



Community Communications Site Specific Sub-Plan – Stabling & Maintenance Facility Orchard Hills

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Parklife Metro D&C

Version Control

Version	Author	Date	Comments	Reviewed By	Approved by
A	Bella Shamal Place Manager	16/08/2023	First Issue	Rebecca Noakes Community and Stakeholder Manager	Jose Sanchez Project Director
B	Linda Adelstein Place Manager	17/10/2023	Second Issue	Rebecca Noakes Community and Stakeholder Manager	Jose Sanchez Project Director
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Signature

Details of Revision Amendments Document Control

The Project Director is responsible for ensuring that this plan is reviewed and approved. The Stakeholder and Community Engagement Manager is responsible for updating this plan to reflect changes to construction, legal and other requirements, as required.

Amendments

Any revisions or amendments must be approved by the Stakeholder and Community Engagement Manager and/or client before being distributed / implemented.

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Glossary

Standard terms and definitions

TABLE 1 STANDARD TERMS

Term	Definition
Project	Sydney Metro – Western Sydney Airport
Parklife Metro	Consortium comprising entities of Plenary, Siemens Mobility, Siemens Financial Services, Webuild and RATP Dev as successful contractors for the Sydney Metro-Western Sydney Airport SSTOM Package.
Parklife Metro D&C	Parklife Metro Design and Construct. Consists of Webuild S.P.A, Siemens Mobility Pty Ltd. Responsible for the construction of SSTOM Works

TABLE 2 ABBREVIATIONS

Term	Definition
CCS	Community Communications Strategy
CICG	Communications Interface Coordination Group
EIS	Environmental Impact Statement
OCCS	Overarching Community Communications Strategy
PPP	Public Private Partnership
SBT	Station Boxes and Tunnelling
SCAW	Surface and Civil Alignment Works
SMF	Stabling and Maintenance Facility
SM-WSA	Sydney Metro – Western Sydney Airport
SSTOM	Stations, Systems, Trains, Operations and Maintenance
TTLG	Traffic and Transport Liaison Group
WSI	Western Sydney International Airport

1 Community Communications Site-specific Sub-plan

This Community Communications Site-specific Sub-plan (CCSSP) describes Parklife Metro's communication approach for the delivery of the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works at the Stabling and Maintenance Facility (SMF) construction site.

It provides information about how Parklife Metro will manage and meet key communications and stakeholder relations requirements during construction by ensuring a proactive engagement with key stakeholders, relevant authorities and local communities, including residents and businesses.

2 Project overview

Sydney Metro – Western Sydney Airport (SM-WSA) will become the transport spine for Greater Western Sydney, connecting communities and travellers with the new Western Sydney International (Nancy-Bird Walton) Airport and the growing region.

The city-shaping project, from St Marys through to the new airport and the Western Sydney Aerotropolis, will provide a major economic stimulus for western Sydney, supporting more than 14,000 jobs during construction for the NSW and national economies.

The 23-kilometre new railway will link residential areas with job hubs including the new Aerotropolis and connect travellers from the new airport to the rest of Sydney's public transport system.

The Australian and NSW governments have awarded all three major contracts for the Sydney Metro – Western Sydney Airport project:

- Station boxes and tunnelling (SBT) – currently in delivery
- Surface and civil alignment works (SCAW) – currently in delivery
- Stations, Systems, Trains, Operations and Maintenance (SSTOM) – work to commence in late 2023.

2.1 Stations, Systems, Trains, Operations and Maintenance

In December 2022 the largest ever Public Private Partnership (PPP) contract in New South Wales was awarded to Parklife Metro for the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works for the Sydney Metro - Western Sydney Airport Project.

Parklife Metro will deliver:

- Six new stations – St Marys, Orchard Hills, Luddenham, Airport Business Park, Airport Terminal and the new Aerotropolis
- 12 new metro trains
- Core rail systems
- The Stabling and Maintenance Facility (SMF) to be built at Orchard Hills
- Service facilities at Claremont Meadows and Bringelly.

Parklife Metro will also operate and maintain the Sydney Metro - Western Sydney Airport (SM-WSA) line and its assets for 15 years after it becomes operational in 2026.

3 Stakeholder and community objectives

Parklife Metro recognises the importance of effective communication in supporting Sydney Metro's delivery of Australia's largest public transport project. Parklife Metro has established the following stakeholder and community communication objectives for the SSTOM works:

- Support Sydney Metro in promoting the benefits of the project and increasing the understanding of its importance to the stakeholders and the broader Sydney community.
- Collaborate with interfacing contractors and key stakeholders to minimise the project's negative impacts on stakeholders and the community.
- Anticipate and address stakeholder and community need to mitigate any potential issues that may arise.
- Manage stakeholder and community expectations by providing timely, accurate, and proactive communications regarding the construction impacts.
- Be a reliable, flexible, and responsive partner for the NSW Government, its key stakeholders, and the communities involved.

