

# **Community Communications Site-Specific Sub-Plan – Aerotropolis Metro Station**

**SMWSASSM-PLD-AEC-SN450-CG-PLN-000001**

Parklife Metro D&C

# Version Control

Version	Author	Date	Comments	Reviewed by	Approved by
<b>A</b>	<b>Jess Spence</b> Place Manager	17/10/2023	First Issue	<b>Rebecca Noakes</b> Community and Stakeholder Manager	<b>Jose Sanchez</b> Project Director
<b>0</b>	<b>Jess Spence</b> Place Manager	10/11/2023	IFI / Final Issue	<b>Rebecca Noakes</b> Community and Stakeholder Manager	<b>Jose Sanchez</b> Project Director

**Signature**

*Rebecca Noakes*

## 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.

# Contents

<b>Glossary</b> .....	<b>4</b>
<b>1 Community Communications Site-specific Sub-plan</b> .....	<b>5</b>
<b>2 Project overview</b> .....	<b>5</b>
2.1 Stations, Systems, Trains, Operations and Maintenance.....	5
<b>3 Stakeholder and community objectives</b> .....	<b>5</b>
3.1 Background and context.....	6
3.2 Strategy structure and interface with other plans .....	6
3.3 Plan authorisation and distribution .....	6
<b>4 Aerotropolis Metro Station</b> .....	<b>7</b>
4.1 Site establishment.....	8
<b>5 Stakeholder groups</b> .....	<b>8</b>
5.1 Business impacts .....	8
5.2 Residential impacts .....	9
5.3 Cumulative impacts.....	9
<b>6 Construction stages, impacts and mitigation</b> .....	<b>10</b>
<b>7 Monitoring, reporting and continuous improvement</b> .....	<b>18</b>

# Glossary

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
CCSS	Community Communications Site-specific Sub-plan
CEMP	Construction Environmental Management Plan
CICG	Communications Interface Coordination Group
DPE	Department of Planning and Environment
EIS	Environmental Impact Statement
OCCS	Overarching Community Communications Strategy
OOHW	Out-of-hours work
OSOM	Over-size over-mass
PUDCLP	Place, Urban Design and Corridor Landscape Plan
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
TfNSW	Transport for New South Wales
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 (CCSS) describes Parklife Metro's communication approach for the delivery of SSTOM works at the Aerotropolis Metro Station 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 (SM-WSA) 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 (SM-WSA).

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 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 Stations, Systems, Trains, Operations and Maintenance (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 Aerotropolis Metro Station site.

It is a sub-plan 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 sub-plan 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 CCSSP's 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).

