


Business Management Strategy - Southwest Metro Project

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1 PURPOSE

The Business Management Strategy (BMS) has been developed to provide a framework for communications and business liaison and support activities for the Southwest Metro Project (the Project) to be delivered by Downer on behalf of Sydney Metro.

Packages 5 and 6 forms part of the Southwest Metro Project, an initiative to provide a better experience for public transport customers by delivering accessible, modern, secure and integrated transport infrastructure.

The BMS will be an addendum to the Southwest Metro Business Management Plan (BMP) which also covers other contracts along the Sydenham to Bankstown rail alignment.

2 PROJECT DESCRIPTION

2.1 Project overview

Sydney Metro City & Southwest (CSW) includes a new 30km metro line extending metro rail from the end of the Metro North West Line at Chatswood, under Sydney Harbour, through new Central Business District stations and southwest to Bankstown. It is due to open in 2024 with the ultimate capacity to run a metro train every two minutes each way through the centre of Sydney.

CSW comprises two core components – the Chatswood to Sydenham project, and the Sydenham to Bankstown upgrade. This document refers to the Sydenham to Bankstown upgrade (herein referred to as the Southwest Metro (SWM) Project). Southwest Metro project features include:

- an air-conditioned metro train every four minutes in the peak
- fully accessible stations including lifts
- improved CCTV surveillance, platform screen doors, platforms level with train floors, minimal gaps between platforms and trains
- new or upgraded concourses and new station entries
- improved station interchange facilities
- all trains stopping at all local stations – no waiting for the right train
- less time spent waiting due to higher frequency services
- safe and efficient connections during the peak and non-peak periods between key centres along the T3 Bankstown Line
- reduced travel times to key employment and education precincts
- new, direct and fast services to Martin Place, Barangaroo, North Sydney, Chatswood and Macquarie Park
- interchanges to other rail services at Sydenham, Central and Martin Place.

2.2 Dulwich Hill Station

Work to be completed as part of SWM to upgrade Dulwich Hill Station includes:

- New platform screen doors
- New connection between the station platform and Dulwich Hill light rail stop New elevated station concourse
- New stairs
- New lifts
- New station entrance at Bedford Crescent (northern side)
- New kiss and ride facility and taxi bay
- Upgrade of pedestrian foot paths near the station
- One new accessible parking space
- New bike parking facilities
- Ewart Lane commuter car park upgraded

Work will also include the re-leveling of the platforms and refurbishment of the heritage listed booking office.

2.3 Hurlstone Park Station

Work to be completed as part of SWM to upgrade Hurlstone Park Station includes:

- New platform screen doors

- Two new lifts
- New stairs
- New kiss and ride facility and taxi bay
- New accessible parking
- More bike parking

Work will also include the re-levelling of the platforms and refurbishment of the heritage listed booking office.

2.4 Campsie Station

Work to be completed as part of SWM to upgrade Campsie Station includes:

- New platform screen doors
- New bike parking on North Parade
- New accessible parking space on South Parade

Work will also include the re-levelling of the platforms and refurbishment of the heritage listed booking office.

2.5 Belmore Station

Work to be completed as part of SWM to upgrade Belmore Station includes:

- New platform screen doors
- New taxi stand and kiss and ride
- New accessible parking in the Tobruk Avenue car park
- New bike parking in the Tobruk Avenue car park

Work will also include the re-levelling of the platforms and refurbishment of the heritage listed booking office.

2.6 Wiley Park Station

Work to be completed as part of SWM to upgrade Wiley Park Station includes:

- New platform screen doors
- A new plaza and potential retail facilities at the station entrance
- Two new lifts
- Two new stairs
- New bike parking on The Boulevarde and station entrance
- New kiss and ride facility and accessible parking on the northern side of The Boulevarde, east of King Georges Road

Work will also include the re-levelling of the platforms and refurbishment of the heritage listed booking office.

2.7 Punchbowl Station

Work to be completed as part of SWM to upgrade Punchbowl Station includes:

- New platform screen doors
- Three new lifts
- New stairs to platforms Concourse footbridge extended to accommodate new lifts and stairs
- Stairs to both entrances replaced
- New bike parking at the northern and southern station entrances
- A new pedestrian crossing on Punchbowl Road
- An upgraded pedestrian underpass below Punchbowl Road

Work will also include the re-levelling of the platforms and refurbishment of the heritage listed booking office.