3.1 Background and context

The Community Communications Site-Specific Sub-Plan (CCSSP) describes Parklife Metro's communication approach for the delivery of SSTOM works at the SMF site.

It is a subplan to the Community Communications Strategy – Parklife Metro D&C (SMWSASSM-PLD-1NL-PC-PLN-000065) and is designed to minimise the impacts of construction and provide a high-level of satisfaction in meeting community expectations.

This subplan identifies site-specific stakeholders, how they will be informed about construction activities, key environmental issues and ways to discuss or provide feedback on how they are being managed.

3.2 Strategy structure and interface with other plans

The CCS and site-specific sub-plans will be structured as shown in the flowchart below. The overall SSTOM Project Management Plan will show how the CCS and its sub-plans interface with other SSTOM management plans, including the Construction Environmental Management Plan (CEMP).

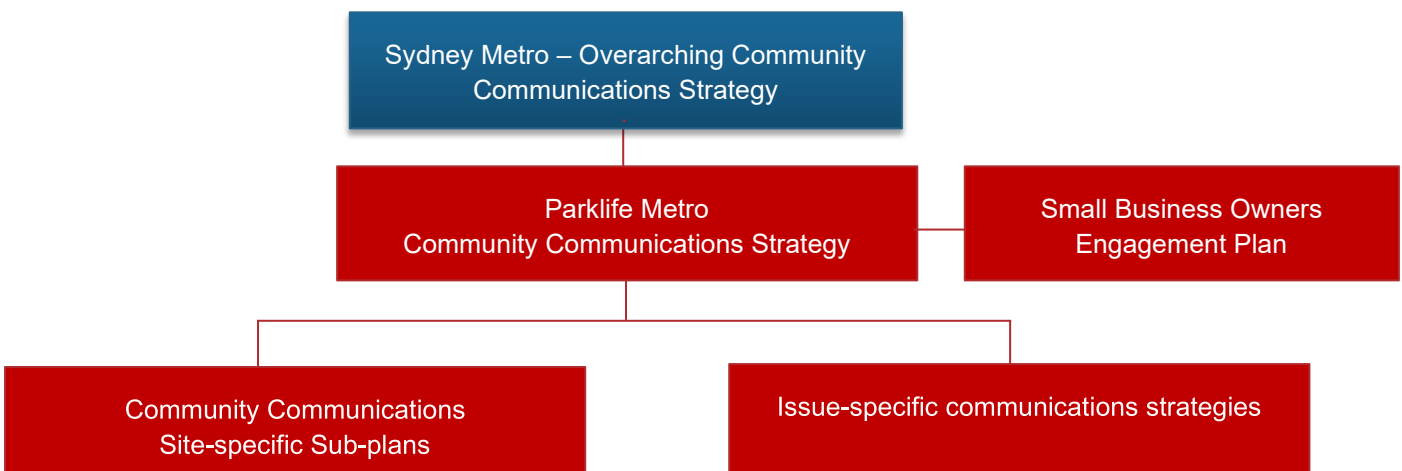


FIGURE 1 HIERARCHY OF PLANS

3.3 Plan authorisation and distribution

The Stakeholder and Community Engagement Manager is responsible for the distribution of this sub-plan. It will be introduced in site inductions to all staff and subcontractors working at the SMF, all personnel will perform their duties in line with its requirements. An accessible copy of this sub-plan will be available to the public on the Parklife Metro website.

4 Stabling and Maintenance Facility

The SMF will provide supporting infrastructure for the ongoing maintenance of rolling stock. The main buildings at the site will include the Operations Control Centre (OCC), maintenance and administration buildings.

The OCC is the control centre for the centralised control and monitoring of operation activities. It is located adjacent to the Rolling Stock Maintenance Workshop and Administration Building. The OCC will include the Depot Control Centre (DCC), Maintenance Diagnostics Centre (MDC), staff support facilities and associated plant and equipment functions.

The maintenance and administration building is the largest building at the SMF. It contains the maintenance and administration functions which is critical to the operation of the Metro Line and will be subject to 120-year design life and security requirements.

The third building on site will be the substation building, which will provide the electrical supply for the SMF and traction power for the SMF and the network.

Major works will include construction of the buildings, pavement and road furniture, mechanical, electrical, plumbing, fire services, track alignment and track form, fencing and landscaping.

Utilities works for the SMF will include a 132kV bulk power supply, potable water and waste water (sewer).



FIGURE 2 SMF LOCATION

5 Stakeholders

The closest residential properties are 180 – 260 metres from the SMF work area. This includes houses on the western side of the SMF in Bordeaux Place, Verdelho Way, and Cabernet Circuit as well as several properties on semi-rural land holdings on the eastern side of the SMF towards Luddenham Road. Parklife Metro representatives will door knock these residents quarterly or as needed, to engage and provide information on the current construction activities at the SMF.