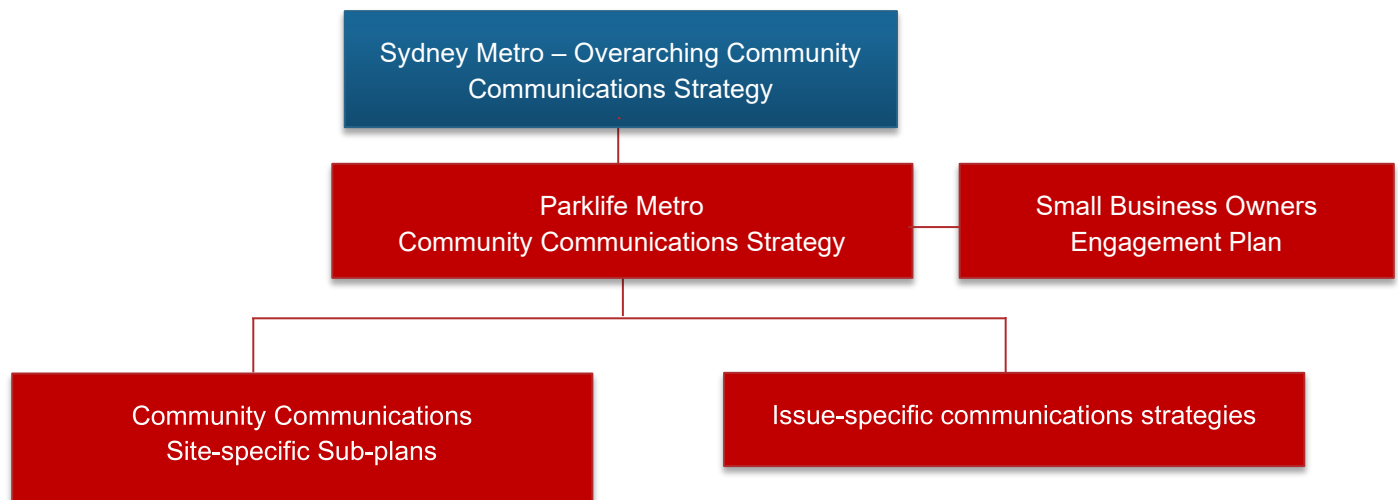


FIGURE 1 HIERARCHY OF PLANS

### 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 Aerotropolis Metro Station site and 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 (<https://parklifemetro.com.au/>).

## 4 Aerotropolis Metro Station

The Aerotropolis Metro Station will be built to service the commercial heart of the Western Sydney Aerotropolis. The Aerotropolis Metro Station has been designed to act as a major transport interchange, providing important connectivity to the future new central business district of the Western Parkland City. This station will enable a city centre precinct, contribute to the high-amenity public space, and will support easy and safe interchange with a potential future Southwest Rail Link Extension, East West Rail Link, and rapid and local bus services.

### Key features and benefits of Aerotropolis Metro Station will include:

- New central business district, known as the Aerotropolis Core
- Secure bicycle parking
- Transport interchange facilities including bus bays and bus layover facilities accessed from a bus-only street
- Kiss-and-ride bays and point-to-point vehicle facilities
- Temporary surface park-and-ride facility with up to 300 spaces, located within the space allocated for potential future rail corridors
- New road carriageways to connect the wider precinct
- New pedestrian crossings
- New public plaza adjacent to the proposed station entrance
- Scope for future station retail.