3 BUSINESS MANAGEMENT STRATEGIES

Details of the each station's location, the business demographics, and measures to mitigate construction related impacts are provided in Appendices A to F.

APPENDIX A - DULWICH HILL



Geographic Scope and Business Demographic

The geographic scope of Dulwich Hill Station upgrade is mostly limited to Wardell Road, Bedford Crescent, and Ewart Lane and surrounds, the station precinct, and the rail alignment.

The Dulwich Hill shopping precinct extends along Wardell Road for approximately 150m either side of the station. It consists mainly of coffee shops, local restaurants, hair and beauty services, pharmacy, laundromat, and groceries stores. There are two industrial based businesses (Smash Repairers and Motor Mechanic) at either end of the shopping precinct.

There is one school or childcare facility (Montessori School) within 250m radius of the station. There are a number of medical and dental practices present within the 250m radius, including:

- PB Physio
- Psychodos
- Acupuncture and Chinese Medicine
- Wardell Dental Clinic

These businesses were contacted in March 2021, none of these business have equipment or businesses practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Dulwich Hill station are:

- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available and traffic control will be in place to ensure a safe and maintained passage.

Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly interval if required.

APPENDIX B – HURLSTONE PARK



Geographic Scope and Business Demographic

The geographic scope of Hurlstone Park Station upgrade is limited to Crinan Street and surrounds, the station precinct, and the rail alignment.

The Hurlstone Park shopping precinct extends along Crinan Street for approximately 200m. It consists mainly of coffee shops, local restaurants, real estate agencies, hair and beauty services, pharmacy, laundromat, and groceries stores. There are also a number of other professional and industrial based businesses including accountancy and bookkeeping, architectural design, legal services, and kitchen cabinetry and joinery.

There are is one childcare facility (Dulwich Hill Child Care) within 250m radius of the station. There are a number of medical and dental practices present within the 250m radius, including:

- Your Smile Centre
- Crinan Road Medical Centre
- Floss Street Medical Centre

These businesses were contacted in March 2021, none of these business have equipment or businesses practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Hurlstone Park Station are:

- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Parking impacts – during construction, there may be some temporary losses of parking near Hurlstone Park Station. However, there will be no permanent loss of parking. Businesses and customers will be notified ahead of any temporary loss of parking and signage will be in place during these periods.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available and traffic control will be in place to ensure a safe and maintained passage.

Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals if required.

APPENDIX C – CAMPSIE STATION



Geographic Scope and Business Demographic

The geographic scope of Campsie Station upgrade is mostly limited to the Beamish Street, and North and South Parades and surrounds, the station precinct, and the rail alignment.

The Campsie shopping precinct extends along Beamish Street for approximately 1km (500m either side of the station). The Campsie Shopping Centre is approximately 300m south of the station and includes major retailers including Woolworths and Big W.

North and south of the station, the shopping strip is centred on Beamish Street and includes coffee shops, local restaurants, real estate agencies, hair and beauty services, pharmacy, laundromat, and groceries stores.

Businesses at the entrance to Campsie Station will need to be vacated to allow for construction works on the station concourse. These businesses were advised of this and consulted with through mid-2020 to provide sufficient time to explore options for relocation.

There are also a number of other professional and industrial based businesses including legal services, a function centre, and migration agency.

The City of Canterbury-Bankstown has a Customer Service Centre on Beamish Street within 250m of the station.

There are two schools or childcare facilities (Campsie Public School and St Mel's Parish School) within 250m radius of the station.

There are a number of medical and dental practices present within the 250m radius, including:

- Campsie Denture Clinic
- Worldciti Dental
- Smiles South
- Campsie Family Medical Practice
- Alfred Imaging
- Campsie Medical Imaging and Nuclear Medicine

These businesses were contacted in March 2021, none of these business have equipment or businesses practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Campsie Station are:

- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Parking impacts – during construction, there may be some temporary losses of parking near Campsie Station. However, there will be no permanent loss of parking. Businesses and customers will be notified ahead of any temporary loss of parking and signage will be in place during these periods.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available and traffic control will be in place to ensure a safe and maintained passage.

