

Business Management Plan

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Name			
Company	A W Edwards Pty Ltd	A W Edwards Pty Ltd	A W Edwards Pty Ltd
Project Role	Community Place Manager	Stakeholder, Engagement and Public Affairs Manager	Project Director
Signature			
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AW EDWARDS acknowledges the Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander people and culture, and to their Elders past and present.

“COMMUNITY”
Artwork by Raechel Saunders

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Business Management Plan**GLOSSARY**

TERM/ACCRONYM	DEFINITION
AWE	A W Edwards
BMP	Business Management Plan
CALD	Culturally and Linguistically Diverse
CCMS	Construction Complaints Management System
CCS	Community Communications Strategy
CNS	Crows Nest Station
CNVIS	Construction Noise and Vibration Impact Statement
CNVMP	Construction Noise and Vibration Management Plan
CVLMP	Construction Visual and Landscape Management Plan
CTMP	Construction Traffic Management Plan
DPE	Department of Planning and Environment
EIS	Environmental Impact Statement
EPA	NSW Environment Protection Authority
OSD	Over station development
OCCS	Overarching Community Communications Strategy
SBOSP	Small Business Owners' Support Program
SCO	Sydney Coordination Office
SPIR	Revised Environmental Mitigation Measures and Performance Outcomes listed in Chapter 11 of the Submissions and Preferred Infrastructure Report
SCRT	Stakeholder and Community Relations Team
The Planning Approval	Critical State Infrastructure - Sydney Metro City and Southwest Chatswood to Sydney Conditions of Approval
The Project	Crows Nest Station Project
TfNSW	Transport for NSW

Business Management Plan

1. INTRODUCTION

1.1 DOCUMENT PURPOSE

The Business Management Plan (the BMP) describes how A W Edwards (AWE) will engage and consult with businesses within 50 metres of the Crows Nest Station (CNS) construction site. The plan identifies potential business impacts and strategies to address them.

1.2 OBJECTIVES

The objectives of the BMP are to:

- comply with the Sydney Metro City and Southwest Chatswood to Sydenham Planning Approval (the Planning Approval)
- identify affected businesses and their specific needs in relation to construction
- ensure businesses understand and are informed about construction activities that may affect them
- develop mitigation measures to reduce the impact of construction on businesses
- support Sydney Metro in the delivery of coordinated and consistent messaging
- protect and enhance the reputation of Sydney Metro, the NSW Government and AWE.

1.3 COMPLIANCE

This BMP has been prepared to address the relevant business management requirements set out in the Sydney Metro City and Southwest - Chatswood to Sydenham Conditions of Approval (the Planning Approval), the Sydney Metro Chatswood to Sydenham Environmental Statement - Appendix D, Construction Environmental Management Framework (CEMF), the Revised Environmental Mitigation Measures and Performance Outcomes listed in Chapter 11 of the Submissions and Preferred Infrastructure Report (SPIR) and the Sydney Metro Overarching Community Communications Strategy (OCCS).

These requirements require a BMP to be prepared and implemented so that impacts on businesses adjacent to major construction sites are minimised.

Appendix A outlines the Conditions of the Planning Approval, Construction Environment Management Plan (CEMP) and Revised Environmental Mitigation Measures and where they have been addressed in this document.

1.4 ACCOUNTABILITY

AWE's Project Director is accountable for this BMP, including the authorisation and monitoring of the document and delegation of responsibilities to implement it.

The BMP will be reviewed every six months and updated to reflect project progress, feedback from businesses and lessons learnt via the monitoring program.

The Project Director has delegated responsibility to the Stakeholder, Engagement and Public Affairs Manager to implement the plan and ensure compliance with the Planning Approval and ancillary requirements including review and updating as necessary.

Updates to this BMP will be submitted to Sydney Metro for review and approval.

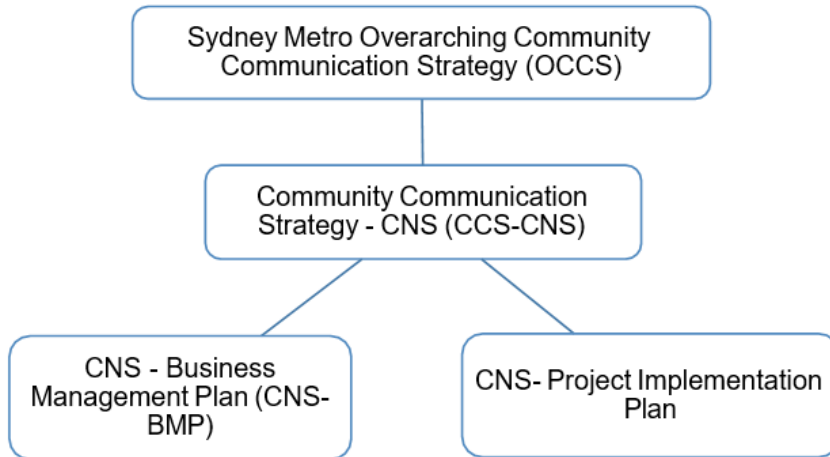
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1.5 INTERFACE WITH OTHER PLANS

This BMP sits beneath the Sydney Metro OCCS and the CNS Community Communications Strategy (CCS). It has been prepared to ensure a coordinated approach to stakeholder, business, and community liaison across the entire program of work.

Figure 1 below illustrates where this Plan sits within the Sydney Metro Community Communications document hierarchy.

Figure 1 - Community communications document hierarchy



This plan also interfaces with other AWE management plans and statements including the CEMP, Construction Noise and Vibration Management Plan (CNVMP), Construction Noise and Vibration Impact Statement (CNVIS), Business Management Plan (BMP), Construction Visual and Landscape Management Plan (CVLMP) and Construction Traffic Management Plan (CTMP) as outlined in the AWE Project Management Plan.

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2. ROLES AND RESPONSIBILITIES FOR PLAN IMPLEMENTATION

2.1 ROLES AND RESPONSIBILITIES

The BMP will be implemented by the AWE Place Manager, who reports to the Stakeholder, Engagement and Public Affairs Manager. The structure of the AWE Stakeholder and Community Relations team is outlined below.

Figure 4 - Stakeholder and Community Relations team structure

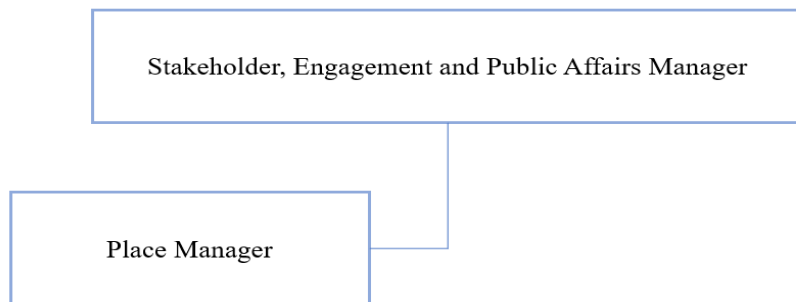


Table 2 further details the specific responsibilities of each team member.

Table 2 - Key community stakeholder and community roles and responsibilities

ROLE	COMMUNITY AND STAKEHOLDER RESPONSIBILITIES
Stakeholder, Engagement and Public Affairs Manager (Reports to Project Director)	<ul style="list-style-type: none"> ▪ Develop, proactively manage, and implement stakeholder and community engagement requirements of Sydney Metro including interfacing with other relevant contractors and stakeholders and the implementation of this CCS and BMP. ▪ Ensure compliance with the Planning Approval. ▪ Be the key contact for key stakeholders and point of escalation for complaints. ▪ Be available to meet with community members on request. Review and reissue this CCS and BMP every six months. Review and approve all public communication material. ▪ Support media liaison. ▪ Identify opportunities to promote the CNS project and Sydney Metro. Oversee the development, management, coordination and delivery of all communication and engagement activities. ▪ Work with the project team to support the delivery of key project milestones and targets. ▪ Maintain collaborative and consultative strategic partnerships with the Sydney Metro Communications team and other interface contractors to ensure integrated engagement and communication
Place Manager (Reports to Stakeholder, Engagement and Public Affairs Manager)	<ul style="list-style-type: none"> ▪ Be the key contact for local residents and businesses. ▪ Be available to meet with community members on request. ▪ Support the Stakeholder, Community Relations, and Public Affairs Manager. Support implementation of the CCS and implement the BMP. ▪ Prepare public communication material. ▪ Proactively notify stakeholders, businesses, and the community of current and upcoming construction activities. ▪ Manage complaints, enquiries, and feedback in accordance with requirements, ensuring all records are put in Consultation Manger within required timeframes, and issues are escalated as required. ▪ Identify, pre-empt, manage, and report community and stakeholder issues to minimise impacts on the community. ▪ Ensure stakeholders and the community fully understand the activities to be undertaken by AWE, their potential impacts, and benefits. ▪ Organise community forums, site visits, meetings and events as required and in response to community and stakeholder interests and issues.

Business Management Plan**3. CROWS NEST STATION****3.1 PROJECT DESCRIPTION**

Crows Nest Station (CNS) is being delivered as part of the Sydney Metro City and Southwest stage of the Sydney Metro project. It will be situated on the eastern side of the Pacific Highway between Oxley Street and south of Hume Street, and between Pacific Highway and Clarke Lane.

Above ground buildings will provide access to the below ground metro rail via an underground concourse which will connect to the station platform. Entry points will be provided on Pacific Highway and Clarke Street.

The station provides new metro rail access to the Crows Nest residential area and serves people within walking and cycling distance. It improves travel to local schools, businesses, and Crows Nest village. The station creates a new transport focus on the southern side of the St Leonards specialised centre which supports the St Leonards southern gateway to commercial and mixed-use activities.

Construction activities for CNS will continue to take place within the already established CNS site. This comprises of three separate construction zones (Sites A, B and C) split by Hume Street and Clarke Lane as outlined below.

Station box excavation, tunnelling and structure construction has already been completed with interior and exterior fit-out of the three station buildings and work to upgrade the surrounding streetscape remaining..

AW Edwards is also building the over site development (OSD) for Site C. The OSD is an extension to the Site C scope located on the corner of Clarke Lane and Hume Street. Site C will be a nine- story commercial office building on the corner of Hume Street and Clarke Street. Site C will also include an entrance to the metro station from Clarke Street. The construction commenced in 2022 and will be completed in 2024 .



Figure 2 - Construction work zones

A detailed description of the construction scope of work is provided in AWE's CCS.

