



Community Communications Site-Specific Sub-Plan – Airport Terminal Metro Station

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Parklife Metro D&C

Version Control

Version	Author	Date	Comments	Reviewed by	Approved by
A	Bella Shamal Place Manager	17/10/2023	First Issue	Rebecca Noakes Community and Stakeholder Manager	Jose Sanchez Project Director
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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.

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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 (CCSSP) describes Parklife Metro's communication approach for the delivery of the Stations, Systems, Trains, Operations and Maintenance (SSTOM) works at the Airport Terminal 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

New metro rail 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 underway
- Surface and civil alignment works (SCAW) – currently underway
- 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 SSTOM works for the SM-WSA 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 WSA line and its assets for 15 years after it becomes operational.

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 Airport Terminal 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 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).

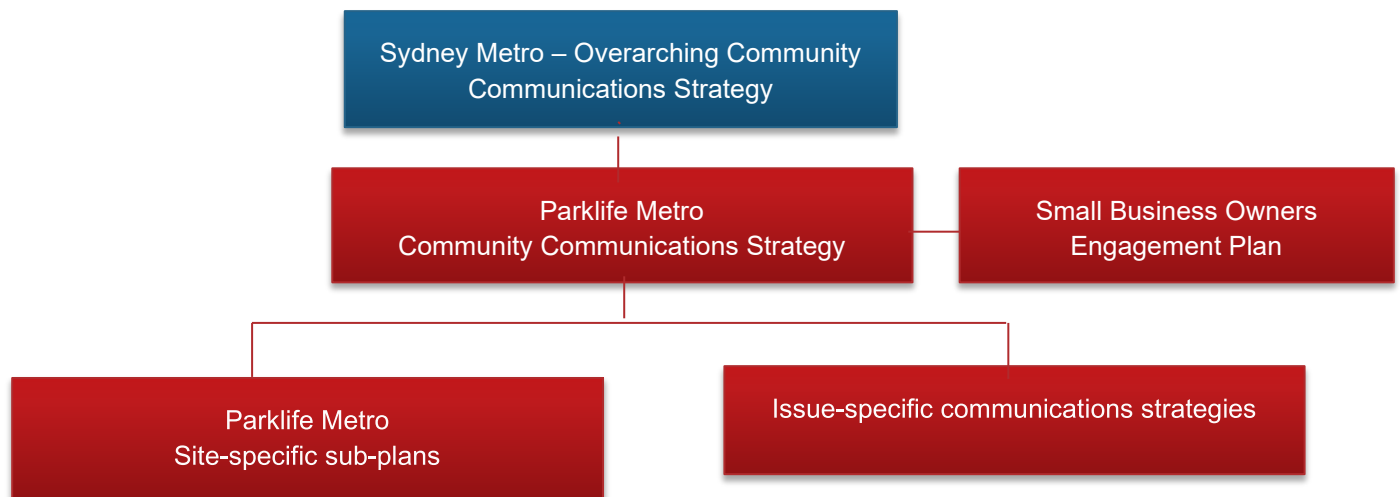


FIGURE 1 HIERARCHY OF PLANS

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 Airport Terminal Station construction 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 Airport Terminal Metro Station

The Airport Terminal metro station will be an underground station featuring an island platform situated in a shallow cutting. It will provide access to the station via a pedestrian bridge that connects to the future street network of the Terminal.

The Airport Terminal Station will facilitate convenient and efficient customer access to the new Western Sydney International Airport. The station has been designed to integrate with and support the overall design objectives of the airport, while also maintaining the flexibility to accommodate future airport expansion plans.

Key features of the Airport Terminal Station include:

- Ensuring easy, efficient, safe, comfortable, and intuitive customer access to the airport.
- Incorporating a design that allows for adaptability and flexibility to support the long-term growth and development of the airport.
- Allowing for a potential future East West Rail Link connecting to Greater Parramatta, thereby enhancing connectivity and transportation options in the region.