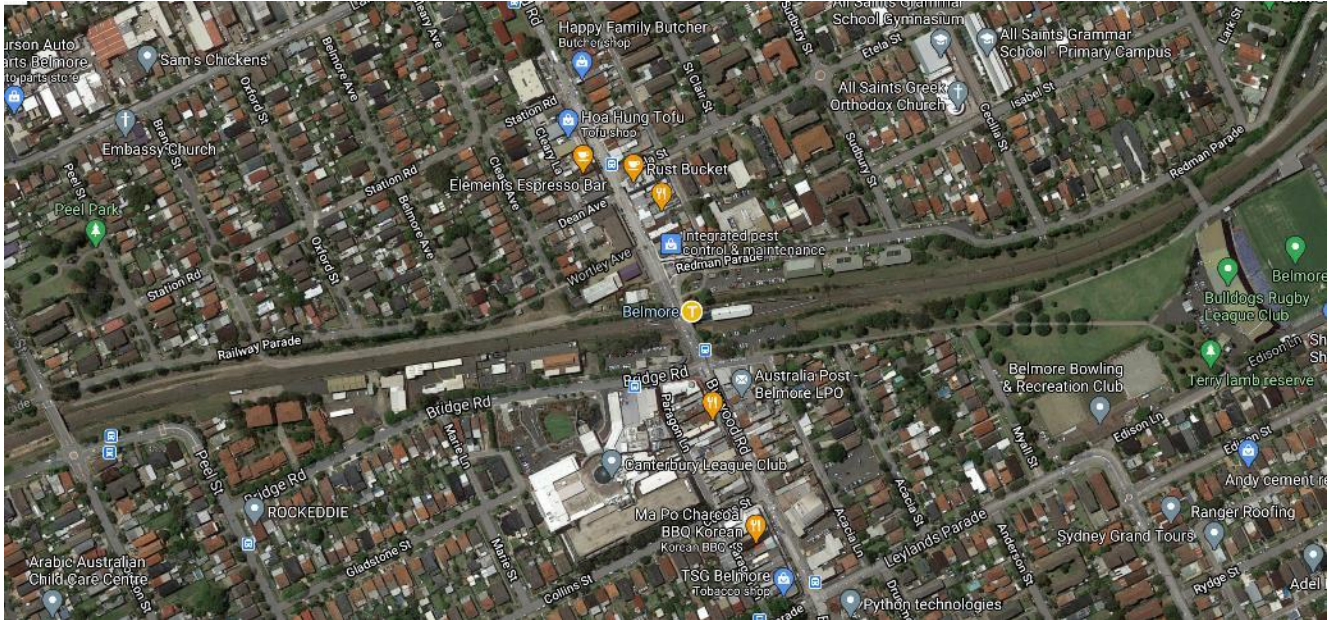
Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals if required.

APPENDIX D – BELMORE STATION



Geographic Scope and Business Demographic

The geographic scope of Belmore Station upgrade is mostly limited to Burwood Road and surrounds, the station precinct, and the rail alignment. The closest major commercial building to the works is the Canterbury Leagues Club in Bridge Road (approximately 100m from Belmore Station).

The Belmore Senior Citizen's Centre is located approximately 150m from the station and backs on to the rail corridor.

The Belmore shopping precinct extends along Burwood Road for approximately 400m (200m either side of the station). North and south of the station, the shopping strip is centred on Burwood Road and includes coffee shops, local restaurants, hair and beauty services, pharmacy, laundromat, and groceries stores. There is one industrial based businesses (Steel Fixing) within the northern half of the shopping precinct.

There is one school and four childcare facilities within 250m radius of the station.

- All Saints Grammar School Junior Campus
- Montessori Child Care
- Koorana Child & Family Services
- Leylands Learning Centre
- Little Scribbles Early Learning Centre

There are a number of medical and dental practices present within the 250m radius, including:

- Belmore Dental Services
- The Dentists@Belmore

These businesses were contacted in March 2021, none of these business have equipment or businesses practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Belmore Station are:

- Parking impacts – during construction, there may be some temporary losses of parking near Belmore Station. However, there will be no permanent loss of parking. Businesses and customers will be notified ahead of any temporary loss of parking and signage will be in place during these periods.
- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available and traffic control will be in place to ensure a safe and maintained passage.