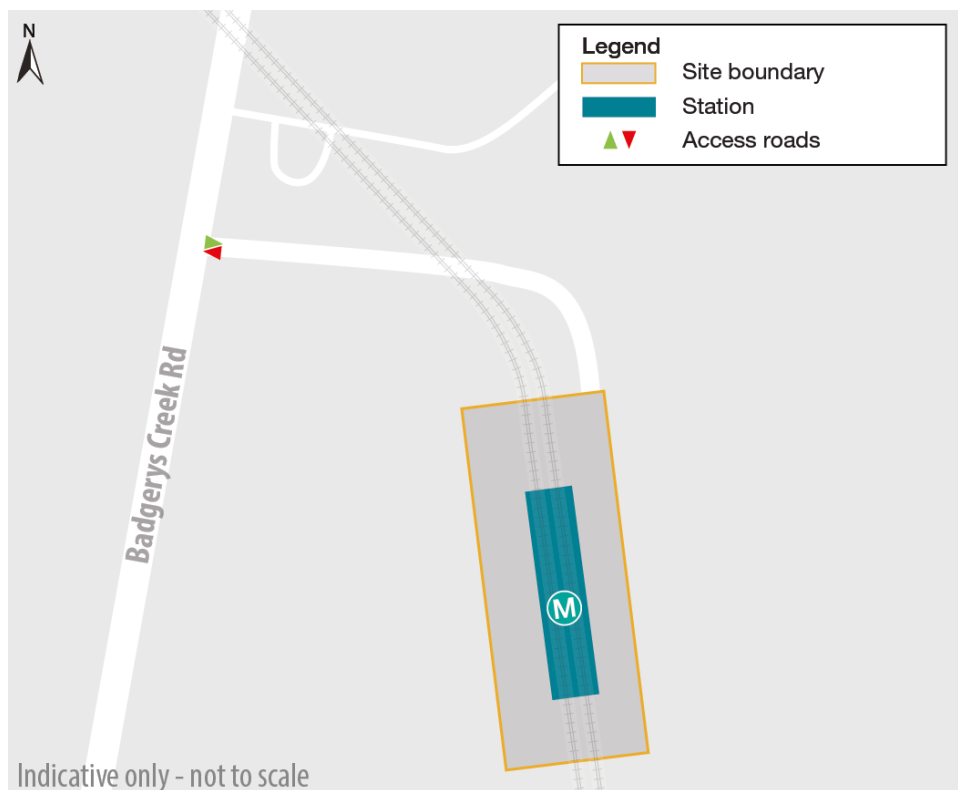


FIGURE 2 AEROTROPOLIS METRO STATION LOCATION

## 4.1 Site establishment

Site establishment, excavation of the station boxes and tunnelling (SBT) is being completed by a separate contractor.

Parklife Metro is scheduled to have a handover of the site in late 2023 and commence the SSTOM works.

SSTOM works will encompass a range of activities such as earthworks, structural works, station fit-outs, line-wide tasks, and station precinct works. This includes landscaping the surrounding areas, constructing footpaths and pavements, and enhancing the vegetation in the vicinity of the stations.

## 5 Stakeholder groups

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 construction activities
- How any impacts from construction activities will be addressed and mitigated on site
- Managing heritage requirements for any unexpected finds and protection of existing heritage assets
- Sustainability measures.

Feedback on the temporary and permanent built structures will be welcomed from the community through the Place, Urban Design and Corridor Landscape Plan engagement process.

### 5.1 Business impacts

The stakeholders listed below have an interest in the SM-WSA project or nearby the Aerotropolis Metro Station site. Parklife Metro Community Place Manager representatives will engage with them as required via information sessions, meetings (as required), notifications, quarterly newsletters, and Sydney Metro Website and Metro Connect App to keep them informed of the progress of works:

- Local business owners and operators around Aerotropolis Station
- Western Sydney Airport Co (WSA Co)
- Western Parkland City Authority (WPCA)
- Government agencies (Premier's Department, TfNSW, DPE, Liverpool City Council, Federal Dept of Infrastructure)
- Transport operators including haulage and public transport operators
- Local schools
- The broader community interested in the delivery of SM-WSA stations, the Western Parkland City, and the Western Sydney International (Nancy-Bird Walton) Airport, including property developers and associated businesses.

Parklife Metro will continue to monitor the local area and consult with Liverpool 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 liaise with them to ensure that construction impacts are minimised, and mitigation is put in place.



## 5.2 Residential impacts

The Aerotropolis area is largely semi-rural land with single dwellings on large lots of land. These residents may be impacted by construction activities including noise, dust, and increased traffic on the surrounding roads. Parklife Metro Community Place Manager representatives will engage with these residents and provide information when required.

## 5.3 Cumulative impacts

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

Site establishment works for Aerotropolis Metro Station are underway as part of the SBT package being undertaken by a separate contractor. This package includes constructing the station box and dive structure, and tunnelling.

