	Woolworths engaged with relevant agencies, including Transport for NSW. Refer to Sections 3 and 5 of this report for detail on feedback, methods of consultation and project response.
■ the community.	Woolworths engaged with relevant agencies, particularly people or groups likely to be impacted by the project. Refer to Sections 3 and 5 of this report for detail on feedback, methods of consultation and project response.
• if the development would have required an approval or authorisation under another Act but for the application of s 4.41 of the EP&A Act or requires an approval or authorisation under another Act to be applied consistently by s 4.42 of the EP&A Act, the agency relevant to that approval or authorisation.	Consultation not relevant to this project.

2. COMMUNITY AND STAKEHOLDER ENGAGEMENT STRATEGY

Community and stakeholder engagement throughout the development of the SSDA was achieved through the implementation of the engagement strategy outlined in this section.

2.1. ENGAGEMENT OBJECTIVE AND APPROACH

Urbis Engagement was engaged by Woolworths to prepare and execute a Community and Stakeholder Engagement Strategy (Strategy) for the Wyong Regional Distribution Centre Expansion SSDA at 11 Warren Road, Warnervale.

In accordance with NSW Department of Planning and Environment (DPE) expectations around early and effective engagement for state significant projects, the Strategy was prepared and implemented to ensure Woolworths delivered an engagement program consistent with DPE's *Undertaking Engagement Guide: Guidance for State Significant Projects.*

The engagement approach was adapted from the International Association of Public Participation's (IAP2) Public Participation spectrum. The spectrum (Figure 1) describes goals for public participation and the corresponding promise to the public. For this engagement strategy, the engagement objective aligned to the goal of **consulting** with stakeholders and the community. This means our objective was to provide balanced and objective information to assist stakeholders in providing feedback on the project.

Figure 1 IAP2 Public Participation Spectrum

	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.

To achieve these objectives, the engagement approach involved:

- Providing consistent, relevant, jargon-free and up to date information on the proposal, impacts, benefits, and the SSDA process through accessible, tailored open lines of communication
- Responding appropriately and in a timely manner to concerns or questions raised by the community and stakeholders
- Facilitating information flow to the project team by establishing working relationships to ensure stakeholder and community views and local knowledge are appropriately incorporated into the design of the project
- Managing expectations by closing the feedback loop through sharing how stakeholder and community views influenced the project.

3. STAKEHOLDERS

As outlined in the SEARs, DPE defines stakeholders as the relevant Department assessment team, local councils, any relevant agencies and the community. As described in DPE's *Undertaking Engagement Guide: Guidance for State Significant Projects*, the community is anyone (individuals, groups of individuals or organisations) interested in or are likely to be affected by the project.

The stakeholders for the project have been categorised by group, as shown in the figure below.

Figure 2 Stakeholder categorisation

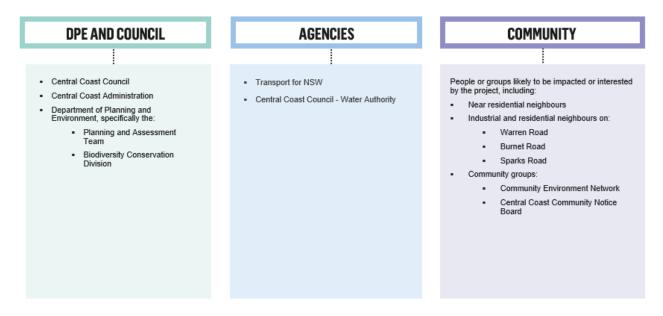


Figure 3 shows the site and the nearest neighbours.

Given that the proposal is an expansion of an existing site, in an area predominately made up of industrial facilities, the potential impacts of the project on the industrial neighbours on Warren and Burnet roads immediately to the west and northwest of the site are limited to traffic during construction and operation.

The industrial and residential neighbours to the north of the site are over 500 metres away and separated by Sparks Road. Other residential neighbours to the northwest of the site are over 600 metres away and separated by the Pacific Motorway.

