



Transport for Tomorrow – Sydney Metro Enabling Works

Sydney Metro West - Brownfields Enabling Work at North Strathfield and Westmead

Small Business Owners Engagement Plan

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1. Purpose

The Small Business Owners Engagement Plan describes the approach T4T will take to engage with small business owners located adjacent to the Brownfields Enabling Work project, generally within 50m of the construction sites.

This plan is intended to meet the Minister’s Condition of Approval D70 under SSI 10038 which states:

Small Business Owners Engagement Plan(s) must be implemented in accordance with the Overarching Community Communication Strategy to minimise impact on small businesses adjacent to major construction sites during construction of Stage 1 of the CSSI. This plan must be prepared and submitted to the Planning Secretary for information before construction at the relevant construction site.

For the purpose of this plan, a small business is defined as a business that employs fewer than 20 employees (source: Australian Bureau of Statistics).

2. Objectives

The objectives of this plan are to:

- Establish consultative guidance that will assist T4T 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 T4T will use in order to engage with small business owners and understand the impacts on these businesses from any construction work related to our projects.
- Propose a mechanism for small businesses to inform T4T they are being adversely impacted and for T4T to minimise or eliminate these impacts by addressing the cause through investigation, validation and remedy.

3. Relationship to other plans

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

The T4T Community Liaison Management Plan (CLMP) provides specific details on engagement with communities, businesses and stakeholders.

This plan is 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 above-mentioned documents.

This plan is also linked to the Construction Complaints Management System (CCMS) which outlines the framework for managing complaints, enquiries, and escalation processes throughout the project lifecycle.

4. Approach to small business owner engagement

T4T's approach to engaging with small and adjacent businesses is to:

- Introduce a single point of contact for small businesses - through a dedicated Community Engagement representative - who will proactively doorknock and consult with business owners and commit to respond quickly to any issues or complaints raised by that business.
- Gain an understanding of the business owners' concerns about potential disruptions to their businesses.
- 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 the project, the Community Engagement representative shall investigate this complaint by liaising with the Project Team.
- Where it is determined that the project is causing an actual adverse impact, a remedy to this impact will be developed between the Community Engagement representative and the Project Team.
- The Community Engagement representative will inform the small business owner about the remedy that the project will implement and provide for a follow-up call to the business owner to ensure the remedy worked satisfactorily.

5. Communication tools

T4T uses a range of communication and engagement tools to ensure project information reaches a wide variety of people likely to be impacted by the project. Using a variety of tools provides our communities with options to engage with the project in ways that suit their needs and lifestyle.

Specific communication tools that will be used to engage with small and adjacent businesses to the works include:

- Personal communication via Community Engagement representatives who are responsible for ensuring that any business consultation is documented and communicated to the relevant members of the project team.
- Engagement with businesses 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, customer parking, garbage collection, and other information specific to the business that will need to be considered in early works planning.
- Notifications including maps to keep businesses informed, explaining the purpose of the works, what they can expect, and any potential impacts (delivered in paper and electronic format).
- A three month look-ahead for out-of-hours work will be distributed to properties within 200 metres of the construction site on a quarterly basis (delivered in paper and electronic format).
- Fact sheets (where suitable) to provide detail on aspects of the work and the project.

6. Contact facilities and information points:

Brownfields

- Project website - www.sydneymetro.info
- 24-hour community information line - 1800 612 173
- Postal address - PO Box K659, Haymarket, NSW 1240
- Community email address - sydneymetrowest@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.

7. Business areas

North Strathfield

The southern side of North Strathfield Station consists of some small businesses including a café, pet shop, mixed business and multiple educational centres.

Westmead

The only small business in proximity of our work is the Westmead Food Express located within the station.

8. Evaluation

Evaluation of the performance and effectiveness of the Small Business Owners Engagement Plan will be undertaken every six months or as required in accordance with the measures outlined in the CCS and OCCS.

