

CBD and South East Light Rail Project

McDonald's Australia Ltd Submission

Thank you for the opportunity to submit our comments and concerns which we trust will be considered in the planning phase. We are happy to meet and discuss any elements of this submission.

The majority of the comments are specific to the construction period. Our experience of similar strategic infrastructure upgrades has varied between excellent and poor and will always be dependent on the level of communication between the stakeholders.

We have addressed this submission in dot point to assist in the identification of concerns.

- **Pre-Works**

- All Restaurant's have varying trading hours
- Identification of key personnel contact and emergency contact points
- Identification of timetable for any works impacting access or operation's to specific restaurant premises i.e site investigations/services investigations
- Access restrictions

- **During Construction Work**

- Access for delivery vehicles is required at all times of day/night
- Food products are temperature prone so delays in transporting can compromise food safety
- Access for customers to be maintained to existing trading hours
- Noise disturbance for crew/managers, inability to hear customers orders – WPH&S
- Noise disturbance for customers – uncomfortable and unpleasant environment for eating
- Vibrations – disturbance to crew/manager – uncomfortable working environment
- Vibrations – disturbance to customers as not pleasant environment for eating
- Vibrations – disturbance and damage to sensitive cooking equipment and computers
- Vibrations – disturbance to building integrity, subsidence
- Dust – as above, unpleasant environment for customers and crew – WPH&S
- Dust – damage to air conditioning / exhaust equipment, M&R and more regular servicing
- Sales Decline due to customers not happy sitting within a building site to eat
- Services – interruption to services such as water/ power/ drainage to the building during works. i.e power cuts/ damage to services
- WPH&S for crew/managers/customers – ensure at all times health is not compromised and works undertaken in a good workman like manner.
- Screening or barriers are well maintained
- Directional signage is provided to facilitate customers navigating their way to restaurants around obstruction/ barriers
- Cross paths are maintained from one side of the road to the other
- Pedestrian routes are maintained where ever possible as "ant track" changes can have significant impact on business.
- Ensure work is on-going in areas where barriers are erected i.e minimal disruption to customer flow

- **Post Construction Works**

- Delivery access changes proposed in pedestrian zones