To the east of the site are Warnervale Airport and Lakes Grammar Anglican School. Given their separation and distance from the site, these neighbours are unlikely to be impacted by the project. However, as they are near neighbours, our approach considers they may be concerned about the perceived potential of noise and traffic impacts. Therefore, we have engaged with these community stakeholders.

Figure 3 Surrounding community



Legend

The site

Neighbours

To ensure a coordinated approach, Urbis Engagement collaborated with Woolworths and Urbis Planning to engage with various stakeholder groups. The stakeholder matrix in Table 2 outlines the stakeholders, engagement objective and forms of engagement.

Table 2 Stakeholder identification

Stakeholder	Engagement objective	Forms of engagement
The relevant Department assessment team, specifically: Planning and Assessment Team Biodiversity Conservation Division	Consult: Obtain feedback on the proposal.	Virtual meetings Telephone Calls
Relevant local councils, specifically: Central Coast Council	Consult: Obtain feedback on the proposal.	Written correspondence Virtual meetings

Stakeholder	Engagement objective	Forms of engagement
Relevant agencies: Transport for NSW Central Coast Council – Water Authority	Consult: Obtain feedback on the proposal and understand how the proposal may impact each agencies service.	Written correspondence
People or groups likely to be impacted by the project, including: Near residential neighbours Industrial businesses within 500m radius, specifically Warren Road Burnet Road Sparks Road Warnervale Airport Local schools: Lakes Grammar Anglican School. Community groups: Community Environment Network	Consult: Obtain feedback on the proposal and provide balanced and objective information to assist in understanding the proposal's impacts and benefits.	Community newsletter 1800 Number

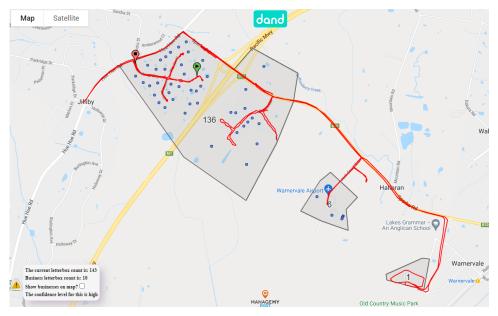
4. FORMS OF ENGAGEMENT

4.1. COMMUNITY NEWSLETTER

The community newsletter outlined key features of the project and invited feedback. It included details of the project email and phone number managed by Urbis Engagement to answer questions and collect feedback. The newsletter also invited the community to attend an online information session to meet with the project team, ask questions and provide feedback.

It was distributed on Tuesday, 1 February 2022 by letterbox drop to 153 residents and businesses surrounding the site. The newsletter distribution footprint is outlined in Figure 4 below. Community newsletter included in Appendix A. Community newsletter included in Appendix A.

Figure 4 Newsletter distribution zone



4.2. ENGAGEMENT EMAIL AND PHONE LINE

Members of the public were invited to contact Woolworths through a dedicated phone number and email address. These contact details were managed by Urbis to enable stakeholders and the community to provide feedback on the project.

At the time of writing this report, no community enquiries have been summitted through to the dedicated phone number and email address.

4.3. ONLINE COMMUNITY INFORMATION SESSION

The community newsletter included an invitation to attend a community information session on Thursday, 10 February from 6pm to 7.30pm.

The purpose of the session was to inform the community and stakeholders about the project and allow them to provide feedback and ask questions. The project team was available to answer specific questions on the proposal.

Due to the spread of omicron variant, the session was planned for online. Despite promotion via letter box drop, website and social media channels, no registrations were received.

4.4. PROJECT EMAILS AND STAKEHOLDER BRIEFINGS

Woolworths and Urbis Planning corresponded through emails and meetings with the government authorities (including DPE Assessment Team and Central Coast Council) and relevant agencies identified in Section 3.

A detailed summary of feedback has been outlined in Section 5 of this report.

4.5. WEBSITE

As part of the consultation process, and to ensure access to specialised information regarding the proposal, a dedicated project information website was developed and published on 31 January 2022.

The website https://www.11warrenroadwarnervale.com provides information about the proposal, the planning process and contact information.

This engagement activity was designed to be used as an inform tool, with easily accessible information available anywhere, at any time. It also included details of a project email and phone number managed by Urbis engagement, to enable people to provide feedback on the project.