9. Small and adjacent business identification and issues mapping

9.1 North Strathfield



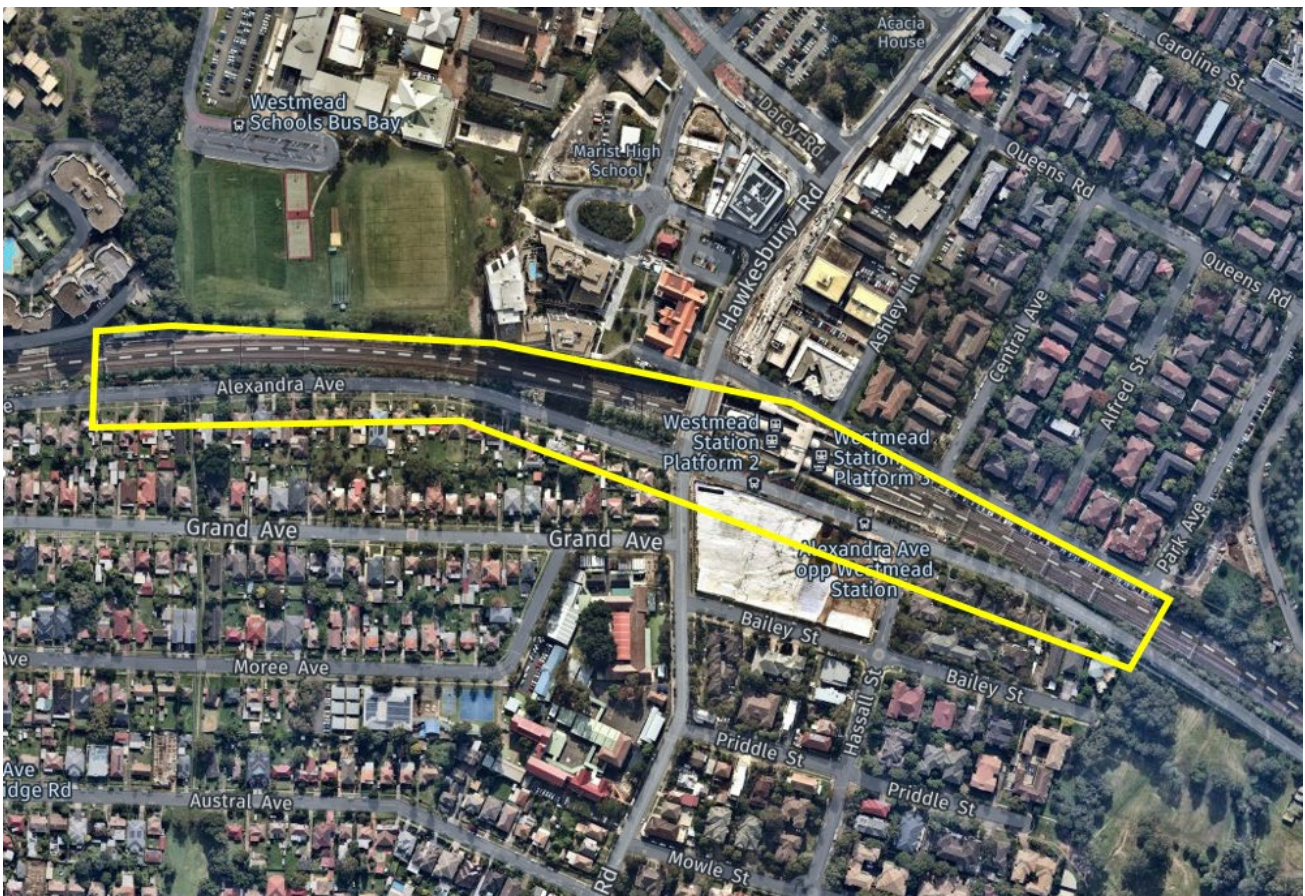
North Strathfield Business Identification Boundary – 50m radius of work site

Sector 1: Queen Street

Stakeholders	Impact	Mitigation Measures	Communication approach
<ul style="list-style-type: none"> Express Clearances JMR Creative Design Laundry & Dry Cleaning Café 93 On Queen The Hannam Group Kicks After School Razor Concord Pets 107 Chill Massage Cardona Design and Construction LB Computer Kozeto Investments Banter Speech 	<p>General construction impacts including noise, traffic interruptions, and temporary impacts to parking</p>	<ul style="list-style-type: none"> Traffic control will be in place to manage traffic movements and parking removal Pedestrian access to businesses will be maintained at all times Wayfinding signage is clearly set out Noise and dust management measures in place Clear communication of any change to the local road network and access routes 	<ul style="list-style-type: none"> No surprises approach, clear and concise information and provide adequate opportunity for feedback when or if required Meetings with businesses as required Provision of regular updates,

Stakeholders	Impact	Mitigation Measures	Communication approach
<ul style="list-style-type: none"> Advanced Buildings 		<ul style="list-style-type: none"> Clear communication on parking closures and alternate parking Toolbox talks to remind workforce of correct behaviour and to be mindful of neighbouring businesses 	<ul style="list-style-type: none"> notifications, and newsletters Verbal and electronic updates

9.2 Westmead



Westmead Business Identification Boundary – 50m radius of work site

Sector 1: Hawkesbury Road, Railway Parade & Alexandra Ave

Stakeholders	Impact	Mitigation Measures	Communication approach
<ul style="list-style-type: none"> Westmead Food Express (within the station) 	General construction impacts including noise, traffic interruptions, construction traffic and impacts to	<ul style="list-style-type: none"> Traffic control will be in place to manage traffic movements and parking removal Pedestrian access to businesses will be maintained at all times 	<ul style="list-style-type: none"> No surprises approach: clear and concise information, providing adequate

Stakeholders	Impact	Mitigation Measures	Communication approach
	parking, garbage collection and pedestrian access	<ul style="list-style-type: none"> • Wayfinding signage is clearly set out • Noise and dust management • Equipment stored on local streets does not impact traffic or access to businesses • Clear communication of changes to local road network and access routes • Clear communication on parking closure and alternate parking • Toolbox talks to remind workforce of behaviour and neighbouring businesses 	<ul style="list-style-type: none"> • opportunity for feedback when or if required • Meetings with retailers as required • Provision of regular updates, notifications, and newsletters • Verbal and electronic updates