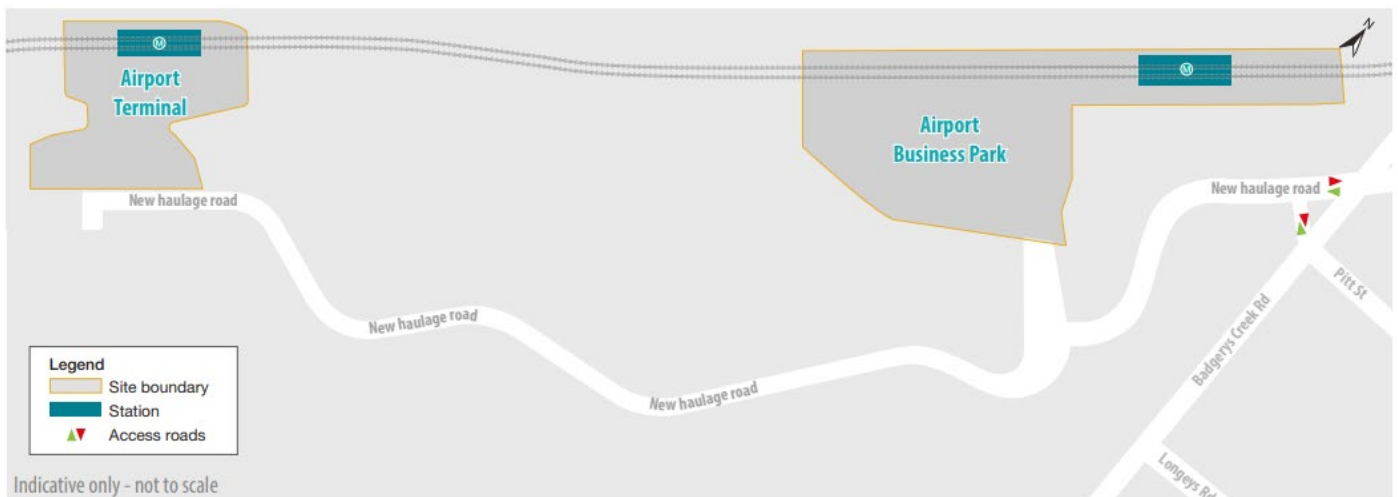


FIGURE 2 AIRPORT TERMINAL STATION LOCATION

4.1 Site establishment

Station Boxes and Tunnelling (SBT) and Surface and Civil Alignment Works (SCAW) are being completed by a separate contractor. Parklife Metro is scheduled to have a handover of the site in early January 2024, 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

Based on submissions to the Environmental Impact Statement (EIS), the community generally recognises the benefits of increased access to public transport and connectivity provided by the broader –SM-WSA project.

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 construction activities
- How the impacts of noise and vibration, on the local traffic network, and the loss of parking during construction will be addressed
- Heritage concerns specifically the protection of the historic St Marys Goods Shed and Jib-Crane
- Engagement during COVID-19 or other pandemic-related restrictions
- Sustainability measures.

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

5.1 Business and residential impacts

There are no identified businesses or residents within 200 metres of the Airport Terminal Metro Station site or on the local roads immediately surrounding the site.

The stakeholders listed below are more than 500 metres away from site and Parklife Metro will engage with them as required via information sessions, meetings (as required), 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 the Western Sydney International (Nancy-Bird Walton) Airport site
- Western Sydney Airport Co (WSA Co)
- Government agencies (Liverpool City Council)
- Traffic and transport organisations
- Transport operators including haulage and public transport operators
- Local schools
- The broader community interested in the delivery of SM-WSA stations and the Western Sydney International (Nancy-Bird Walton) Airport.

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 Cumulative impacts

Parklife Metro is scheduled to begin its early works onsite in late 2024.

Site establishment and civil alignment work are currently in progress as part of the Station Boxes and Tunnelling (SBT) and Surface and Civil Alignment Works (SCAW) package.

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
Detailed Design and early works Q1 2023 to Q3 2024	Design for site compound, stations, construction methodology, temporary works	Low impact works Increase in light and heavy vehicle traffic	Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period) Letter to owners where Property Condition surveys (PCS) are 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
	Early works including utilities investigation, surveying, and property condition surveys (PCS)	Access to properties where required	
Site establishment Q3 2023 to Q4 2024	Installing environmental and sediment controls	Initially low impact works	Notifications 100 metres for day works and 200 metres for night works (seven-day notice period)
	Installing site power, portable water and sewer	Increase in light and heavy vehicle traffic	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
	Establishing site facilities and amenities.	Site offices established	Complaints protocol available on the project website.
	Installing survey point and geotechnical monitoring equipment.	Utility and geotechnical investigations	Residents able to voice concerns via a 24-hour Community Infoline Timely response to complaints and enquiries following the complaints management process
	Establishing site access and haul road	Out of hours work Noise vibration and dust impact Graffiti, vandalism, and theft	Construction team to implement noise mitigation measures