The website was updated periodically and at key milestones during the planning process.

4.6. MEDIA COVERAGE

Following the letterbox drop to nearby residents on Tuesday, 1 February 2022, Central Coast Express Advocate published an article about the project on 4 February 22. Article available online here - https://www.dailytelegraph.com.au/newslocal/central-coast/woolworths-regional-distribution-centre-in-warnervale-to-be-expanded/news-story/4db5001bb0399fa27abdb917ddfe19a8

5. ISSUES RAISED

The following table outlines the issues raised by the community and stakeholders, and the project response. Key themes that arose during the consultation period included:

Table 3 Issues raised and response

Stakeholder	How this group was consulted	Issues Discussed	Project Response
Department of Planning and Environment, specifically: Planning Assessment Team	 Virtual meeting 3 December 2021, between Woolworths, Urbis and DPE representatives Written correspondence 	Seeking SEARs, over of the proposal including sustainability improvements, truck access, safety, and jobs.	SEARs received.
Biodiversity Conservation Division	Email correspondence with the Biodiversity Conservation Division.	Overview of the proposed development and preparation of the BDAR to seek feedback on the proposed survey approach for the Wallum Froglet, considering that Council is unwilling to provide access to the airport site. Biodiversity Conservation Division outlines three options to fulfil requirements: 1. Receive Council permission to survey the land on airport to assess the condition of the site and potential impacts on the hydrology of Porters Creek Wetland of the development. 2. Assume presence of the wallum froglet (Crinia tinnula) 3. Provide an expert report, by a BAM species expert for the wallum froglet,	Woolworths has sought advice from Eco Logical Australia Pty Ltd (ELA) about the most appropriate approach to survey the Wallum Froglet on the adjoining in regard to the three options outlined by the Biodiversity Conservation Division. EIS response to BCD states: ELA commenced a 14 day survey of a minimum 2 person hours per night for 4 nights. ELA would like some feedback as to whether this survey will satisfy the SEARs requirement with BCD, given no access to the Council land. ELA would like to know if the proposed call playback survey from the east and southern boundaries of 11 Warren Rd is acceptable.

Stakeholder	How this group was consulted	Issues Discussed	Project Response
		in accordance with Box 3 of the BAM 2020.	 In response to the three options provided: ELA was not permitted access to survey on the airport land to the east of the subject site. Wallum Froglet was assumed to be present on the land to the east of the development site. A 50 m buffer was drawn around breeding habitat. This was overlapped with PCTs associated with Wallum Froglet (PCTs 1071 and 1718), however no habitat to be impacted was present within the development site. An expert report was not obtained because there was no access to the airport land, and there are no Crinia tinnula experts in the BAM List of Approved Experts. Please refer to the BDAR by ELA for more information in relation to this response.
Central Coast Council, specifically: Planning Team Development Engineers	Virtual meeting on 23 February 2022 between Woolworths, Urbis Planning, Costin Roe Engineering, Ecological. Council representatives present were from the following Council departments: Planning Engineering	 Overview of the proposed development and approval pathway. Ecological studies undertaken as part of the BDAR, and additional study areas to be explored. Hydrological Engineering, specifically addressing water management 	Council raised no concerns about the proposal during the consultation. Woolworths explains the proposed heavy vehicle movements will be clearly explained in the traffic report.

Stakeholder	How this group was consulted	Issues Discussed	Project Response
Environmental EcologistCEO	■ Environmental Planning	measures approved in previous development consents for the site Heavy vehicles, specifically Council wanted to understand the proposed heavy vehicle movements.	Woolworths and Urbis Planning will continue to work closely with Central Coast Council as required throughout the approval process.
	Virtual meeting on 21 January 2022 between Woolworths and Central Coast Council, including CEO David Farmer David Farmer Rik Hart Administrator	 Meeting to discuss overview of the proposed development. Council noted it is great to see jobs being retained in the Central Coast. region. Vegetation and preservation. 	
State Member of Parliament	Virtual meeting on 19 January 2022 between Woolworths and David Harris MP	Meeting to discuss overview of the proposed development and requested to share engagement channel with his constituents.	
 Central Coast Council – Water Authority 	Email correspondence Central Coast Council	A pressure and flow enquiry has been lodged with Central Coast Council.	Woolworths is awaiting the results of the pressure and flow enquiry.