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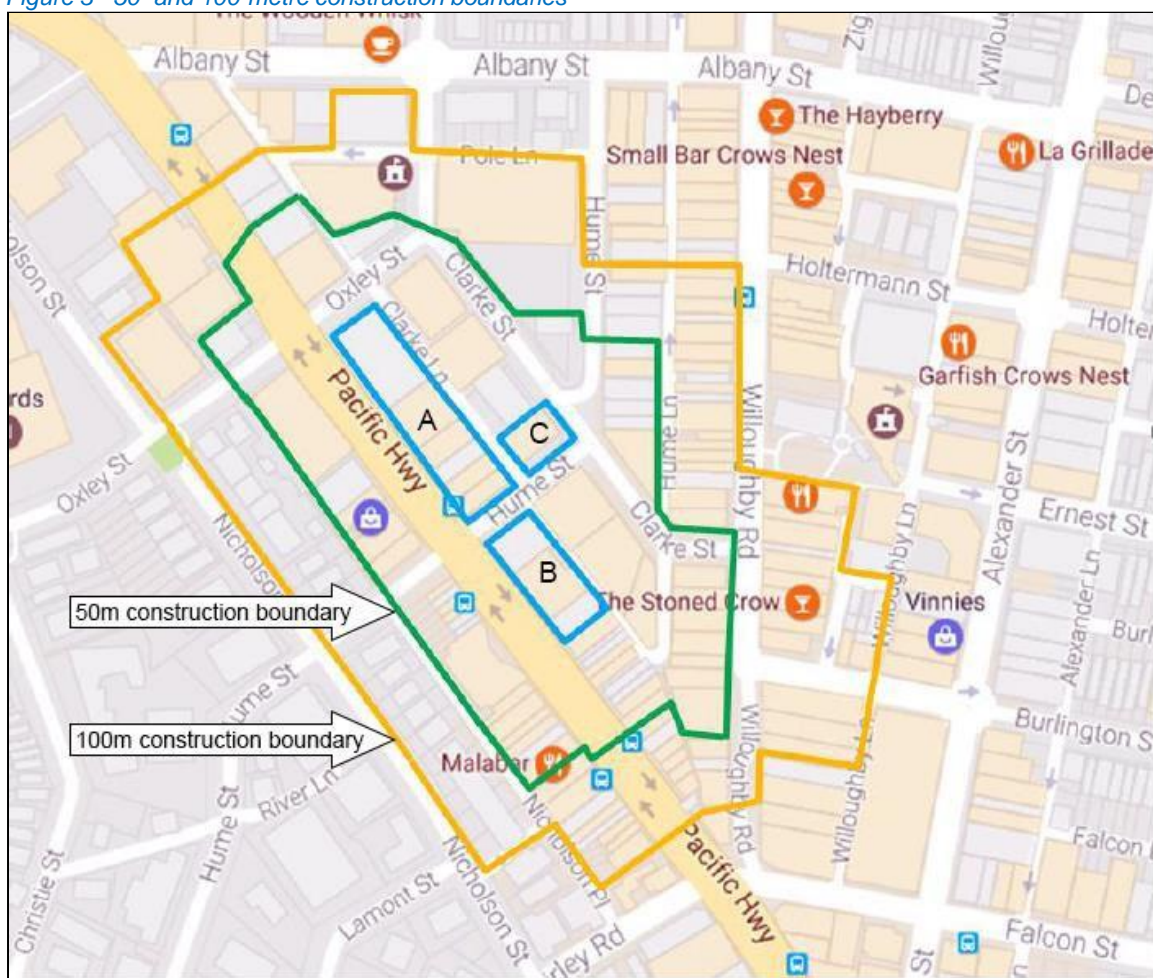
3.2 LOCAL BUSINESS PRECINCT

The BMP focuses on businesses within 50 metres of the CNS construction site. The area extends along Pacific Highway and into surrounding streets from Albany Street in the north to near Shirley Road in the south, spanning the southern part of St Leonards and the western edge of Crows Nest.

Details of individual businesses are in Appendix B. Details of all project stakeholders are in the CCS.

Appendix B of this BMP categorises affected businesses by operation type (e.g., retail, health, education etc.) and by their proximity to the work zone. A map indicating the 50 and 100 metre work zone boundaries is provided below.

Figure 3 - 50- and 100-metre construction boundaries



Crows Nest has many small businesses including mixed retail, restaurant and health related and commercial services. There are also church and childcare facilities within the construction boundary. Several buildings are tenanted by businesses and are vacant at the time of writing. The St Leonards part of the precinct includes the southern extension of the commercial centre of St Leonards with a range of office buildings.

Local businesses in the CNS precinct are based around two retail strips on Pacific Highway and Willoughby Road. These two strips meet at the corner of Falcon Street, Shirley Road, Willoughby Road, and Pacific Highway.

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The retail strip along Willoughby Road has a diverse mixture of businesses including restaurants, cafes, small clothes shops, health clubs, special-use stores and multiple second and third level offices. Most business premises are in two-story buildings along Willoughby Road with taller, three to four-story office buildings behind the main retail strip. Most of the restaurant trade is focused on Willoughby Road and the surrounding streets.

According to the Chatswood to Sydenham Environmental Impact Statement, in future the CNS precinct is likely to extend the St Leonards Strategic Centre (with a focus on maintaining a commercial core and the capacity for mixed-use development) and support more residential uses, while still maintaining a solid retail strip along Willoughby Road.

4. BUSINESS STAKEHOLDERS

Sydney Metro manages the relationship with business stakeholders whose interests extend throughout the project’s lifecycle. AWE's role is to build relationships with business stakeholders who have a specific interest in the construction of CNS. These stakeholders, their issues and interest in the project and communication activities are identified in Table 1 below. A full list of project stakeholders is available in the CNS CCS.

Table 1 - CNS business stakeholder analysis

KEY STAKEHOLDERS	DETAIL	ISSUES/INTEREST	COMMUNICATION	TIMING
GOVERNMENT				
Government elected representatives	Member for Willoughby. Member for North Shore. Member for North Sydney.	Successful, on time project delivery. Negative construction impact to business constituents. Milestone events.	Briefings via Sydney Metro. Site visits and events. Responses to enquiries via Sydney Metro. Animations and visualisations. Photography and videography. Newsletters. Media releases.	As requested.
State government departments, agencies, and regulatory bodies	Transport for NSW. NSW Department of Planning and Environment. (DPE) NSW Environment Protection Agency. (EPA).	Construction progress and on time delivery. Impact on assets. Impact on traffic network. Compliance with Planning Approval conditions. Managing environmental impacts. Managing construction traffic impacts. Impact to businesses. Milestone events.	Briefings. Site visits and events. Responses to enquiries via Sydney Metro. Animations and visualisations. Photography and videography. Newsletters. Media releases. Relevant management plan consultation. Attendance at Traffic Control Group forum.	Prior to commencing work. Ongoing, as required.
Local Government	North Sydney and Lane Cove Council – Mayor, General Manager.	Impact on local roads, footpaths, parking, traffic, facilities.	Project presentations, briefings, and meetings.	Prior to commencing work.

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KEY STAKEHOLDERS	DETAIL	ISSUES/INTEREST	COMMUNICATION	TIMING
		Impact on local residents and businesses. Community complaints. Impact on flora and fauna Impact on council infrastructure and projects. Impact on private developments. Management of homeless people, rough sleepers, and CALD people. Construction progress. Milestone events.	Attendance at Traffic and Transport Liaison Group forum. Attendance at community information sessions. Updates, newsletters, and notifications. Relevant management plan consultation. Councillor briefings.	Ongoing, as required.
SERVICE PROVIDERS				
Utility service providers	Sydney Water. Ausgrid. Jemena. Telstra. NBN. Optus.	Impact on assets. Impact to customers. Cumulative works.	Meetings and briefings. Service authority/provider notification of planned work. Correspondence with Service Manager.	Prior to commencing work. Ongoing, as required.
COMMUNITY				
Strata/building managers/ owner's corporation and managing agents	Albany Street. Clarke Street. Ernest Place. Hume Street. Nicholson Road. Oxley Street. Pacific Highway. Pole Lane. Willoughby Road. See Appendix B for individual business details.	Keeping informed. Property damage. Service interruptions (utility outages, garbage collection).	Individual meetings. Telephone calls. Newsletters, notifications, and progress updates.	Prior to works commencing that has impact to property, property owners and tenants. Ongoing, as required.
Local businesses within work impact zone (100m)	Albany Street. Clarke Street. Ernest Place. Hume Street. Oxley Street. Hume Lane. Pacific Highway. Pole Lane.	Keeping businesses informed. Property impacts. Complaints from tenants/ rental turnover. Cumulative impacts from other developments. Construction fatigue.	Individual/ group meetings and community forums. Newsletters, notifications, and progress updates. Wayfinding/ directional signage.	Prior to commencing work Ongoing, as required.

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KEY STAKEHOLDERS	DETAIL	ISSUES/INTEREST	COMMUNICATION	TIMING
	Willoughby Road. See Appendix B for individual business details.	Construction noise, dust and vibration. Traffic changes. Parking impacts (impact to local street parking and public carparks). Access for deliveries, customers, and waste services. Reduction in foot traffic/ passing trade. Service interruptions. Visual impact – businesses overlooking/ adjacent to the site. Public domain works.	Advertisements. Animations and visualisations. Photography and videography. Surveys, feedback, and information forms. Online information including website and social media. Small Business Owners' Support Program.	
OTHER STAKEHOLDERS				
Special interest groups	Committee for North Sydney. North Sydney Chamber of Commerce. Wollstonecraft Precinct Committee. Naremburn Action Group.	Impact to business operations. Business opportunities. Construction impacts on neighbourhood (noise, dust, vibration, access and parking, traffic congestion and delays). Over station development.	Website. Updates and notifications to email subscribers. Briefings and meetings.	As required.

5. KEY BUSINESS ISSUES

A summary of key business issues to be addressed by the construction team is provided below. Mitigation measures the project team will implement in response to these issues are described in Section 6.3.

SERVICING AND DELIVERY ACCESS

Businesses may be disrupted by truck movements and deliveries along Clarke Street, Clarke Lane, Hume and Oxley streets and Pacific Highway, and other road closures around the site as well as investigative and construction works associated with the public domain improvements.

Deliveries via the dedicated delivery lane on Pacific Highway are approved 24/7 Monday to Sunday. Delivery of oversize components are generally approved from 10pm to 5am the next morning.

Potential impacts on businesses include servicing and delivery constraints, particularly for businesses on Clarke Street and Pacific Highway, and with rear driveways on Clarke Lane and retail showrooms that rely heavily on the delivery of bulky goods. Traffic control and detours in place for the work sites, particularly in the public domain area can interrupt usual destination travel and cause a slight delay to workers and customers. Increased traffic in the area could also delay delivery drivers, customers and staff trying to reach local businesses.

LOSS OF PARKING

During construction, two parking spaces on Pacific Highway (southbound) will be unavailable during delivery lane operations.

Additional on-street parking spaces, and access to building driveways along Clarke, Hume and Oxley streets, Clarke Lane and Pacific Highway will be temporarily impacted during public domain works. Public car parking is limited in the area and accommodating additional parking can become a challenge for businesses and their customers.

NOISE, VIBRATION AND DUST

Construction noise, vibration and dust has the potential to disturb the amenity of some businesses closest to the work zone. Businesses like childcare centres, sound studios, outdoor cafes and those providing health-related services will be more sensitive to these impacts.

Businesses at street level within the precinct may be further impacted by noise, vibration, and minor dust from the public domain works.

Commercial offices facing construction work site area may be also impacted noise, vibration, and minor.

CUSTOMER ACCESS / PASSING TRADE

Pedestrian detours, reduced on-street parking and the potential for trip hazards may reduce accessibility for some customers. Noise, potential for dust and the overall construction working environment may also impact people from visiting the area. Project hoardings, construction machinery and trucks may reduce the visibility of some businesses.

Public domain works may also temporarily impact outdoor dining areas for businesses

directly adjacent to the works.

TEMPORARY ROAD CLOSURES

The Crows Nest Station site work area requires the temporary closure of a section of Hume Street and Clarke Lane. Access to Hume Street and Clarke Lane is controlled during works and can impact staff accessing parking, including businesses located on Clarke and Hume streets. Closures and access changes cause inconvenience to businesses and in some instances their suppliers and customers.

SERVICES AND UTILITIES

The continuity of services like water, gas, internet, and electricity is another factor in ensuring businesses can continue to operate as normal for their customers.