Project phase / Indicative timing	Main activities	Possible impacts	Communication and Mitigation measures
<p>Piling and waterproofing</p> <p>Q4 2023 to Q4 2024</p>	<p>Installing approximate of 150 bored piles</p> <p>Waste removal off site.</p> <p>Installing waterproofing on the perimeter walls and on the base slab.</p> <p>Installing two tower cranes.</p>	<p>Increase in light and heavy vehicle traffic</p> <p>Demolition, excavation, and earthworks</p> <p>Out of hours work</p> <p>Noise vibration and dust impacts</p>	<p>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</p> <p>Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period)</p> <p>Complaints protocol available on the project website</p> <p>Residents able to voice concerns via a 24-hour Community Infoline</p> <p>Timely response to complaints and enquiries following the complaints management process</p> <p>Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</p> <p>Construction team to implement noise mitigation measures</p> <p>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</p>
<p>Sub-structure works</p> <p>Q4 2024 to Q1 2025</p>	<p>Platforms vertical supports mezzanine levels and rooms roof slabs (covering the station box)</p>	<p>Visual impacts</p> <p>Noise vibration and dust impact</p> <p>Heavy vehicle movements, including removal of spoil and concrete trucks,</p>	<p>Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period)</p> <p>Environmental monitoring equipment will be deployed to monitor noise and dust impacts if required</p> <p>Complaints protocol available on the project website</p> <p>Residents able to voice concerns via a 24-hour Community Infoline</p>

Project phase / Indicative timing	Main activities	Possible impacts	Communication and Mitigation measures
		<p>building cranes, and piling rigs</p> <p>OOH oversize vehicle to deliver large plant and piling rigs</p> <p>Road/traffic impacts</p>	<p>Timely response to complaints and enquiries following the complaints management process</p> <p>Project community, environmental and construction teams working closely to ensure transparent approach to managing out of hours work throughout project</p> <p>Construction team to implement noise mitigation measures</p> <p>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</p>
<p>Station fit-out and finishes</p> <p>Q2 2024 to Q2 2025</p>	<p>Rail systems station systems such as ventilation fans, lighting, security services</p> <p>Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements</p>	<p>Visual impacts</p> <p>Heavy vehicle movements, including removal of spoil and concrete truck</p> <p>OOH oversize vehicle to deliver large plant and piling rigs, building cranes</p>	<p>Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period)</p> <p>Noise mitigation including acoustic shed</p> <p>Environmental monitoring equipment will be deployed to monitor noise and dust impacts</p> <p>Complaints protocol available on the project website</p> <p>Residents able to voice concerns via a 24-hour Community Infoline</p> <p>Timely response to complaints and enquiries following the complaints management process</p> <p>Construction team to implement noise mitigation measures</p>

Project phase / Indicative timing	Main activities	Possible impacts	Communication and Mitigation measures
Station Precinct works Q4 2024 to Q2 2025	Intersection modifications, including traffic signals, road safety infrastructure, transport interchange facilities (for example bus shelters etc), public domain and placemaking infrastructure, including landscaping, accessibility infrastructure (e.g. accessible ramps and lifts) line marking, signage and other finishes	Visual impacts. Heavy vehicle movements, including removal of spoil and concrete trucks OOH oversize vehicle to deliver large plant and piling rigs, building cranes Road/traffic impacts	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 Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period) Residents able to voice concerns via a 24-hour Community Infoline Timely response to complaints and enquiries following the complaints management process. 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
Testing and commissioning (station) Q4 2024 to Q1 2025	Intersection modifications, including traffic signals, road safety infrastructure, transport interchange facilities (for example bus shelters etc), public domain and placemaking infrastructure, including landscaping, accessibility infrastructure (e.g. accessible ramps and lifts) line marking, signage and other finishes	Increase in light and heavy vehicle traffic Demolition, excavation, and earthworks Out of hours work Noise vibration and dust impacts. Road/traffic impacts	Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period) 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 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

Project phase / Indicative timing	Main activities	Possible impacts	Communication and Mitigation measures
Rail systems fit-out Q3 2024 to Q1 2025	Rail systems and station systems such as ventilation fans, lighting, security services Architectural fit-out including glazing, wall and ceiling cladding, completing pavement works, painting and floor finishes, dismantling all cranes and temporary work elements	Minor visual impacts. Road/traffic impacts	Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period) 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 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
Testing and commissioning (rail) Q4 2024 to Q4 2026	Collection of safety and quality assurance documentation and commissioning of readiness checks Installation and operation tests and checks final inspection, site acceptance tests, commissioning and validation of individual systems	Minor visual impacts. Road/traffic impacts	Notifications 100 metres for day works and 200 metres for night works to impacted residents (seven-day notice period) 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 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

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.