Stakeholder	How this group was consulted	Issues Discussed	Project Response
Relevant agencies, specifically: Transport for NSW	Email correspondenceTelephone call	TfNSW confirmed matters of importance are covered in the SEARs.	All SEARs matters and requirements are addressed in the project transport report. Woolworths and Urbis Planning will continue to consult with TfNSW as plans progress.
Warnervale Air Pty Ltd	AviPro spoke with the CEO of Warnervale Air Pty Ltd and President of Central Coast Aero Club (Andrew Smith), Chief Flying Instructor of Central Coast Aero Club (Andrew Coulthard) and Instructor (Gary Young).	Overview of the proposed development provided.	No issues or concerns were raised about the proposed development.
Aboriginal Community	Consultation with Aboriginal communities was undertaken in accordance with guidelines: The Code of Practice for Archaeological Investigation of Aboriginal Objects in New South Wales (DECCW 2010a) – known as The Code of Practice; Guide to investigating and assessing and reporting on Aboriginal Cultural Heritage in New South Wales (OEH 2011) – known as ACHAR guidelines: The Aboriginal Cultural Heritage consultation requirements for proponents 2010 (OEH 2010b)- known as Consultation Guidelines.	 Potential Aboriginal Parties identified via advertising and through lists provided by agencies. Invitations to register interest sent out to individuals and organisations. 11 individuals/organisations responded, thus establishing the consultation group, known as the Registered Aboriginal Parties. A site visit was also undertaken with representative from Darkunjung Local Aboriginal Land Council. A copy of the assessment methodology was emailed to all Registered Aboriginal Parties. One response to Assessment Methodology has been received and processed into the draft ACHAR report. 	Representative from Darkunjung Local Aboriginal Land Council identified a culturally significant tree. Woolworths has noted advice and taken action to avoid the tree and maintain its position, which is outside the impact area. Single Registered Aboriginal Parties response did not raise objection.

Stakeholder	How this group was consulted	Issues Discussed	Project Response
		The draft ACHAR report currently is in internal review and then will be circulated to Registered Aboriginal Parties for 28 day period.	
People or groups likely to be impacted by the project, including: Near residential neighbours Industrial businesses within 500m radius, specifically: Warren Road Burnet Road Burnet Road Warnervale Airport Local schools: Lakes Grammar Anglican School. Community groups: Community Environment Network	A community newsletter was sent on 1 February 2021 to 157 residents and business located nearby the proposed site. The newsletter included details of the project, enquiry line and invitation to attend a briefing with the project team.	No feedback received to date.	No concerns were raised regarding the proposal during consultation. Woolworths will continue to reach out to the community throughout the approval process to keep them informed of any updates and changes to the proposal. No registrations were received for the online briefing session.

Stakeholder	How this group was consulted	Issues Discussed	Project Response
Residents contacted during doorknocking for noise logger installation: Resident at 187 Sparks Road, Halloran Resident at 13 Buttonderry Way, Jilliby Resident at 4 The Downs, Jilliby Resident at 5 The Downs, Jilliby	Contacted via doorknocking for noise logger installation	 High level overview of noise assessment required for Proposal. All (with exception to 5 The Downs, Jilliby) agreed to noise logging on property. All resident noted that Wyong RDC is currently inaudible at their property. Resident at 5 The Downs, Jilliby did not agree to noise logging on property, citing safety concerns for site engineer and noise logger near horses. Therefore, noise logging did not proceed on this property. This resident, did however, acknowledge and appreciate the project team's effort to measure background noise to meet noise management obligations. 	Follow-up communications to 187 Sparks Road offering a briefing from the project team was sent on 16 th February 2022, with no response received.