CUMULATIVE IMPACTS AND CONSTRUCTION FATIGUE

Although project teams have worked hard to minimise construction impacts, the local business precinct has experienced disturbance from several recent projects including the demolition, excavation, and tunnelling work for the Chatswood to Sydenham City and Southwest line as well as the construction of several new office buildings and residential apartment complexes. Ongoing projects in the area include Sydney Metro line-wide work (i.e., testing and commissioning of the railway), Ausgrid utility upgrades on Clarke Lane and construction of apartment buildings and commercial premises on Hume and Oxley streets.

Businesses in this part of Crows Nest may be experiencing cumulative impacts from construction occurring at several sites nearby at the same time. This has included Council local authority works. There is also a high likelihood that there is fatigue from past, ongoing and the potential for future construction work in this area.

6. BUSINESS ENGAGEMENT APPROACH

6.1 OUR APPROACH

The main objectives of AWE's business engagement program are to:

- understand individual business needs
- provide regular information about upcoming work
- minimise and mitigate construction impacts as much as possible.

Our dedicated Place Manager has been assigned the role of helping local businesses through each stage of construction and our project management team and entire construction workforce are committed to reducing impacts on the community and businesses.

CONSTRUCTION PLANNING

The Place Manager will continue to meet with business owners or managers prior to impactful works commencing to maintain business relationships and keep updated with changing business needs. It will be important for the Place Manager to check in with neighbouring business regularly to keep them updated on potentially impactful work, confirm their needs, ask what may have changed for them recently and take the time to listen to their concerns.

New information about potential impacts and suggested mitigation measures will be shared with the construction planners so that their approach, and this BMP, are refined to further address issues including but not limited to amenity, vehicular and pedestrian access during business hours and visibility of businesses.

PROACTIVE ISSUES MANAGEMENT

Continued involvement in the construction planning process means the Place Manager is well-positioned to identify early, any impacts not previously identified by the wider team. It also provides an opportunity to provide feedback from businesses directly to the team so that issues can be better understood and addressed. Ongoing, regular communication will ensure the project team and businesses are informed and able to address potential issues before they occur, reoccur, or escalate.

While the Place Manager will be the face of the project for many businesses, the entire AWE team has a responsibility to help minimise construction impacts. This message of working together for the community, as one team, will be reinforced through community relations inductions and training, toolbox briefings and other team meetings.

TAILORED COMMUNICATION

Our approach will rely on personal communication methods (door knocking and phone calls) to provide regular updates. Written updates will also be provided to ensure consistency of messaging for all businesses. Group forums will generally be avoided to ensure each business is given personal attention, and opportunities to ask questions and provide feedback.

Our relationships and frequency of communication will be matched to the level of impact. Recognising many businesses will have their own stakeholders, we will work with them to provide advance notice so they can adapt to changes, discuss contingency plans, and consider feedback. Where we anticipate that access will be affected, we will consult with businesses about the planned changes directly, and in advance.

6.2 COMMUNICATION TOOLS

A full list of communication tools is outlined in the CCS. The main business engagement tools to be used are listed below.

- A Place Manager as the single point of contact for affected businesses and the project team, who will proactively door-knock businesses and respond quickly to any issues raised. The purpose of business consultation will be to understand any specific aspects of businesses operations that need to be considered when implementing the mitigation measures described in Section 5.3.
- Requests for feedback to understand potential impacts and business requirements including operating hours, main delivery times, reliance on foot traffic, any signage or advertising that may be impacted, customer origin and other information specific to the business that will need to be considered during construction.
- Meetings, emails, and phone calls to keep individual businesses updated as well as email campaigns via Consultation Manager.
- Notifications including maps to keep businesses informed, explaining the purpose of the works, what they can expect and any potential impacts.
- Signage to safely guide pedestrians and, where required, direct customers.
- Newsletters bi-annually to update properties within 100 metres of the construction site.
- Fact sheets (as required) to provide detail on specific aspects of construction.
- Newspaper advertising (as required) to advise of work starting, the community contact facilities and road closures.
- Community relations inductions, site shed posters, toolbox briefings and lessons learnt workshops will be used to reinforce the need to minimise construction impacts..
- Contact mechanisms as outlined in the CCS.
- Briefings to strata managers, building owners and council officers.
- Mitigation measures for businesses including the implementation of Transport for NSW's Construction Noise and Vibration Guideline (by using the Construction Noise Estimator tool to identify impacts and apply recommended mitigation measures).
- Stakeholder database to record business interactions and ensure a tailored approach.

6.3 MITIGATION OF CONSTRUCTION IMPACTS

Strategies for mitigating construction impacts for businesses are provided in table 3 below.

Table 3 - Key issues and mitigation measures for businesses

ISSUES	COMMUNICATION AND MITIGATION MEASURES
Keeping businesses informed (The mitigations here are common to most issues below and are therefore not repeated).	<ul style="list-style-type: none"> ▪ Regular door knocks and briefings. ▪ Monthly notifications and subsequent start of work slips. ▪ Email campaigns via Consultation Manager as appropriate. ▪ Individual meetings and email/phone calls about construction impacts. ▪ Strata/building managers and owners notified of work before it starts. ▪ Small Business Owners' Program.
Access and parking	<ul style="list-style-type: none"> ▪ Forward planning with the Traffic Manager and Construction Manager. ▪ Meetings with businesses about parking changes, temporary changes to driveway access and out of hours road detours. ▪ Coordination of work with business deliveries and priorities. ▪ Where required, arrange alternative parking or other, for impacted business owners. ▪ Installation of signage and the use of traffic controllers to direct delivery drivers and customers, and minimize wait time during deliveries, where appropriate. ▪ Encourage site workers to be mindful of parking in public streets and to utilise public transport and car sharing wherever possible. ▪ Parking when occupied, will be reinstated at the end of each shift, where possible.
Traffic congestion and delays	<ul style="list-style-type: none"> ▪ Implement Traffic Management Plans and Traffic Control Plans including minimising traffic movements in peak periods, where possible. ▪ Traffic Manager to coordinate traffic management with North Sydney Council and the Transport Management Centre. Truck driver toolbox meetings on localised conditions. ▪ Out of hours deliveries to minimise impacts of oversized vehicles on local roads. ▪ Attendance at Traffic Control Group and Transport Traffic Liaison Group meetings.
Noise and vibration	<ul style="list-style-type: none"> ▪ Early engagement with neighbouring stakeholders on likely noise and vibration impacts. ▪ Implementation of mitigation measures in the Construction Noise and Vibration Management Plan, which includes regular noise monitoring. ▪ Noise minimised through use of appropriate and well-serviced plant (including non-tonal reversing squawkers instead of beepers). ▪ Noise reduction strategies to be implemented with consideration to hours of operation and sensitive periods identified in Appendix B (as per Condition of Approval E34). ▪ High impact noise works staged with respite periods as required by planning approvals. ▪ Temporary noise screens used around equipment, where appropriate. ▪ Communicating with contractors the importance of not causing unnecessary noise through toolboxes, daily pre-starts and other

	<p>measures.</p> <ul style="list-style-type: none"> ▪ Staff induction and toolbox meetings prior to noisy activities to highlight acceptable workforce behaviour. ▪ Noise and or vibration monitoring offered in response to complaints. ▪ Referral to Small Business Advisory Panel for advice on small business complaints, where appropriate.
Dust	<ul style="list-style-type: none"> ▪ Implement Air Quality Management Plan. ▪ Dust minimised by using water carts, water sprayers, street sweepers and other measures as needed.
Customer access, safety, and pedestrian detours	<ul style="list-style-type: none"> ▪ Installation of signage to direct pedestrians and customers as appropriate. ▪ Safety checks of footpaths and pedestrian detour signage. ▪ Adherence to the Interim Strategy for Management of Homeless People During Construction. ▪ Potential to consider OOH work to minimise impact of public domain works to businesses. ▪ Advising the community to plan ahead and allow extra time for their journey during disruptive works.
Visual amenity and business visibility	<ul style="list-style-type: none"> ▪ Hoarding designed and replaced in line with Sydney Metro Brand Style Guidelines. ▪ Consultation with adjoining businesses prior to installation of scaffolding. ▪ Prompt graffiti removal from hoarding and buildings. ▪ Plant and surroundings kept well maintained and clean. ▪ Explore opportunities for additional signage and wayfinding to maintain business visibility – particularly in relation to public domain works. ▪ Ensuring equipment is turned off on site when not in use (such as lights surrounding the sites).
Service interruptions	<ul style="list-style-type: none"> ▪ Detailed briefings for businesses potentially affected. ▪ Time the work, particularly service cutovers, to minimise potential impacts in consultation with relevant service providers. ▪ Advising where service interruptions are required, providers will be in contact with impacted businesses directly. ▪ Encourage utilities to provide an alternative service where necessary to maintain supply.
Property impacts	<ul style="list-style-type: none"> ▪ Preventative measures used to protect property from any potential or perceived impacts. ▪ Vibration modelling information. ▪ Distribute fact sheets as required. ▪ Protection of heritage items.
Cumulative impacts and construction fatigue	<ul style="list-style-type: none"> ▪ Meet with North Sydney Council to coordinate activities on surrounding streets. ▪ Interface with utility providers about their planned and emergency work. ▪ Meet with any neighbouring major private developers to understand their timing and construction approach as required.

7. SMALL BUSINESS OWNERS' SUPPORT PROGRAM

Sydney Metro has established a Small Business Owners' Support Program (SBOSP) to provide assistance, if required, to small business owners within 50 metres of Sydney Metro City and Southwest construction sites. A 'small business' is defined as one that employs fewer than 20 people.

Eligible businesses raising concerns that cannot be addressed by the mitigation measures outlined in this BMP will be referred to Sydney Metro for consideration and additional support under the SBOSP.

A Business Action Plan will be developed by Sydney Metro to provide specific support to eligible businesses and may include activities such as:

- small business education and mentoring activation events
- business engagement events marketing and promotion.

A Retail Advisory/Support Panel will review Business Action Plans and provide advice on initiatives to support small business. The panel will also monitor the implementation of these plans and evaluate the effectiveness of the support program.

Further details on Sydney Metro's SBOSP, including the support measures available and the role of the Retail Advisory / Support Panel, can be found in Sydney Metro City and Southwest Small Business Owners' Support Program which is available on the Sydney Metro website www.sydneymetro.info.

7.1 ENQUIRIES AND COMPLAINTS MANAGEMENT

Enquiries and complaints will be managed in accordance with the Sydney Metro Overarching Community Communication Strategy and the Sydney Metro Complaints Management System. These documents are available on the Sydney Metro project website and have been used to develop AWE's complaint management process (described in the CCS).

7.2 MONITORING AND EVALUATION

A monitoring program will assess the effectiveness of strategies to inform and to minimise construction impacts on businesses. The performance parameters and monitoring tools are shown in table 4 below.

Results from the monitoring program will be provided to Sydney Metro on a monthly and six-monthly basis and include:

- monitoring data and lessons learnt summary included in monthly progress reports submitted to Sydney Metro
- monitoring data compiled for a six-month period, along with lessons learnt, submitted to Sydney Metro for inclusion in the six-monthly Construction Compliance Reports submitted to the Secretary.

The BMP will be reviewed every six months and updated to reflect project progress, feedback from businesses and lessons learnt via the monitoring program.