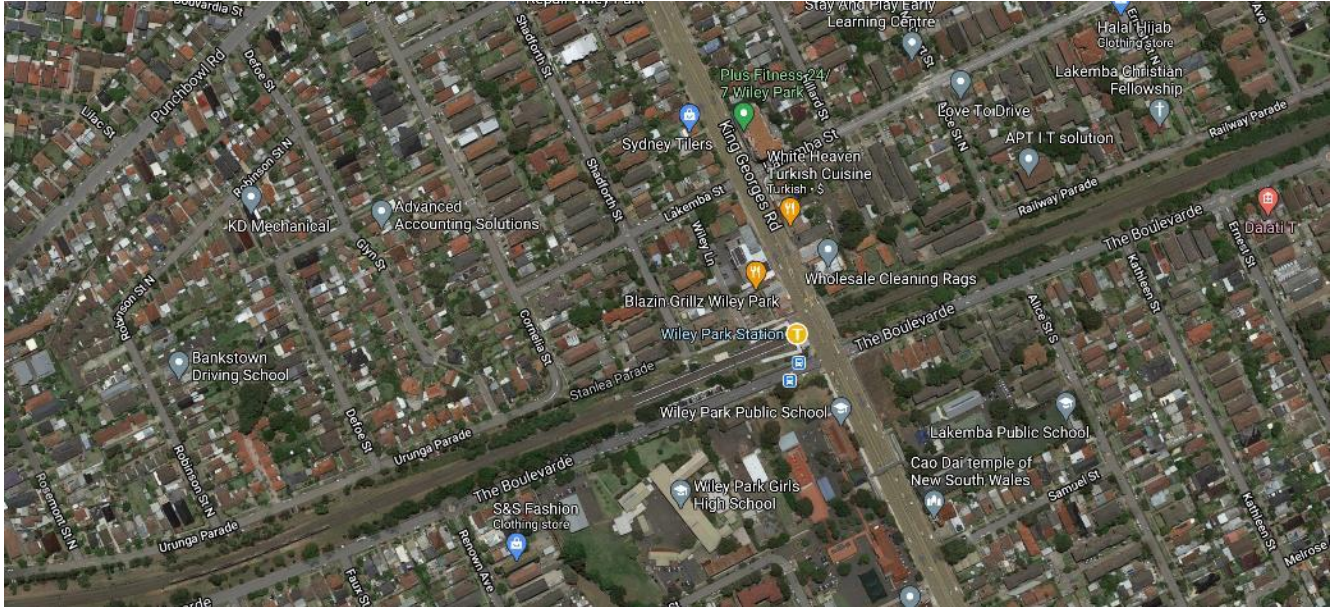
Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

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APPENDIX E – WILEY PARK STATION



Geographic Scope and Business Demographic

The geographic scope of Wiley Park Station upgrade is mostly limited to the King Georges Road and surrounds, the station precinct, and the rail alignment.

The Wiley Park shopping precinct extends along King Georges Road for approximately 200m. It consists mainly of shopping and commercial area for local residents consisting of coffee shops, gyms, pharmacists, and local restaurants. Although SWM will provide a catalyst for the revitalisation of the business precinct, at this time the majority of stop fronts immediately adjacent to Wiley Park Station on King Georges Road are currently vacant.

There are three schools and two childcare facilities within 250m radius of the station.

- Lakemba Public School
- Wiley Park Public School
- Wiley Park Girls High School
- Diverse Family Day Care
- Stay and Play Early Learning Centre

These businesses were contacted in March 2021, none of these businesses have equipment or businesses practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Wiley Park Station are:

- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, no businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