Most other residents are located between 500 metres to 1 kilometre away from the works however they can still be affected by noise and truck movements, so it is important that they be engaged early in the project and their needs and interests listened to when planning the works. These residents will be included in the engagement and communication activities for Parklife Metro work.

Power and sewer works will be required along Luddenham and Mamre roads. This will create some disruption to nearby residents, as well as motorists using the local roads.

The Environmental Impact Statement (EIS) submissions reflected that the community generally recognises the benefits of increased access to public transport and connectivity provided by SM – WSA.

However, there are concerns about construction and how it will be managed to minimise impacts on nearby residents, businesses, community organisations and facilities.

A key expectation is that the community will be provided with ongoing opportunities to be engaged to assist them in understanding:

- The nature, timing, and impact of any project's activities
- How any impacts from noise and additional vehicle traffic during construction will be addressed
- Managing heritage requirements for any unexpected finds
- Sustainability measures.

Feedback will be welcomed from the community for the Place, Urban Design and Corridor Landscape Plan.

5.1 Business impacts

There are no identified businesses within 200 metres of the SMF or on the local roads which will be used as access routes to and from the SMF. Parklife Metro will continue to monitor the local area and consult with Penrith City Council and other project stakeholders to identify any new businesses which may commence trading during the delivery phase. Should a new or a previously unidentified business be identified, Parklife Metro will develop a business management strategy to ensure that construction impacts are minimised, and specific measures are put in place to mitigate effects on the business.

Adjacent to the SMF worksite is the Patons Lane Resource Recovery Centre owner by Bingo Industries, which is operational but not open to the public. Parklife Metro will engage with the business as required to ensure access is maintained.

5.2 Residential impacts

The closest residential properties are between 180m - 260m from the SMF work area – Bordeaux Place, Verdelho Way, and Cabernet Circuit. Parklife Metro representatives will doorknock these residents from time-to-time to receive direct feedback and provide information where required.

Residents further from the SMF site may be affected by increased truck/vehicle movements. Once the details of utility works are confirmed, we will engage with nearby residents and businesses.

The broader public are encouraged to sign up for updates via the Sydney Metro website or Metro Connect App.

We will welcome feedback from the community on the Place, Urban Design and Corridor Landscape Plan.

5.3 Cumulative impacts

Parklife Metro is scheduled to begin its early works onsite in late 2023.

Site establishment works for SMF were completed by SCAW, including removing and relocating services, excavating for the pile pad and haul road construction, and placing pavements for temporary road diversions.

Utility works are also being undertaken to construct the Orchard Hills Switching Station south of Patons Lane. The construction works is projected to be largely complete before the end of 2023.

Parklife Metro will work with interfacing contractors and projects by:

- Attending regular meetings with local council officers
- Participating in Sydney Metro's Communications Interface Coordination Group (CICG) and Traffic and Transport Liaison Group (TTLG)
- Consulting local businesses, residents and sensitive receivers to minimise impacts and co-ordinate any mandated respite periods
- Attending regular meetings with community liaison teams from adjacent contractors to coordinate the timing and distribution extents of communication materials
- Attending community information sessions conducted by neighbouring contractors
- Coordinating management of complaints that span multiple projects.

6 Construction stages, impacts and mitigation

TABLE 3 PHASES, POSSIBLE IMPACTS AND MITIGATION

Project phase / indicative timing	Main Activities	Possible impacts	Communication and mitigation measures
Detailed design and early works Q1 2023 - Q3 2023	Design for site compound, stations, construction methodology, temporary works Early works including utilities investigation, surveying and property condition surveys (PCS)	Low impact works Increase in light and heavy vehicle traffic Access to properties where required	<ul style="list-style-type: none"> • Notice of low impact works in SCAW monthly update • Letter to owners where PCS required • Complaints protocol available on the project website. • Residents able to voice concerns via a 24-hour community infoline • Timely response to complaints and enquiries following the complaints management process • Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project • Construction team to implement noise mitigation measures
Site establishment Q3 2023 - Q4 2023	Install environmental and sediment controls Install site power, portable water and sewer Establish site facilities and amenities, access roads, hard stands and carparks Install survey point and geotechnical monitoring equipment Utility and geotechnical investigations	Increase in light and heavy vehicle traffic Site offices established Out of hours work (as required) Noise, vibration and dust Graffiti, vandalism, and theft	<ul style="list-style-type: none"> • Notifications 100 metres for day works and 200 metres for night works • Monitoring for noise, vibration and dust • Water carts • Reviewing high noise works and if mitigation is required (ie acoustic panels) • Specialised Traffic Control Plans and communications packages developed and approved by Sydney Metro for any major traffic changes, closures or delays