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Table 4 - Monitoring program and performance measures

PERFORMANCE PARAMETERS	MEASURES	MONITORING	REPORTING
<p>Awareness of construction activity and likely impacts.</p>	<ul style="list-style-type: none"> ■ Notifications issued within required timeframes on 100% of occasions, unless otherwise agreed with Sydney Metro. ■ Number of business briefings, building based information sessions and face to face meetings prior to works. ■ The objective is to make contact via these measures with 100% of businesses within 50m prior to works which have the potential to impact the owners. 	<ul style="list-style-type: none"> ■ Records in Consultation Manager database on number and timing of notifications. ■ Records in Consultation Manager database on number of (and attendance at) briefings, information sessions and completed door knocks / face to face meetings. ■ Feedback from meetings, presentations, and briefings (documented in Consultation Manager). ■ Records in Consultation Manager database on complaints received from businesses relating to lack of information about construction activities and impacts. 	<ul style="list-style-type: none"> ■ Number of notifications issued. ■ Percentage of notifications issued on time. ■ Number of briefings, information sessions and completed door knocks. ■ Percentage of businesses within 50m contacted prior to work. ■ Number of complaints received from businesses relating to lack of information about construction activities and impacts. ■ Lessons learnt.
<p>Measures implemented to maintain business vehicle and pedestrian access, parking, visibility, and amenity during construction activity.</p>	<ul style="list-style-type: none"> ■ Potential issues identified in advance and mitigation measures implemented in consultation with affected businesses to address access, parking, visibility and/or amenity issues. ■ The objective is 100% implementation of agreed mitigation measures relating to access, parking, visibility, and other amenity aspects. 	<ul style="list-style-type: none"> ■ Consultation with businesses on potential impacts and mitigation measures (documented in Consultation Manager). ■ Feedback on mitigation measures effectiveness (documented in Consultation Manager). ■ Records in Consultation Manager database on complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity, including details of any repeat complaints about the same issue. 	<ul style="list-style-type: none"> ■ Number of businesses with mitigation measures agreed in advance to address access, parking, visibility, or amenity issues. ■ Percentage of businesses where mitigation measures were implemented as agreed. ■ Details of mitigation measures implemented. ■ Business feedback on effectiveness of mitigation measures. ■ Number of repeat complaints received from businesses relating to vehicle and pedestrian access, parking, visibility, and amenity. ■ Lessons learnt.

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PERFORMANCE PARAMETERS	MEASURES	MONITORING	REPORTING
Agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses.	<ul style="list-style-type: none"> Agreed mitigations implemented, including agreed respite, work methods, proactive engagement, and ongoing communication. Businesses identified as potentially affected by high noise for extended periods, and requests for at property treatment or relocation, referred to Sydney Metro if all negotiated solutions offered under the scope of the contract fail to provide an acceptable solution to the impacted businesses. The objective is for zero referrals to Sydney Metro over a six-month timeframe during 	<ul style="list-style-type: none"> Consultation with businesses on noise and vibration impacts and mitigation measures documented in Consultation Manager. Documentation of affected businesses impacts and mitigation measures in site specific CNVIS reports. Feedback on mitigation measures effectiveness (documented in Consultation Manager). Records of businesses referred to Sydney Metro for additional assessment / treatment. Records in Consultation Manager database on noise and vibration complaints from businesses. 	<ul style="list-style-type: none"> Number of businesses with agreed mitigation measures to address noise and vibration impacts. Summary of non-standard mitigation measures implemented. Number of referrals to Sydney Metro. Number of repeat complaints from noise sensitive receivers relating to noise and vibration impacts. Lessons learnt.

Sydney Metro will initiate the performance audit. Performance reports are to be submitted to Sydney Metro every six months including:

- percentage of businesses where access has been maintained or alternative access protocols have been agreed and implemented
- mitigation measures implemented to offset any visibility and amenity issues identified
- agreed measures to minimise noise and vibration impacts on noise and vibration sensitive businesses
- feedback from businesses regarding the effectiveness of the mitigation measures implemented.

8. ACTION PLAN

The following action plan provides a guide for key communication activities that will occur during each new high-impact work activity or project phase. It will be updated regularly in consultation with the wider project team.

WORK ACTIVITY	TOOLS	STAKEHOLDERS
Changes to access requirements for businesses.	<ul style="list-style-type: none"> Door knocks, meetings, and briefings. Notifications and emails. 	<ul style="list-style-type: none"> All directly affected businesses.
Crane removal and other out-of-hours work (OOHW).	<ul style="list-style-type: none"> Notification. Door knock. Mitigations as per Construction Noise and Vibration Guideline. 	<ul style="list-style-type: none"> Businesses within 100m. Businesses within 50m. In addition to the above properties.
Large excavations and concrete pours.	<ul style="list-style-type: none"> Notification as required. Door knock - noise, detours, and access impacts. Mitigations as per Construction Noise and Vibration Guideline. Traffic Management Plan, OOHW notifications, road and pedestrian detours, signage. 	<ul style="list-style-type: none"> Businesses within 100m (for OOHW). Businesses within 50m. In addition to the above properties. People driving or walking near the site.
Public domain works	<ul style="list-style-type: none"> Door knock Notifications Newsletters Traffic Management Plan, road and pedestrian detours, signage. Alternate parking offers as required. Briefings. Site signage and hoarding banners. 	<ul style="list-style-type: none"> Businesses directly adjacent/impacted. Businesses within 50m. Strata managers, building owners, council officers and business chambers. Neighbouring infrastructure projects and the Transport Management Centre.
Over station development construction.	<ul style="list-style-type: none"> Notification. Mitigations as per Construction Noise and Vibration Guideline. Briefings. Traffic Management Plan, road and pedestrian detours, signage. OOHW notifications as needed. Site signage and hoarding banners. 	<ul style="list-style-type: none"> Businesses within 100m (for OOHW). Businesses within 50m. Strata managers, building owners, council officers and business chambers. Neighbouring infrastructure projects and the Transport Management Centre.
Construction milestones.	<ul style="list-style-type: none"> Newsletter. Factsheets. Briefings. Social media. 	<ul style="list-style-type: none"> Businesses within 100m. Strata managers, building owners, council officers and business chambers.
Emergency work.	<ul style="list-style-type: none"> Notification and door knock. 	<ul style="list-style-type: none"> Affected properties.

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Regular activities

- Toolbox briefings, signage and footpath safety check, graffiti check, contact mechanisms and Consultation Manager management, Small Business Owners' Program.

- Those affected by ongoing construction or requiring information from the project team.
-

Business Management Plan

9. APPENDICES

APPENDIX A - PLANNING APPROVAL REQUIREMENTS

The table below references compliance with the relevant Planning Approval requirements.

CONDITION	REQUIREMENT	DOCUMENT REFERENCE
SYDNEY METRO CITY and SOUTHWEST CHATSWOOD TO SYDENHAM PLANNING APPROVAL		
The Proponent must prepare and implement a Business Management Plan to minimise impact on businesses adjacent to major construction sites during construction of the CSSI (Critical State Significant Infrastructure). The Plan must be prepared before construction and must include but not necessarily be limited to:		
E64	(a) measures to address amenity, vehicular and pedestrian access during business hours and visibility of the business appropriate to its reliance on such, and other reasonable matters raised in consultation with affected business;	Section 3 Section 5 Section 6
E64	(b) a business consultation forum linked to the Community Communication Strategy required by Condition B1;	Section 5
E64	(c) Business Management Strategies for each construction sites (and/or activity), identifying affected businesses and associated management strategies, including the employment of place managers and specific measures to be put in place to assist small business owners adversely impacted by the construction of the CSSI;	Section 3 Section 5 Section 6
E64	(d) a Small Business Owners’ Support Program to provide assistance to small business owners adversely impacted by construction of the CSSI. The Program must be administered by a Retail Advisory/Support Panel established by the Proponent. The Program must have appropriate specialist representatives and must report to the Proponent;	Section 5
E64	(e) a monitoring program to assess the effectiveness of the measures including the nomination of performance parameters and criteria against which effectiveness of the measures will be measured; and	Section 5
E64	(f) provision for reporting of monitoring results to the Secretary, as part of the Compliance Tracking Program required in Condition A28.	Section 5
REVISED ENVIRONMENTAL MITIGATION MEASURES AND ENVIRONMENTAL PERFORMANCE OUTCOMES		

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B11	Specific consultation would be carried out with businesses potentially impacted during construction. Consultation would aim to identify and develop measures to manage the specific construction impacts for individual businesses.	Section 3 Section 5 Section 6
B12	A business impact risk register would be developed to identify, rate, and manage the specific construction impacts for individual businesses.	Appendix B
B13	Appropriate signage would be provided around construction sites to provide visibility to retained businesses.	Section 3 Section 5 Section 6

SYDNEY METRO CONSTRUCTION ENVIRONMENTAL MANAGEMENT FRAMEWORK

REQUIREMENT	DOCUMENT REFERENCE
Principal Contractors will document in the Community Communication Strategy key issues relating to business impacts by locality with a particular focus on proactive consultation with affected businesses.	Throughout document

APPENDIX B - BUSINESS REGISTER

The following businesses fall within 50 metres of the Crows Nest Station work site and as such are considered to be most susceptible to impacts from construction activities given their proximity to the site.

Each business listed has been profiled and given an impact rating. Impact ratings are based on self-assessment by the project team as to the likely impacts of construction works over the next six months and consultation with businesses to understand their individual requirements and activities which would be impactful to their operations or cause concern.

Measures which will be implemented to mitigate construction impacts on the below listed businesses are listed in section 6.3 above.

ADDRESS	BUSINESS NAME	TYPE	BUSINESS PROFILE, REQUIREMENTS	NOTED IMPACTS/ CONCERNS	IMPACT RATING
Shop 1 2B Clarke Street	Always	Restaurant	<ul style="list-style-type: none"> • Sandwich shop situated on ground level. • No customer parking – rely on street parking availability. • Deliveries via Clarke Street. • Business hours 6.30am - 3pm. • Food items need to be refrigerated. 	<ul style="list-style-type: none"> • Parking removal. • Work within the footpath adjacent to business. • Service outages. • Customer access. • Outdoor dining. • Public domain works – noise, dust, and vibration. 	Low

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<p>Shop 2 2B Clarke Street</p>	<p>Pino's Pasta Café</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Café situated on ground level. • Outdoor seating. • No customer parking – rely on street parking availability. • Deliveries via Clarke Street. • Business hours 6.30am - 3pm. • Food items need to be refrigerated. 	<ul style="list-style-type: none"> • Parking removal. • Work within the footpath adjacent to business. • Service outages. • Customer access. • Outdoor dining. • Public domain works – noise, dust, and vibration. 	<p>Low</p>
<p>Shop 3 2B Clarke Street</p>	<p>Soraya Tailoring</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Garment tailoring businesses situated on ground level. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Parking removal. • Work within the footpath adjacent to business. • Service outages. • Customer access. • Public domain works – particularly dust. 	<p>Low</p>

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Shop 2a 6-8 Clarke Street	Junior Specialty Coffee	Food and beverage	<ul style="list-style-type: none"> • Café situated on ground level. • Outdoor seating. • No customer parking – rely on street parking availability. • Deliveries via Clarke Street. • Food items need to be refrigerated. 	<ul style="list-style-type: none"> • Parking removal. • Customer access. • Service outage. • Public domain works – noise, dust, and vibration 	Low
Shop 2b 6-8 Clarke Street	Pace Athletic	Retail	<ul style="list-style-type: none"> • Sells active wear/ sporting goods. Business located on ground floor. • Deliveries via Clarke Street. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Parking removal. • Public domain works – noise, dust, and vibration • Changes to access on Clarke Street for deliveries 	Low
Shop 3 6-8 Clarke Street	Ruff Cut Hair Studio	Retail	<ul style="list-style-type: none"> • Hair salon business located on ground floor. • Deliveries via Clarke Street. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Parking removal. • Customer access. • Service outage. • Public domain works – noise, dust, and vibration 	Low
Suite 101 6-8 Clarke Street	Upwire	Commercial	<ul style="list-style-type: none"> • Multi-communications software company. 	<ul style="list-style-type: none"> • Service outages 	Low
Suite 102 6-8 Clarke Street	Clark Intellectual Property	Commercial	<ul style="list-style-type: none"> • Intellectual Property experts. • Construction-related work 	<ul style="list-style-type: none"> • Impact to staff parking. 	Low
Suite 103 6-8 Clarke Street	DA Fire Services	Commercial	<ul style="list-style-type: none"> • Staff parking via Clarke Lane. • Outcalls only as a fire protection service. • Normal trading hours. 	<ul style="list-style-type: none"> • Impact to staff parking. 	Low