6. **FUTURE COMMUNITY AND STAKEHOLDER ENGAGEMENT**

Woolworths welcomes ongoing feedback on the proposal. They will continue to keep stakeholders and the community informed of the project through the exhibition and determination phases through:

- Continuing to engage with the community about the project, its impacts, and the approval process.
- Providing information on how the community's views have been addressed in the EIS.
- Enabling the community to seek clarification about the project through the two-way communication channels.

DISCLAIMER

This report is dated 23 March 2022 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 WOOWORTHS (Instructing Party) for the purpose of Engagement outcomes 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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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 **APPENDIX**



WARNERVALE

Woolworths Wyong Regional Distribution Centre

11 WARREN ROAD, WARNERVALE

Woolworths has a proud 50 year history in the Central Coast, and is looking to expand the existing Wyong Regional Distribution Centre to service the needs of the community, our team members and suppliers.

Woolworths is preparing a State Significant Development Application (SSDA) seeking approval to expand our existing Customer Fulfilment Centre at 11 Warren Road, Warnervale. The SSDA will be submitted through the Department of Planning and Environment (DPE).

The proposal includes:

- Extending the existing temperature-controlled warehouse, ambient warehouse and returns transfer (in-house recycling) warehouse
- Increasing the space for heavy vehicle parking, and access and on site maintenance facilities, truck wash, and refuelling services
- Expanding the storage floor space
- Creating 13 new banana ripening rooms
- Refurbishing facilities for our team members, including the canteen, parking and locker rooms.

If approved, the expanded distribution centre would deliver a number of benefits for Woolworths stores and customers in the Central Coast Region including:



An increased range for customers - more products, more choice



Improved quality and freshness of products through greater efficiency



Greater capacity supporting on-shelf availability and customer demand



Reduced transport movements



New and improved fresh food ripening rooms



Provide more space for more products for our communities



PLANNING PATHWAY

Woolworths is preparing a State Significant Development Application (SSDA) which includes an **Environmental Impact** Statement (EIS). The EIS will assess any potential impacts from the construction and operation and suggest mitigation measures. -

We are here

TRANSPORT AND ACCESS

The proposal considers all potential impacts on the local road network during both the construction and operational phases.

Vehicle access will continue to be provided via Warren Road. The proposal will provide for additional entry/exit movements via the existing driveway to Woolworths Way.

As part of the SSDA process, Woolworths is preparing a detailed traffic impact assessment to ensure potential impacts are thoroughly assessed and mitigated. This assessment will be submitted as part of the SSDA and be available to view during public exhibition.

MANAGING IMPACTS DURING **CONSTRUCTION**

Plans are at an early stage, and the construction program and timing will be finalised following the approval of the proposal. Neighbours will be notified before any construction works commence.

If approved and construction commences, care will be taken to restrict and minimise dust, noise and traffic impacts. Best practice measures will include barriers and screens to contain dust, and the maintenance of a clean worksite.

A particular focus will be on minimising the impact of surrounding community areas and neighbouring industrial sites/businesses -Woolworths is committed to caring for and respecting our neighbours.

Woolworths will keep the community informed of milestones throughout each stage of the planning and construction.

Formal lodgement is expected in early 2022. Before taking this step, Woolworths is engaging with stakeholders and the community.

Following the SSDA lodgement, DPE will publicly exhibit the proposal, and the community will be consulted further. At this point, the community can make formal submissions with the DPF

Woolworths is expecting a determination within six to nine months of lodging the SSDA.

ONLINE COMMUNITY INFORMATION SESSION

Join us at our upcoming online community information session to learn more about the project, ask questions, and provide feedback.



10 February 2022 FEB 6.00pm to 7.30pm

To register your interest, please email engagement@urbis.com.au

STAY IN TOUCH

Woolworths is committed to open and transparent engagement with the community and welcomes all feedback. We encourage the community to reach out to share views, thoughts and feedback and any questions.

Woolworths has commissioned Urbis Engagement to collect your feedback and provide further information about the proposal.

All feedback received will be collated and will inform part of the SSDA submission to DPE. From here, plans will be assessed, and revised amendments considered based on the feedback received from the community.

For more information and to share your feedback:

e: engagement@urbis.com.au

t: (02) 7202 1239

w: www.11warrenroadwarnervale.com