### **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

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
<b>Detailed Design</b> <b>Q1 2023 to Q4 2023</b>	<ul style="list-style-type: none"> <li>Site compound establishment</li> <li>Station designs</li> <li>Construction methodology</li> <li>Temp Works designs</li> <li>Existing utilities investigation.</li> </ul>	<ul style="list-style-type: none"> <li>Low impact works</li> <li>Increase in light and heavy vehicle traffic</li> <li>Access to properties, where required.</li> </ul>	<ul style="list-style-type: none"> <li>Notice of low impact works in monthly update</li> <li>Letter to owners where property condition surveys are required</li> <li>Complaints protocol available on the project website</li> <li>Residents able to voice concerns via a 24-hour community infoline</li> <li>Timely response to complaints and enquiries following the complaints management process.</li> </ul>
<b>Site establishment</b> <b>Q3 2023 to Q4 2023</b>	<ul style="list-style-type: none"> <li>Installing environmental and sediment controls</li> <li>Installing site power, portable water and sewer</li> <li>Establishing site facilities and amenities</li> <li>Installing survey point and geotechnical monitoring equipment</li> <li>Establishing site access and haul roads.</li> </ul>	<ul style="list-style-type: none"> <li>Initially low impact works during handover from SBT Contractor to Parklife Metro</li> <li>Increase in light and heavy vehicle traffic, and changes to local streets to allow for site access</li> <li>Site offices established</li> <li>Utility and geotechnical investigations</li> <li>Out-of-hours work</li> <li>Noise, vibration and dust impacts</li> </ul>	<ul style="list-style-type: none"> <li>Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>Noise mitigation, including choosing less noisy equipment and use noise absorbing material such as noise blankets, if required. It is not anticipated that there will be much noise emanating from these activities</li> <li>Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>Complaints protocol available on the project website.</li> <li>Residents able to voice concerns via a 24/7 community infoline</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
		<ul style="list-style-type: none"> <li>• Graffiti, vandalism and theft.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely response to complaints and enquiries following the complaints management process</li> <li>• Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>• Construction team to implement noise mitigation measures</li> <li>• Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<p><b>Piling and waterproofing</b> Q4 2023 to Q4 2024</p>	<ul style="list-style-type: none"> <li>• Installing approximate of 150 bored piles</li> <li>• Waste removal off site</li> <li>• Installing waterproofing on the perimeter walls and on the base slab</li> <li>• Installing two tower cranes</li> <li>• Road/traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in light and heavy vehicle traffic</li> <li>• Demolition, excavation, and earthworks</li> <li>• Out of hours work</li> <li>• Noise vibration and dust impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>• Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration and consider alternative or additional mitigation measures to address those stakeholder impacts</li> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
			<ul style="list-style-type: none"> <li>• Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>• Construction team to implement noise mitigation measures</li> <li>• Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<p><b>Sub-structure works</b> <b>Q3 2024 to Q1 2025</b></p>	<ul style="list-style-type: none"> <li>• Installing all temporary works elements required for the construction phase</li> <li>• Building the base slab</li> <li>• Building perimeter walls</li> <li>• Building all internal vertical and suspended elements</li> <li>• Building platforms and Station OTE.</li> </ul>	<ul style="list-style-type: none"> <li>• Visual impacts</li> <li>• Noise, vibration and dust impacts</li> <li>• Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs</li> <li>• Out-of-hour oversize vehicles to deliver large plant and piling rigs</li> <li>• Road/traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Noise mitigation, including noise blankets and hoardings</li> <li>• Dust mitigation, including scrubbers to minimise dust, spoil removal in an enclosed area</li> <li>• Environmental monitoring equipment will be deployed to monitor noise and dust impacts</li> <li>• Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
			<ul style="list-style-type: none"> <li>• Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>• Construction team to implement environmental mitigation measures</li> <li>• Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<b>Station fit-out and finishes</b> <b>Q2 2024 to Q2 2025</b>	<ul style="list-style-type: none"> <li>• Rail systems</li> <li>• Station systems such as ventilation fans, lighting, security services</li> <li>• Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements.</li> </ul>	<ul style="list-style-type: none"> <li>• Visual impacts</li> <li>• Noise, vibration and dust impacts</li> <li>• Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs</li> <li>• Out-of-hour oversize vehicles to deliver large plant and piling rigs</li> <li>• Road/traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Noise mitigation, including noise blankets and hoardings</li> <li>• Dust mitigation, including scrubbers to minimise dust, spoil removal in an enclosed area</li> <li>• Environmental monitoring equipment will be deployed to monitor noise and dust impacts</li> <li>• Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
			<ul style="list-style-type: none"> <li>• Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>• Construction team to implement environmental mitigation measures</li> <li>• Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<p><b>Station Precinct works</b> <b>Q4 2024 to Q2 2025</b></p>	<ul style="list-style-type: none"> <li>• Intersection modifications, including traffic signals, road safety infrastructure, transport interchange facilities (for example bus shelters etc)</li> <li>• Public domain and placemaking infrastructure, including landscaping, accessibility infrastructure (e.g., accessible ramps and lifts) line marking, signage, and other finishes.</li> </ul>	<ul style="list-style-type: none"> <li>• Visual impacts</li> <li>• Noise, vibration and dust impacts</li> <li>• Heavy vehicle movements, including removal of spoil and concrete trucks, building cranes, and piling rigs</li> <li>• Out-of-hour oversize vehicles to deliver large plant and piling rigs</li> <li>• Road/traffic impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Noise mitigation, including noise blankets and hoardings</li> <li>• Dust mitigation, including scrubbers to minimise dust, spoil removal in an enclosed area</li> <li>• Environmental monitoring equipment will be deployed to monitor noise and dust impacts</li> <li>• Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
			<ul style="list-style-type: none"> <li>Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>Construction team to implement environmental mitigation measures</li> <li>Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<p><b>Testing and commissioning (station)</b></p> <p><b>Q4 2023 to Q1 2025</b></p>	<ul style="list-style-type: none"> <li>Demobilise construction sites and facilities</li> <li>Remove materials, waste and redundant structures from the works sites forming and stabilising of spoil mounds</li> <li>Decommission temporary work site signs remove temporary fencing</li> <li>Establish permanent fencing</li> <li>Decommission temporary haulage roads that are no longer required</li> <li>Restoration of disturbed areas as required, including revegetation where required.</li> </ul>	<ul style="list-style-type: none"> <li>Increase in light and heavy vehicle traffic</li> <li>Demolition, excavation, and earthworks</li> <li>Out- of-hours work</li> <li>Noise vibration and dust impacts</li> <li>Road/traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>Noise mitigation, including noise blankets and hoardings</li> <li>Dust mitigation, including scrubbers to minimise dust, spoil removal in an enclosed area</li> <li>Environmental monitoring equipment will be deployed to monitor noise and dust impacts</li> <li>Display signage to alert pedestrian to potential hazards and barricading controls to prevent public from entering the construction workplace</li> <li>Complaints protocol available on the project website</li> <li>Residents able to voice concerns via a 24-hour Community Infoline</li> <li>Timely response to complaints and enquiries following the complaints management process</li> </ul>

Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
			<ul style="list-style-type: none"> <li>• Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</li> <li>• Construction team to implement environmental mitigation measures</li> <li>• Staff induction and toolbox meetings prior to noisy activities to remind workers to keep noise to a minimum and if approached, provide the community contact card.</li> </ul>
<b>Rail systems fit-out</b> <b>Q3 2024 to Q1 2025</b>	<ul style="list-style-type: none"> <li>• Collection of safety and quality assurance documentation and commissioning of readiness checks</li> <li>• Installation and operation tests and checks</li> <li>• Final inspection, site acceptance tests, commissioning and validation of individual systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Minor visual impacts</li> <li>• Road/traffic impacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration and consider alternative or additional mitigation measures to address those stakeholder impacts</li> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process.</li> </ul>
<b>Testing and commissioning (rail)</b> <b>Q4 2025 to Q4 2026</b>	<ul style="list-style-type: none"> <li>• Collection of safety and quality assurance documentation and commissioning of readiness checks</li> </ul>	<ul style="list-style-type: none"> <li>• Minor visual impacts</li> <li>• Road/traffic impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)</li> <li>• Complaints monitoring to identify stakeholders or areas, particularly impacted by noise and vibration</li> </ul>



Project phase / indicative timing	Main activities	Possible impacts	Communication and mitigation measures
	<ul style="list-style-type: none"> <li>• Installation and operation tests and checks</li> <li>• Final inspection, site acceptance tests, commissioning and validation of individual systems.</li> </ul>		<p>and consider alternative or additional mitigation measures to address those stakeholder impacts</p> <ul style="list-style-type: none"> <li>• Complaints protocol available on the project website</li> <li>• Residents able to voice concerns via a 24-hour community infoline</li> <li>• Timely response to complaints and enquiries following the complaints management process.</li> </ul>

## 7 Monitoring, reporting and continuous improvement

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.