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Suite 104 6-8 Clarke Street	DA Design – Fire Protection	Commercial	<ul style="list-style-type: none"> • Staff parking via Clarke Lane. • Outcalls only as a fire protection service. • Normal trading hours. 	<ul style="list-style-type: none"> • Impact to staff parking. 	Low
Suite 105 6-8 Clarke Street	Changes Psychotherapy	Health	<ul style="list-style-type: none"> • Access underground parking space via laneway. • Business hours are 9am-5pm. • Provide trauma therapy and other clinical psychotherapy treatment. • Customer parking on street. 	<ul style="list-style-type: none"> • Very sensitive to noise. • Parking changes for customers • Work requires privacy, tranquil climate in the room and a quiet space. 	Medium
Suite 106 6-8 Clarke Street	Caroline Andrews	Health	<ul style="list-style-type: none"> •Psychologist. •Private Practice specialising in Psychoanalytic Psychotherapy. 	<ul style="list-style-type: none"> • Impact to staff parking. • Sensitive to noise • Impact to customer access 	Medium
Suite 107 6-8 Clarke Street	IVandV Australia	Commercial	<ul style="list-style-type: none"> • Software testing consultancy. 	<ul style="list-style-type: none"> • Service outages. • Noise • Customer parking. 	Negligible
Suite 108 6-8 Clarke Street	East way Communications	Commercial	<ul style="list-style-type: none"> • Production company. 	<ul style="list-style-type: none"> • Service outages. • Noise • Customer parking. 	Low
Suite 109 6-8 Clarke Street	Hurricane Event Management	Commercial	<ul style="list-style-type: none"> • Event production and design. 	<ul style="list-style-type: none"> • Service outages. • Noise • Impact to staff parking. 	Low
Suite 110 6-8 Clarke Street	Play by Design/Hart Security	Commercial	<ul style="list-style-type: none"> • Play equipment suppliers. • Staff parking via Clarke Lane. • No special requirements. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low

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Suite 111 6-8 Clarke Street	Spanton Media Group	Commercial	<ul style="list-style-type: none"> • Publishers specialising hospitality. • Normal office hours. • Staff parking via Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 201 6-8 Clarke Street	McNally Architects	Commercial	<ul style="list-style-type: none"> • Staff parking via Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 202 6-8 Clarke Street	Neubreed Design	Commercial	<ul style="list-style-type: none"> • Staff parking via Clarke Lane. • Office faces Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 203 and Suite 205 6-8 Clarke Street	Ross Taylor and Associates	Commercial	<ul style="list-style-type: none"> • Graphic design and marketing. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 204 6-8 Clarke Street	Digital Signage Group	Commercial	<ul style="list-style-type: none"> • Staff parking via Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 206 6-8 Clarke Street	Vacant	-	-	-	-
Suite 208 6-8 Clarke Street	Zaknic Pagano Constructions	Commercial	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • Building services. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise can impact video conferencing • Delay to construction. 	Low
L	DVHO Design studio	Commercial	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • Normal office hours. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 210 6-8 Clarke Street	ISM Studios	Commercial	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • Normal business hours. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 211 6-8 Clarke Street	ISM Studios	Commercial	<ul style="list-style-type: none"> • Audio and sound production. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise and vibration can impact sound recording 	Low

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<p>Shop 1 7-11 Clarke Street</p>	<p>The Property Lab</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Real estate agents. • No customer parking – rely on street parking availability. • Staff parking via Hume Lane. 	<ul style="list-style-type: none"> • Customer access and staff parking. • Noise 	<p>Low</p>
<p>Shop 2 7-11 Clarke Street</p>	<p>Erebouni Jewellery</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Jewelry shop. • No customer parking – rely on street parking availability. • Closure of Clarke Lane would be impactful. 	<ul style="list-style-type: none"> • Customer access and parking. • Noise 	<p>Low</p>
<p>Shop 3 7-11 Clarke Street</p>	<p>Artistry Coffee and Craft</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Café which closes 1pm daily. Not open Sunday. Outdoor seating provided by trailer on-street. • Deliveries via Hume Lane. • No customer parking – rely on street parking availability. • Food items need to be refrigerated. Power outage would impact this. 	<ul style="list-style-type: none"> • Customer and delivery access and parking. • Service outage. • Noise 	<p>Low</p>
<p>Shop 4 7-11 Clarke Street</p>	<p>Burlington Hair</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Hair salon located on ground floor. • No customer parking – rely on street parking availability. • Business cannot operate without power or water. 	<ul style="list-style-type: none"> • Parking removal. • Customer access. • Service outage. • Noise 	<p>Low</p>

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<p>Shop 5 7-11 Clarke Street</p>	<p>Sashimi Shinsengumi</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Access via Hume Lane for deliveries • Closed Monday and Tuesday. • No customer parking - rely on street parking availability. • Food items need to be refrigerated. Power outage would impact this. 	<ul style="list-style-type: none"> • Service outage. • Access changes for deliveries • Parking removal • Noise 	<p>Low</p>
<p>Shop 6 7-11 Clarke Street</p>	<p>Thai Beauty and Massage</p>	<p>Health</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking via Hume Lane. 	<ul style="list-style-type: none"> • Noise • Parking removal 	<p>Negligible</p>
<p>Shop 7 7-11 Clarke Street</p>	<p>Little Urban</p>	<p>Health</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking via Hume Lane. 	<ul style="list-style-type: none"> • Noise from construction • Workers being close to the front door • Customers finding it hard and thinking that the shop is closed • Parking removal • Access changes 	<p>Low</p>
<p>Shop 8 7-11 Clarke Street</p>	<p>Ciao Ciao Pizza</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Majority of business is delivery. • Staff parking via Hume Lane. • Food items need to be refrigerated. Power outage would impact this. Closes at 4pm on Tuesdays 	<ul style="list-style-type: none"> • Service outage. • Parking removal • Access changes 	<p>Low</p>
<p>Shop 9 7-11 Clarke Street</p>	<p>Ciao Ciao Pizza</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Majority of business is delivery. • Staff parking via Hume Lane. • Food items need to be refrigerated. Power outage 	<ul style="list-style-type: none"> • Service outage. • Parking removal • Access changes 	<p>Low</p>

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			would impact this. Closes at 4pm on Tuesdays		
Shop 1 10-12 Clarke Street	Chef Rasa Sayang Café	Restaurant	<ul style="list-style-type: none"> • Staff parking via Hume Street. • Food items need to be refrigerated. Power outage would impact this. 	<ul style="list-style-type: none"> • Service outage. • Parking removal • Access changes Hume Street bridge, drainage and electrical works 	Medium
Shop 2 10-12 Clarke Street	Vacant	-	-	-	-
Shop 3 10-12 Clarke Street	Vacant	-	-	-	-
Shop 4 10-12 Clarke Street Clarke Street	Martins Barber shop	Commercial	<ul style="list-style-type: none"> • Currently closed. • No customer parking – rely on street parking availability. • Parking removal for construction activities is impactful. • Parking within building accessed via Hume Street. 	<ul style="list-style-type: none"> • Parking removal and customer access. 	Medium
Shop 5 10-12 Clarke Street	TI Computers	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Do not have parking within building. • Parking via Nixon Street. • Current Hume Street closure is adding to commute to shop. Need to back track to Mater hospital. 	<ul style="list-style-type: none"> • Road closures. • Noise 	Low

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Suite 3A 10-12 Clarke Street	Dr Jeremy Freeman	Health	<ul style="list-style-type: none"> • Parking within building accessed via Hume Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Works/ workers impacting ability to lease Shop 3 • Noise 	Low
Suite 101 10-12 Clarke Street	Molemap Dermatologists; Cosmetic and Vein Clinic	Health	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Parking within building accessed via Hume Street. 	<ul style="list-style-type: none"> • Parking removal, customer access. • Impact to staff parking access. • Noise 	Low
Suite 102 10-12 Clarke Street	College of Professional Psychologists	Education	<ul style="list-style-type: none"> • No customer parking - rely on street parking availability. • Parking within building accessed via Clarke Lane. • Occasionally conduct weekend training/ workshops. • Office overlook Clarke Lane. • Sensitive to noise and vibration as this impacts the quality of business operations. 	<ul style="list-style-type: none"> • Noise and vibration. • Parking removal. • Customer access. 	Medium
Suite 103 10-12 Clarke Street	Don Smith Planning	Commercial	<ul style="list-style-type: none"> • Normal business hours. • Office overlooks Clarke and Hume Street. • Businesses operating in suite. • Parking within building accessed via Clarke Lane. 	<ul style="list-style-type: none"> • Parking removal. • Customer access. • Noise 	Low
Suite 104 10-12 Clarke Street	Arthur Murray Dance Studio	Health	<ul style="list-style-type: none"> • Business hours are 2pm to 10pm Monday to Friday and 10am to 2pm Saturday. • Staff parking accessed via Clarke Lane. • Power outage would impact business operations. 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking. • Noise • Service outage 	Low

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Suite 201 10-12 Clarke Street	AEK Media	Commercial	<ul style="list-style-type: none"> • Parking within building accessed via Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking. • Noise 	Low
Suite 202 10-12 Clarke Street	Navigate	Commercial	<ul style="list-style-type: none"> • Data engineers and Satellite services. • Office overlooks Clarke Lane and have reported noise to be disruptive to business operations. • Parking within building accessed via Clarke Lane. 	<ul style="list-style-type: none"> • Noise. • Impact to staff parking. 	Medium
Suite 203 10-12 Clarke Street	Contemporary Architecture	Commercial	<ul style="list-style-type: none"> • Corner suite which overlooks Clarke and Hume streets. • Sensitive to sucker truck noise. • High noise impactful to business operations. • Normal business hours. • Parking within building accessed via Hume Street. 	<ul style="list-style-type: none"> • Road closures. • Noise. • Parking impacts/ access changes 	Medium
Suite 204 10-12 Clarke Street	Vacant	Commercial	-	-	-
Suites 301 and 303 10-12 Clarke Street	Grant Broadcasters	Commercial	<ul style="list-style-type: none"> • Back suite faces Clarke Lane. • All other suites and boardroom face Hume Street. • Noise is disruptive to business operations. • Parking within building accessed via Clarke Lane. 	<ul style="list-style-type: none"> • Noise. • Impact to staff parking access. 	Medium
Suite 306 10-12 Clarke Street	Vacant	-	-	-	-