Project phase / indicative timing	Main Activities	Possible impacts	Communication and mitigation measures
	<p>To facilitate trenching works for permanent power connection, there may be short term (up to four weeks) traffic changes on Patons Lane and Luddenham Road</p>		<ul style="list-style-type: none"> • Communicate potential impacts to assist community and motorists in determining travel plans via signage, advertising, notifications, website etc • Variable Message Sign (VMS) boards display information about traffic changes and/or delays • Traffic controller/spotter at site gate entrance • Hoarding around site with safety messaging and contact details. Ensure adequate signage is • Roaming site security on site at night.
<p>Earthworks and underground works Q4 2023 - Q2 2024</p>	<p>Earthworks, grading and levelling Install storm water drainage and pipe Underground services (within and outside the construction footprint) Prepare foundation and blinding concrete Construct retaining wall</p>	<p>Increase in light and heavy vehicle traffic Demolition, excavation, and earthworks Out of hours work Noise, vibration and dust impacts Road/traffic impacts</p>	<ul style="list-style-type: none"> • Notifications 100 metres for day works and 200 meters for night works • Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace • Sufficient notification to affected residents of any out of hours work and detail of how noise impacts will be mitigated • Complaints protocol available on the project website • Residents able to voice concerns via a 24-hour community Infoline • Timely response to complaints and enquiries following the complaints management process • Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project • Construction team to implement noise mitigation measures

Project phase / indicative timing	Main Activities	Possible impacts	Communication and mitigation measures
Public utility and structural works Q1 2024 - Q4 2024	New connections and diversion work of sewer line, potable waterline, Telecom line Building substructure Building superstructure and roof	Visual impacts Noise vibration and dust impacts Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs OOH oversize vehicle to deliver large plant and piling rigs Road/traffic impacts	<ul style="list-style-type: none"> Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card. Noise mitigation including noise blankets and hoardings Sufficient notification to affected residents of any out of hours work and detail of how noise impacts will be mitigated Complaints protocol available on the project website Residents able to voice concerns via a 24-hour community Infoline Timely response to complaints and enquiries following the complaints management process Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project Construction team to implement noise mitigation measures Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide a community contact card Dust mitigation including scrubbers to minimise dust, spoil removal in an enclosed area For any OOHW required, notification will be sent out to residents within 200 metres of the site Ensure all areas are clean and cleared, minimise rubbish Well-presented site at all times Variable Message Sign (VMS) boards display information about traffic changes and/or delays Traffic controller/spotter at site gate entrance.

Project phase / indicative timing	Main Activities	Possible impacts	Communication and mitigation measures
Structural finishes and roadworks Q1 2025 - Q4 2025	Building finishes	Visual impacts	<ul style="list-style-type: none"> • Noise mitigation including acoustic shed • Monthly work notifications and quarterly newsletters to inform surrounding community of upcoming works and potential impacts • Complaints protocol available on the project website • Residents able to voice concerns via a 24-hour community Infoline • For any OOH required, notification will be sent to residents within 200 metres of the site • Undertake monitoring requirements including visual assessments of the construction area and ensure no contaminated material is released or discharged to surrounding environment throughout the project. • Environmental monitoring equipment will be deployed to monitor noise and dust impacts.
	Building mechanical, electrical works and testing	Heavy vehicle movements, including removal of spoil and concrete trucks	
	Install building systems		
	Prepare and compact road sub grade	OOH oversize vehicle to deliver large plant and piling rigs, building cranes	
	Install sub soil drains, kerb and gutter		
	Pavement		
	Line marking	Road/traffic impacts	
	Install street lights, road signs and furniture		
Hard and soft landscaping			

7 Monitoring and reporting

Community and stakeholder engagement activities are regularly monitored and reviewed to ensure they are appropriate and effective. Regular reviews are used to refine this plan and procedures throughout the delivery of the Project.

Parklife Metro will review feedback from stakeholders and the community through channels such as Sydney Metro's 24-hour Community Information Line, email, face to face contact, feedback at events and social media comments to identify trends, issues and sentiment. This analysis will be used to further refine or adapt communication tools and approaches used.

A database called Consultation Manager is used to track all enquiries, complaints and issues, as well as their resolution. This database enables analysis of this data and reporting to highlight any trends, response time and stakeholder satisfaction levels.

Site-specific Sub-plans will be reviewed every six months to determine their effectiveness. The evaluation will consider the following key elements:

- Identifying all potential local community, businesses and stakeholders that may be impacted by or have an interest in the project (based on the stakeholder categories provided in this plan)
- Targeted communication and engagement tools
- Effective mitigation measures to identified issues
- Cumulative impacts process for identifying nearby projects and coordination of communication
- Complaints and enquiries management reporting.