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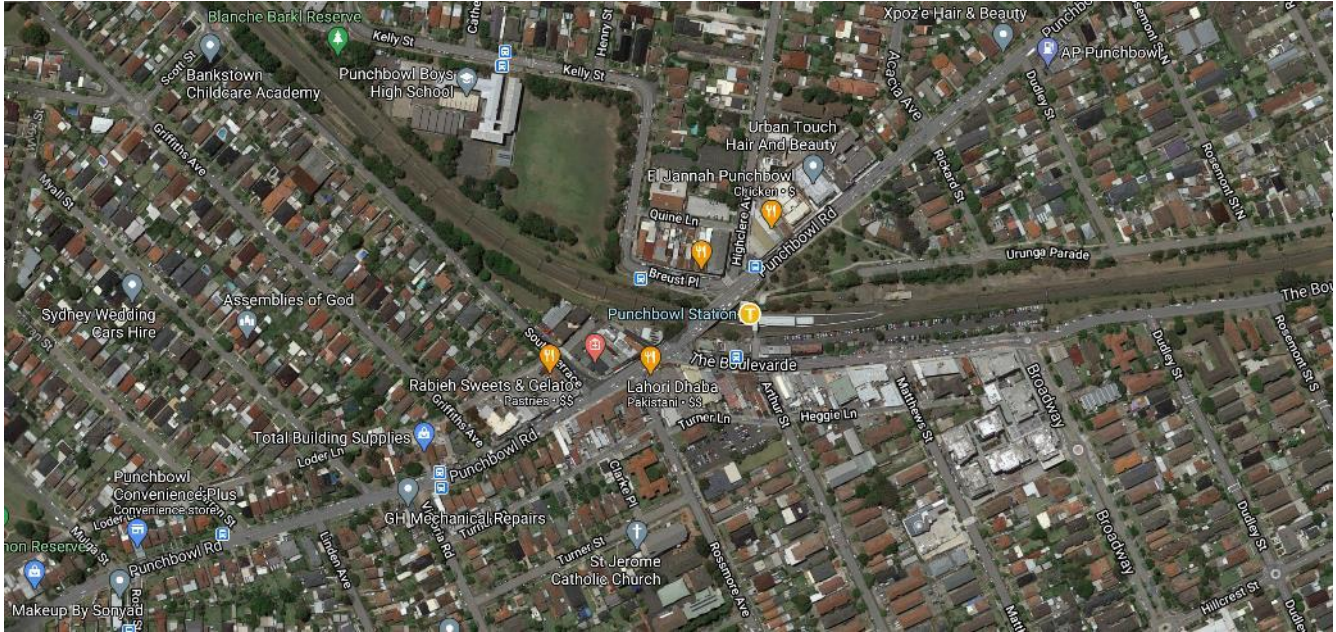
Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals if required.

APPENDIX F – PUNCHBOWL STATION



Geographic Scope and Business Demographic

The geographic scope of Punchbowl Station upgrade is mostly limited to Punchbowl Road, The Boulevard and surrounds, the station precinct, and the rail alignment.

The Punchbowl shopping precinct extends along Punchbowl Road for approximately 350m (100m north-east and 250m south-west). It consists mainly of shopping and commercial area for local residents consisting of coffee shops, gyms, pharmacists, and local restaurants. The area also includes the Broadway Plaza Shopping Centre, which includes the electorate offices of both state and federal MPs.

There are two schools and one childcare facility within 250m radius of the station.

- St Jerome's Catholic Primary School
- Punchbowl Boys High School
- Kiddiewink Family Day Care

There are a number of medical and dental practices present within the 250 radius, including:

- Dr N. Ragy
- Punchbowl Medical and Dental Centre
- Mona Farah Practice
- Punchbowl Family Health Care
- Maven Dental Group
- Punchbowl Medical Centre
- Dr Suzan Bishara
- Australian Ambulatory Surgical Centre

- South Terrace Health Centre

These businesses were contacted in March 2021, none of these business have equipment or business practices impacted by noise and vibration.

Measures to address amenity, vehicular and pedestrian access

Loss of Amenity

Key considerations that may introduce a loss of amenity to businesses surrounding Punchbowl Station are:

- Construction noise – noise will be mostly limited to possession weekends and rail shutdown periods. This will concentrate noise into short periods that mostly avoids impact to businesses. During initial doorknocks during March 2021, a number of businesses were identified needing referral to Sydney Metro for additional acoustic treatment.
- Vibration – vibratory activities are limited in the scope of the project. With all commercial properties sufficiently distanced from the works, it is anticipated that vibration from construction activities will not cause any disruption to businesses or to the amenity currently enjoyed. All business identified within a 20m radius of the works were offered pre-construction property condition surveys.
- Hoarding and temporary fencing – there will be no hoarding or temporary fencing that would barricade or shield a business. During weekend possession weekends, there will be no impact to business' loss of amenity due to temporary barriers. During initial doorknocks during March 2021, no businesses were identified requiring mitigation measures for loss of visual amenity.

Vehicular Access

Vehicular access to buildings will be maintained at all times. During initial doorknocks during March 2021, no businesses were identified mitigation measures for parking or vehicular access. A number of these affected buildings are currently vacant. Discussions regarding this and vehicular access will continue throughout the project.

Similarly, during lane closures, vehicular access will be available and traffic control will be in place to ensure a safe and maintained passage.

Pedestrian Access

Pedestrian access to businesses and buildings will be maintained at all times. During initial doorknocks during February and March 2021, no businesses were identified mitigation measures for pedestrian access.

Business Forum

Given the minimal impacts to businesses in close proximity to the station, invitations to a business forum will be offered periodically at not more than six-monthly intervals if required.