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Suite 305 10-12 Clarke Street	Peak Conditioning / Allied Health / Pinnacle Rehab	Health	<ul style="list-style-type: none"> • Office faces Clarke Street. • Parking within building accessed via Clarke Lane. • Business hours are 8.30am - 5.30pm Monday to Friday 	<ul style="list-style-type: none"> • Impact to staff parking access • Noise 	Low
Suite 401 10-12 Clarke Street	Vacant	-	-	-	-
Suite 402-3 10-12 Clarke Street	Sydney Micro Endodontics	Health	<ul style="list-style-type: none"> • 4 parking spaces • Customer access 	<ul style="list-style-type: none"> • Service outages • Staff parking • Access to building noise 	Low
Suite 404 10-12 Clarke Street	Agni Wines	Commercial	<ul style="list-style-type: none"> • No parking space 	<ul style="list-style-type: none"> • Service outages • Noise 	Negligent
Suite 405 10-12 Clarke Street	Reskin Medical	Health	<ul style="list-style-type: none"> • Staff parking accessed via Clarke St. 	<ul style="list-style-type: none"> • Service outages • Staff parking • Access to building noise 	Low
Suite 501 10-12 Clarke Street	Global Investments	Commercial	<ul style="list-style-type: none"> • Provide wealth management, investment advice and financial advice • Changes to services 	<ul style="list-style-type: none"> • Service outages 	Negligent

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<p>Suite 503 10-12 Clarke Street</p>	<p>Labsonics</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Labsonics is an audio post-production studio for TV features and series. • Does voice overs for TV shows/recordings. • Noise is disruptive to business operations. • Office overlooks Clarke Lane. • Parking within building accessed via Clarke Lane. 	<ul style="list-style-type: none"> • Sensitive to noise • Impacts to staff parking access. 	<p>Medium</p>
<p>Suite 504 10-12 Clarke Street</p>	<p>Powerful Points</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Normal business hours. • Office overlooks Hume Street and Clarke Lane. • Parking within building accessed via Hume Street. • High noise can be disruptive. 	<ul style="list-style-type: none"> • Noise. • Parking/access impacts 	<p>Low</p>
<p>Suite 502 10-12 Clarke Street</p>	<p>Total Clarity Group</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Parking within building accessed via Hume Lane. • High noise activities can be disruptive. 	<ul style="list-style-type: none"> • Noise. • Parking access impacts 	<p>Low</p>
<p>Suite 1/ level 1 20 Clarke Street</p>	<p>Vacant</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>

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<p>Suite 2 20 Clarke Street</p>	<p>Card Access Services</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Office faces Clarke Street, directly adjacent to site C. • Staff parking within the building accessed via Clarke Street. • 1 x parking space on the driveway. • Noise has been disruptive to business operations on occasion – telephone operators are in room adjacent to the works. 	<ul style="list-style-type: none"> • Noise and vibration. 	<p>Medium</p>
<p>Level 2 and 3 20 Clarke Street</p>	<p>SomnoMed – Dental Molding</p>	<p>Health</p>	<ul style="list-style-type: none"> • Health services - create snoring devices / solutions. • Potential vibration impacts for sensitive equipment. • Laboratory located on level 3, corporate offices level 2. • Staff parking within the building accessed via Clarke Street. 	<ul style="list-style-type: none"> • Noise and vibration. • Service outages • Impacts to deliveries 	<p>Medium - High</p>
<p>Level 4 20 Clarke Street</p>	<p>DMC Digital</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Media producers. • Office overlooks Clarke Lane. • Staff parking within the building accessed via Clarke Street. • High noise activities can be disruptive at times. 	<ul style="list-style-type: none"> • Impact to staff parking access. • High noise activities. 	<p>Low</p>
<p>Level 1, Suite 101 20 Clarke Street</p>	<p>KTRB Business Centre</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Mainly work remotely. • Staff parking within the building accessed via Clarke Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration 	<p>Negligible</p>

Business Management Plan

Level 1, Suite 102 20 Clarke Street	Vacant	Commercial	-	-	-
Level 1, Suite 103 20 Clarke Street	Provisual Publishing	Commercial	<ul style="list-style-type: none"> • Produce interactive wall mounted health, safety, and wellbeing information resource guides • Office faces Clarke Street. • Staff parking within the building accessed via Clarke Street. 	<ul style="list-style-type: none"> • Noise • Changes to staff and customer access. • Road closure. 	Low
Level 1, Suite 104 20 Clarke Street	Melinz and Associates	Commercial	<ul style="list-style-type: none"> • Architect - has car space accessed via Clarke Lane. • Staff parking within the building accessed via Clarke Street. 	<ul style="list-style-type: none"> • Impacts to staff parking access. • Noise 	Medium
Suite 205 20 Clarke Street	McDonald Consulting	Commercial	<ul style="list-style-type: none"> • Office faces Clarke Street. • Staff parking within the building accessed via Clarke Street. • Predicted to be within the minimum distances for human annoyance. 	<ul style="list-style-type: none"> • Impacts to staff parking. • Noise 	Low
Suite 203 20 Clarke Street	Vacant	Commercial	-	-	-
Ground floor 22 Clarke Street	Dr Andrew Chee	Health	<ul style="list-style-type: none"> • Spinal surgery - in office Friday only as consulting rooms. • Staff within building parking via Clarke Lane. 	<ul style="list-style-type: none"> • Impacts to staff parking. • Noise 	Low
Shop 1 22 Clarke Street	Jade Remedies	Health	<ul style="list-style-type: none"> • Natural health services. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Impacts to customer access. • Carpark • Clarke lane access/parking 	Low - Medium

Business Management Plan

				• Noise and vibration	
Shop 2 22 Clarke Street	Mochi Donuts	Hospitality	<ul style="list-style-type: none"> • Deliveries only via Clarke Lane • No access for customers • Food manufacturing • Changes to services • Loading zone and concrete pumping area Clarke Lane 	<ul style="list-style-type: none"> • Impact to deliveries • Service outages • Delays due to Clarke Lane work sites 	Low
Suite 101 Clarke Street	Crows Nest Day Surgery	Health	<ul style="list-style-type: none"> • Day surgery which has 2 operating theatres on site that are in use all day. • The operating theatres face Clarke Lane. • Noise and dust sensitivity is high with moderate vibration sensitivity. • No customer parking – rely on street parking availability and Hume Street Council car park. • Staff parking within building via Clarke Lane. • Assessment and consultation is carried out on site using diagnostic laser equipment. • Operations are carried out closet to the site facing Clarke Lane. • The equipment falls within the category of normal vibration sensitivity. 	<ul style="list-style-type: none"> • Noise and vibration. • Impact to staff parking access. • Impact to customer access and on-street parking. 	Medium

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<p>Suite 102 22 Clarke Street</p>	<p>Crows Nest Eye Surgery - Dr Vivek Chowdhury</p>	<p>Health</p>	<p>Eye surgery - sensitive to vibration. <ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking via Clarke Lane. </p>	<ul style="list-style-type: none"> • Vibration. • Impact to staff parking access. • Impact to customer access and on-street parking. 	<p>Medium</p>
<p>Suite 103 22 Clarke Street</p>	<p>About Smiles Dental Clinic (Dental on Clarke)</p>	<p>Health</p>	<ul style="list-style-type: none"> • Dental - sensitive to vibration. • No customer parking – rely on street parking availability. • Faces Clarke Street. • Staff parking via Clarke Lane. 	<ul style="list-style-type: none"> • Vibration. • Impact to staff parking access. • Impact to customer access and on-street parking. 	<p>Medium</p>
<p>Suite 104 22 Clarke Street</p>	<p>Specialist Pediatric Dental – Dr Juliette Scott ,</p>	<p>Health</p>	<ul style="list-style-type: none"> • Variety of health services with expected noise, dust, and vibration sensitivity. • No customer parking – rely on street parking availability. • Staff parking within building via Clarke Lane. • Deliveries via Clarke Lane 	<ul style="list-style-type: none"> • Vibration. • Impact to staff parking access. • Impact to customer access and on-street parking. • Impact to medical deliveries • Emergency services 	<p>Medium</p>

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<p>Suite 1 / level 2 28-34 Clarke Street</p>	<p>Connect IVF</p>	<p>Health</p>	<ul style="list-style-type: none"> • IVF Clinic. • Vibration sensitive machines for IVF procedures • Critical times for clinical works Mon, Wed, Fri 1pm - 6pm. • Trading hours are Monday to Saturday 7am to 7pm. • Deliveries via Clarke Lane / Oxley Street. 	<ul style="list-style-type: none"> • Vibration. • Impact to staff parking/ delivery access. • Impact to customer access and on-street parking. • Noise. 	<p>High</p>
<p>Level 3 28-34 Clarke Street</p>	<p>Pole Dance Academy</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking/ Hume Street car park availability. • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to customer access. • Noise. • Parking access. 	<p>Negligible</p>
<p>Level 4 and 5 28-34 Clarke Street</p>	<p>A W Edwards</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. 	<p>Negligible</p>
<p>Suite 601 28-34 Clarke Street</p>	<p>Vacant</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>N/A</p>
<p>Suite 602 28-34 Clarke Street</p>	<p>Dr ADIT Bahl - Oral and Maxillofacial Surgeon</p>	<p>Health</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. This is important for sedated patients' pick-ups after surgery. • Two small procedure rooms overlook Oxley Street. • Surgeries every 2nd Wednesday and once a month on Tuesday • Staff parking within building accessed via Oxley Street. • Sensitive to vibration. 	<ul style="list-style-type: none"> • Vibration. • Impact to staff parking/ delivery access. • Impact to customer access and on-street parking. 	<p>Low</p>

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Suite 603 / level 6 28-34 Clarke Street	West Street Wellbeing	Commercial	<ul style="list-style-type: none"> • Counselling, Mindfulness and Natural Healthcare • Potential sensitivity to high noise and vibration • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Noise and vibration. • Customer access. 	Negligible
Suite 701/level 7 28-34 Clarke Street	Samsara Eco	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Suite extends across building - Clarke Street through to Clarke Lane. • Staff parking within building accessed via Oxley Street. • Not many customers come into the office. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration 	Negligible
Suite 702/ level 7 28-34 Clarke Street	Teleresult	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Suite extends across building - Clarke Street through to Clarke Lane. • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration • Access for courier drivers 	Low
Suite 801/level 8 28-34 Clarke Street	Audience Precision	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Suite extends across building - Clarke St through to Clarke Lane. • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration 	Low
Suite 802 28-34 Clarke Street	Sydney Metro	Commercial	<ul style="list-style-type: none"> • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. 	Negligible
Suite 901/Level 9 28-34 Clarke Street	A W Edwards	Commercial	<ul style="list-style-type: none"> • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Nil. • Parking access. 	Negligible

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Suite 902/Level 9 28-34 Clarke Street	Pic Net - IT services	Commercial	<ul style="list-style-type: none"> • No special requirements. • Staff parking within building accessed via Oxley Street. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration 	Negligible
Suite 1 and 3 31-33 Hume Street	Siss Data Services	Commercial	<ul style="list-style-type: none"> • Staff parking at rear of building via Hume Lane. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Noise and vibration 	Negligible
Suite 4 31-33 Hume Street	Cadex Pty Ltd	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Customer access 	Negligible
Unit 6/ level 3 31-33 Hume Street	Knox Advanced Engineering	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking at rear of building via Hume Lane. 	<ul style="list-style-type: none"> • Access to staff parking • Noise and vibration 	Negligible
Suite 204 31-33 Hume Street	Angel Mahchut PTY Ltd	Commercial	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking at rear of building via Hume Lane. • Power outages are disruptive to business operations. 	<ul style="list-style-type: none"> • Impact to staff parking access. • Power outage, • Noise and vibration 	Low
Unit 5 35 Hume Street	Edward H O'Brien Enterprises	Commercial	<ul style="list-style-type: none"> • Directory for advertising sales • Open 9am to 8pm. 	<ul style="list-style-type: none"> • Noise and vibration from public domain work. • Car park removal due to public domain work 	Low
Suite 2 35 Hume Street	Well for Life	Health	<ul style="list-style-type: none"> • Centre for Counselling, Mindfulness and Holistic Health • Potential sensitivity to high noise and vibration • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Noise and vibration. • Customer access. 	Medium -
Suite 3 35 Hume Street	Vacant	-	-	-	-

Business Management Plan

Suite 4 35 Hume Street	Vacant	-	-	-	-
Suite 6 35 Hume Street	Vacant	-	-	-	-
Suite 205 35 Hume Street	So They Can	Commercial	<ul style="list-style-type: none"> • Charity located on Level 1 in arcade. • Normal trading hours 	<ul style="list-style-type: none"> • Nil. 	Low
36 Hume Street	Kelly's Place	Education	<ul style="list-style-type: none"> • No customer parking, access to drop off/pick up bay adjacent to centre must be always maintained, accessed by approximately 40 vehicles every morning and evening. • Peak morning drop-off period between 7.30am to 9.30am. • Peak afternoon pick-up period between 3.30pm to 6.00pm. • Dust management. • Children sleep during the day and are sensitive to noise and vibration. • Main sleep time is between 11.45am and 2.00pm, however babies take two sleeps per day. 	<ul style="list-style-type: none"> • Customer access. • Noise and vibration. • Parking removal. • Respite hours 	Medium
Shop 1 36 Hume Street	Vacant	-	-	-	-

Business Management Plan

<p>Shop 2 36 Hume Street</p>	<p>ALS Global</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Office hours are 11am to 5.30pm. • No customer parking – rely on street parking availability. • Staff parking within the building. 	<ul style="list-style-type: none"> • Impact to staff parking/customer access. • Noise and vibration public domain work. 	<p>Negligible</p>
<p>Level 5 36 Hume Street</p>	<p>Northern Sydney Indoor Sports Centre</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Council owned sports centre primarily leased to Northern Suburbs Basketball Inc. • Operational hours are Monday to Friday, 9am - 11pm, Saturday and Sunday, 8am - 7pm. • Public Holidays closed unless prior written approval obtained from Council. • Private buses transport school children to the facility via Clarke Street. • Essential that designated bus zone is not disturbed. 	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Road closures. 	<p>Low</p>
<p>34 Oxley Street</p>	<p>Northside Church/Conference Centre</p>	<p>Church</p>	<ul style="list-style-type: none"> • Church and conference centre. • Live worship services daily 10am and 5pm. • No customer parking – rely on street parking availability. • Staff parking via Pole Lane. 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking access. • Noise and vibration 	<p>Negligible</p>
<p>Shop 1 34 Oxley Street</p>	<p>Cavalier Specialty Coffee</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Café on street level operating daily from 8am to 3:30pm. • No customer parking – rely on street parking availability. • Food requires refrigeration. Power outage would impact this. 	<ul style="list-style-type: none"> • Service outage. • Customer access. • Parking removal. • Noise and vibration 	<p>Negligible</p>

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Shop 2 34 Oxley Street	Kova Nails & Beauty	Retail	<ul style="list-style-type: none"> • Beauty salon located on ground level. • Trading hours are 10am to 9pm daily. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Customer access • Parking removal • Noise and vibration 	Negligible
Ground floor 38 Oxley Street	Boat Books Australia	Retail	<ul style="list-style-type: none"> • Garage on Pole Lane. • No customer parking – rely on street parking availability. • Staff parking accessed via Pole Lane. • Noise from public domain work 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking/ driveway access. • Noise and vibration 	Low
Level 4 38 Oxley Street	EDP Consultants	Commercial	<ul style="list-style-type: none"> • Staff parking accessed via Pole Lane. 	<ul style="list-style-type: none"> • Impact to staff parking • Noise and vibration 	Low
Suite 101 38 Oxley Street	The London Group	Commercial	<ul style="list-style-type: none"> • Staff parking via Pole Lane • Pedestrian access for staff. • 8.15 - 5.30 Monday -Friday. Commercial finance broker 	<ul style="list-style-type: none"> • Noise for client calls • Any service outages to internet or phone. • Noise and vibration public domain work 	Low
Suite 102 38 Oxley Street	Healthy Kids Association	Commercial	<ul style="list-style-type: none"> • Head office location so no customers coming into office. • Staff parking via Pole Lane. 	<ul style="list-style-type: none"> • Impacts to staff parking access. • Noise and vibration public domain work 	Low
Suite 103 38 Oxley Street	Test Tag Courses Sydney	Commercial	<ul style="list-style-type: none"> • Registered training organization. 	<ul style="list-style-type: none"> • Impacts to staff parking and access. • Noise and vibration public domain work 	Low
Suite 201 38 Oxley Street	Vacant				
Suite 202 38 Oxley Street	Vacant	-	-	-	-

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Suite 203 38 Oxley Street	Vacant	-	-	-	-
Suite 204 38 Oxley Street	Vacant	-	-	-	-
Suite 301A 38 Oxley Street	Climatech	Commercial	Mechanical services contractors	<ul style="list-style-type: none"> • Service outages • Access to the premise • Noise and vibration public domain work 	medium
Suite 301B 38 Oxley Street	Vacant	-	-	-	-
Suite 302 38 Oxley Street	Intermedium	Commercial	<ul style="list-style-type: none"> • Government procurement market service 	<ul style="list-style-type: none"> • Service outages • Noise and vibration public domain work • Building access 	Negligent
Shop 4 41 Oxley Street	Le Café Wraps and Rolls	Restaurant	<ul style="list-style-type: none"> • Café open 6.30am - 4pm daily. • Majority of customers are local businesses. • Deliveries via Hume Street car park in front of shop. • Refrigeration of food important. 	<ul style="list-style-type: none"> • Customer / delivery access. • Service outage. • Noise and vibration public domain work 	Negligible
334 Pacific Highway	Malabar Indian	Restaurant	<ul style="list-style-type: none"> • Food items need to be refrigerated. Power outage would impact this. • No impacts to date from construction works. 	<ul style="list-style-type: none"> • Service outage. • Customer access. • Noise and vibration OOHW 	Low
336 Pacific Highway	Sakana-Ya Japanese Restaurant	Restaurant	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Food items need to be refrigerated. Power outage would impact this. 	<ul style="list-style-type: none"> • Service outage. • Customer access. • Noise and vibration OOHW 	Low

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338 Pacific Highway	Floor World	Retail	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Western side of Pacific Highway; showroom. 	<ul style="list-style-type: none"> • Customer access. • Shop front visibility. • Noise and vibration 	Low
342-346 Pacific Highway	Vacant	-	-	-	-
Suite 1 342-346 Pacific Highway	Cutty Cellars	Retail	<ul style="list-style-type: none"> • Store hours 10am - 9pm • On western side Pacific Highway. • Deliveries via Nicholson Lane. • Food items need to be refrigerated. Power outage would impact this. • Hue Street closure 	<ul style="list-style-type: none"> • Customer /delivery access. • Service outage. • Noise and vibration standard and OOHW • Customer parking 	Low
348 Pacific Highway	Vacant	Retail	-	-	-
1 360 Pacific Highway	Calligaris Furniture	Retail	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Western side of Pacific Highway; showroom. • Footpath detours reducing foot traffic. 	<ul style="list-style-type: none"> • Customer access. • Noise and vibration • Customer parking 	Low
2 360 Pacific Highway	Sydney Side Furniture	Retail	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Western side of Pacific Highway; showroom. 	<ul style="list-style-type: none"> • Customer access. • Customer parking • Noise and vibration 	Low

Business Management Plan

Level 1 360 Pacific Highway	The <ul style="list-style-type: none"> • Logo Works • IMEX MLP Co 	Commercial	<ul style="list-style-type: none"> • Businesses located upstairs • Services 	<ul style="list-style-type: none"> • Noise and vibration 	Low
Level 2 360 Pacific Highway	<ul style="list-style-type: none"> • Forward Learning • Aptent • Matrix Print Management • Reveel MediaTotal Sport and Entertainment 	Commercial	<ul style="list-style-type: none"> • Businesses located upstairs • Services 	<ul style="list-style-type: none"> • Noise and vibration 	Low
366-368 Pacific Highway	Custom Mirrors	Retail	<ul style="list-style-type: none"> • Retail shop. • Normal business hours. • Sensitive to vibration 	<ul style="list-style-type: none"> • Customer access. • Noise and vibration both standard and OOHW 	Medium
370 Pacific Highway	Attic Salt photography	Retail	<ul style="list-style-type: none"> • Services • Lease until end of 2023 • Hume Street opening 	<ul style="list-style-type: none"> • Noise and vibration 	Low
372 Pacific Highway	Comfort and Fit	Retail	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Western side of Pacific Highway; shoe shop. 	<ul style="list-style-type: none"> • Customer access. • Noise and vibration OOHW 	Low - Medium
374 Pacific Highway	Vacant	-	-	-	-
Shop 4 376 Pacific Highway	Vacant	-	-	-	-
Shop 2 376 Pacific Highway	Not Bread Alone	Restaurant	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Food items need to be refrigerated. Power outage would impact this. • Customers finding it difficult to get to business with Hume Street closed/ no right turn from Pacific Highway. 	<ul style="list-style-type: none"> • Service outage. • Customer access. • Customer parking • Noise and vibration OOHW 	Low - Medium

Business Management Plan

<p>378 Pacific Highway</p>	<p>Crafted Furniture</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Furniture showroom, western side of Pacific Highway. • No customer parking – rely on street parking availability • Staff parking and deliveries via Hume Street. 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking/delivery access. • Noise and vibration OOHW 	<p>Low - Medium</p>
<p>1/382 Pacific Highway</p>	<p>Vacant (Training Grounds vacating January 2024)</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>2/382 Pacific Highway</p>	<p>Vacant</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>388 Pacific Highway</p>	<p>Vacant (Fancy That! Costumes vacating January 2024)</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>

Business Management Plan

<p>390 Pacific Highway</p>	<p>Bad Backs Store</p>	<p>Retail</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • On western side of Pacific Highway. • Specialist products for backs etc. - ergonomic chairs etc. • Not as easy to get to shop with Hume Street closure. 	<ul style="list-style-type: none"> • Road closures. • Customer access. • Noise and vibration. 	<p>Low</p>
<p>398 – 400 Pacific Highway</p>	<p>Plus Fitness 24/7</p>	<p>Health</p>	<ul style="list-style-type: none"> • 24/7 access required • No customer parking – rely on street parking availability. • On western side of Pacific Highway. 	<ul style="list-style-type: none"> • Road closures. • Customer access. • Noise and vibration 	<p>Low</p>
<p>420 Pacific Highway</p>	<p>Coco Republic</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Open 7 days; western side of Pacific Highway. • No customer parking – rely on street parking availability. • On western side of Pacific Highway. Business is a showroom. • Visibility of shop windows • May be impacted by upcoming Pacific Highway upgrade work 	<ul style="list-style-type: none"> • Customer access. • Parking. • Noise and vibration. 	<p>Low - Medium</p>
<p>448 Pacific Highway</p>	<p>Snap Café and Car wash</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Car wash and café. Normal trading hours. • Access via Pacific Highway. • Food items refrigerated. • Cannot operate without water. • May be impacted by upcoming Pacific Highway upgrades work 	<ul style="list-style-type: none"> • Impact to customer access. • Service outage. • Dust from construction. • Noise. 	<p>Medium</p>

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Suite 103, 420 Pacific Highway	Dr. Naomi Halls – Clinical Psychologist	Health	<ul style="list-style-type: none"> • Private appointments • May be impacted by upcoming Pacific Highway upgrade work • Operations impacted by noise 	<ul style="list-style-type: none"> • Noise and vibration 	Low - Medium
Level 1 441 Pacific Highway	Crows Nest Dance Centre	Health	<ul style="list-style-type: none"> • Entrance to the studio is in the Arcade Chambers that connects Willoughby Road and the Pacific Highway. 	<ul style="list-style-type: none"> • Impact to customer access. • Service outage. • Noise and vibration 	Low
447 Pacific Highway	Suwanwara Massage Healing And Spa	Health	<ul style="list-style-type: none"> • Massage and Spa business sensitive to noise 	<ul style="list-style-type: none"> • Impact to customer access. • Service outage. • Noise and vibration 	Low
Level 1 449 Pacific Highway	Vacant	-	-	-	-
449 Pacific Highway	Pacific Swim School	Health	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Power outage would impact business operations. 	<ul style="list-style-type: none"> • Impact to customer access. • Service outage. • Noise and vibration 	Low - Medium
454-456 Pacific Highway	FROEBEL Early Learning Centre	Education	<ul style="list-style-type: none"> • Parking underground for parents drop off. • Bilingual (English/German) long day care and pre-school centre.. • Road closures and access changes have caused a minor inconvenience for parent drop offs/pick-ups. • Business hours are 7.30am - 6pm. 	<ul style="list-style-type: none"> • Customer access. • Noise impacting operations 	Low - Medium

Business Management Plan

455 Pacific Highway	Vacant	-	-	-	-
457-459 Pacific Highway	George's Natural Timber Furniture	Retail	<ul style="list-style-type: none"> • Car park access via Clarke Lane • No customer parking – rely on street parking availability. • Footpath access and shop front visibility important. 	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Impact to staff parking access. 	Low
461 Pacific Highway	Vacant	-	--	-	-
463 Pacific Highway	ACE Flooring	Retail	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • No customer parking – rely on street parking availability. • Footpath access and shop front visibility important. <p>Business hours 10am - 4pm Tue - Fri</p>	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Impact to staff parking access. • Noise and vibration 	Low
465 Pacific Highway	Klaypots Studio	Retail	<ul style="list-style-type: none"> • Clay making classes • Private bookings after business hours • No customer parking • Services 	<ul style="list-style-type: none"> • Noise and vibration standard and OOHW • Shop access • Changes to services 	Low
467 Pacific Highway	Trash and Treasures	Retail	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • No customer parking – rely on street parking availability. • Closed Monday. • Mobile crane, concrete pumping area and deliveries 	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Impact to staff parking access. • Noise and vibration 	Low - Medium

Business Management Plan

			on Pacific Highway		
469 Pacific Highway	Last Train to Bombay Indian	Restaurant	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • No customer parking – rely on street parking availability. • Deliveries via Clarke Lane. • Footpath access and shop front visibility important. • Food items need to be refrigerated. Power outage would impact this. • Dust. 	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Impact to staff parking access. • Noise and vibration 	Medium
2 469a Pacific Highway	Latex Bedding Company	Retail	<ul style="list-style-type: none"> • Car park access via Clarke Lane. • No customer parking – rely on street parking availability. • Deliveries via Clarke Lane and Pacific Highway. • Mobile crane, concrete pumping area and deliveries on Pacific Highway • Open 10am – 4pm or 5pm Mon - Sun 	<ul style="list-style-type: none"> • Customer access. • Parking removal. • Impact to staff parking and delivery access. 	Low - Medium
471 Pacific Highway	Petfection	Retail	<ul style="list-style-type: none"> • Footpath access and shop front visibility important. • Impact to services. • Rely on on-street parking 	<ul style="list-style-type: none"> • Customer access • Parking removal • Service impacts. • Dust. • Noise impacting services. 	Low

Business Management Plan

<p>1 473 Pacific Highway</p>	<p>Vacant</p>	<p>-</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>2 475 Pacific Highway</p>	<p>Ratio Coffee and Lash & Mi</p>	<p>Retail</p>	<ul style="list-style-type: none"> • Café and eyebrow and eyelash services • Car park access via Clarke Lane; showroom only and rarely in the shopfront. • Mobile crane, concrete pumping area and deliveries on Pacific Highway • Operate 5am – 2pm 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking. • Noise and vibration 	<p>Medium</p>
<p>109 545 Pacific Highway</p>	<p>Vacant</p>	<p>-</p>	<p>--</p>	<p>-</p>	<p>-</p>
<p>Suite 99 545 Pacific Highway</p>	<p>My Dentist St Leonards</p>	<p>Health</p>	<ul style="list-style-type: none"> • Business located on Street level. Business hours are 8am - 5pm Mon - Sat. • No customer parking – rely on street parking availability. • Staff parking inside the building - accessed via Clarke Lane. • May be impacted by upcoming Pacific Highway upgrades work 	<ul style="list-style-type: none"> • Customer access. • Impact to staff parking. • Noise and vibration 	<p>Low</p>

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Shop 102 543 - 545 Pacific Highway	Flowers & Sweet Hampers	Retail	<ul style="list-style-type: none"> • Pedestrian access • Shopfront visibility • May be impacted by upcoming Pacific Highway upgrades work 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Low
Shop 100 543 - 545 Pacific Highway	Omalia Hair	Retail	<ul style="list-style-type: none"> • Pedestrian access • Shopfront visibility • May be impacted by upcoming Pacific Highway upgrades work • Changes to services • Closes 7pm 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Low - Medium
Suite 100a 543 - 545 Pacific Highway	Estate Agency	Commercial	<ul style="list-style-type: none"> • Changes to services • Pedestrian access 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Low
Suite 102 543 - 545 Pacific Highway	Caffelato	Retail	<ul style="list-style-type: none"> • Pedestrian access • Shopfront visibility • May be impacted by upcoming Pacific Highway upgrades work • Changes to services • Outdoor seating 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Negligible
Suite 105 543 - 545 Pacific Highway	Miso Mart - Japanese Supermarket	Retail	<ul style="list-style-type: none"> • Changes to services • Pedestrian access 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Negligible
Suite 106 543 - 545 Pacific Highway	Vacant	-	-	-	-

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Suite 107 543 - 545 Pacific Highway	Australian Oriental Dancing Group	Commercial	<ul style="list-style-type: none"> • Located within 545 Pacific Highway • Access separate to residential 	<ul style="list-style-type: none"> • Service impacts 	Negligible
Suite 111 543 - 545 Pacific Highway	The Healing Space	Health	<ul style="list-style-type: none"> • Located within 545 Pacific Highway • Access separate to residential 	<ul style="list-style-type: none"> • Customer access • Noise and vibration • Service impacts 	Low
Further suites 543 - 545 Pacific Highway	Vacant	-	-	-	-
10 Willoughby Road	Vacant	-	-	-	-
Shop 1 16 Willoughby Road	Meadow Meat	Retail	<ul style="list-style-type: none"> • Open Monday to Saturday 9am to 4pm. • Deliveries and customer parking on Willoughby Road. • Butcher shop 	<ul style="list-style-type: none"> • Services outages • Access for deliveries and customers • Parking removal 	Negligible
Shop 2 16 Willoughby Road	La Baguette	Restaurant	<ul style="list-style-type: none"> • Deliveries and customer parking on Willoughby Road. • Cafe 	<ul style="list-style-type: none"> • Services outages • Access for deliveries and customers • Parking removal 	Negligible
18 Willoughby Road	Vacant	-	-	-	-
20 Willoughby Road	P and M Nails	Retail	<ul style="list-style-type: none"> • Closed Monday. Open every other day. from 9.30am to 5.30pm. 	<ul style="list-style-type: none"> • Service outages • Customer access 	Negligible

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22 Willoughby Road	St George Bank	Retail	<ul style="list-style-type: none"> • Mon - Thus 9.30am - 4pm. • Friday 9.30am - 5pm. 	<ul style="list-style-type: none"> • Customer access • Noise and vibration 	Negligible
24 Willoughby Road	Vacant	-	-	-	-
28 Willoughby Road	Vacant	-	-	-	-
29a Willoughby Road	Soul Pattison Chemist	Health	<ul style="list-style-type: none"> • Business hours are 8am - 7pm Mon - Sat 8am - 6pm Sun 	<ul style="list-style-type: none"> • Pedestrian access to business 	Negligible
32 Willoughby Road	El Jannah	Restaurant	Opening Soon Takeaway chicken shop.	<ul style="list-style-type: none"> Customer parking and access. Rear lane access for deliveries. 	Low
34 Willoughby Road	Vacant	-	-	-	-
36 Willoughby Road	Gelatissimo	Restaurant	<ul style="list-style-type: none"> • Recently opened • Ice cream shop 	<ul style="list-style-type: none"> • Customer parking and access. Rear lane access and deliveries. 	Negligible
Level 1 38 Willoughby Road	Holmes St. Clair	Retail	<ul style="list-style-type: none"> • Open 6 days, Mon - Sat 8.30am to 5.30pm. • Staff parking at rear of building - Clarke Lane. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Impact to staff parking 	Low

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<p>38 Willoughby Road</p>	<p>Endota Spa</p>	<p>Health</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. Open 6 days, Mon - Sat 8.30am to 5.30pm. • Staff parking at rear of building - Clarke Lane. 	<ul style="list-style-type: none"> • Impact to staff parking 	<p>Low</p>
<p>Ground level 40 - 44 Willoughby Road</p>	<p>Crows Nest Discount Store</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Staff parking and deliveries at rear of the building - Clarke Lane. • No customer parking – rely on street parking availability. • Business hours are 9.30am - 5pm Mon - Sun hours 	<ul style="list-style-type: none"> • Impact to staff parking/ delivery access. 	<p>Low</p>
<p>Level 1 40 - 44 Willoughby Road</p>	<p>Curves Gym</p>	<p>Health</p>	<ul style="list-style-type: none"> • Customer parking at rear of the building - Clarke Lane. 	<ul style="list-style-type: none"> • Impact to customer parking. 	<p>Low</p>
<p>Level 1 40 - 44 Willoughby Road</p>	<p>Mainly Mobiles</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • Staff parking at rear of the building - Clarke Lane.5 designated spots splits between 3 other businesses within the same building. • No customer parking – rely on street parking availability. 	<ul style="list-style-type: none"> • Parking 	<p>Negligible</p>
<p>46 Willoughby Road</p>	<p>Chemist Warehouse</p>	<p>Retail</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. Customer hours are 7.30am - 10pm. • Deliveries via rear of the building - Clarke Lane. 	<ul style="list-style-type: none"> • Impact to delivery access. • Staff parking via Hume Lane. 	<p>Low</p>

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<p>48 Willoughby Road</p>	<p>Johnny Bird</p>	<p>Restaurant</p>	<ul style="list-style-type: none"> • Open Tuesday to Sunday. Trading hours are 11.30am to 9.30pm. • No customer parking – rely on street parking availability. • Deliveries via Willoughby Road. 	<ul style="list-style-type: none"> • Pedestrian access 	<p>Negligible</p>
<p>50 Willoughby Road</p>	<p>Raymond's Menswear</p>	<p>Retail</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Closed Sunday. 	<ul style="list-style-type: none"> • Customer access 	<p>Negligible</p>
<p>Level 2 60 – 62 Willoughby Road</p>	<p>Japan Property Consultants</p>	<p>Commercial</p>	<ul style="list-style-type: none"> • No customer parking – rely on street parking availability. • Staff parking and deliveries via rear of building - Hume Lane. 	<ul style="list-style-type: none"> • Impact to customer/ staff parking. 	<p>Low</p>