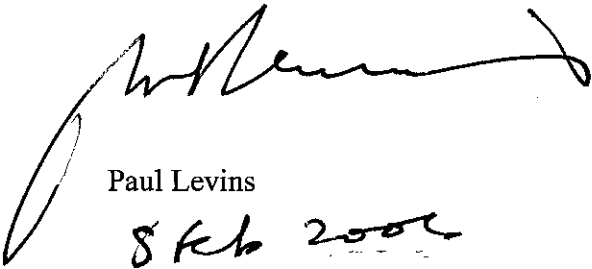


To: Rachel Simpson, Director, Inquiry into Cross City Tunnel , NSW Parliament

From: Paul Levins, General Manager, Operations and Corporate Affairs

Please find enclosed an answer to the question on Notice asked of me at my appearance on Friday 3 February 2006.

Also please find the copy of the uncorrected hansard proof with my amendments.



Paul Levins
8 Feb 2006

JSC CROSS CITY TUNNEL

10 FEB 2006

RECEIVED

Answer to Question on Notice to Paul Levins, Director of Operations and Corporate Affairs, Bilfinger Berger Australia, at the Parliament of NSW Joint Select Committee on the Cross City Tunnel, 3 February 2006.

What did your company do to ensure businesses could continue operating in William Street during the construction phase?

It was a Condition of Approval that the Joint Venture, Baulderstone Hornibrook Bilfinger Berger develop and implement a Business Management Strategy.

I attach a copy of the document, but essentially it outlines how personal relationships were developed with businesses directly impacted by the works.

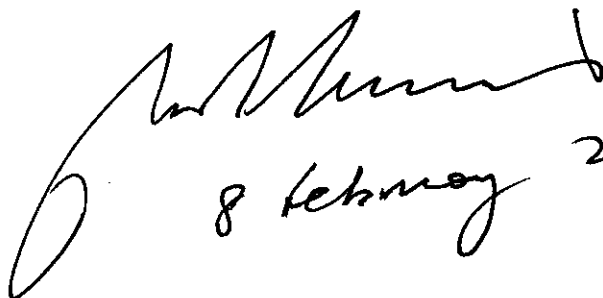
Taking William Street as an example, prior to site establishment a Community Relations Coordinator - often accompanied by the Zone Manager - would personally meet with each business owner/manager and provide them a scope of works, including construction activities, hours of work, duration and identified impacts (for example, noise). The project team would then discuss/determine how the works might affect each business eg:

- Temporary loss of access to business or property
- Loss of ability to supply products and loss of income due to road closures
- Noise, vibration, dust
- Loss of business visibility
- Loss of parking facilities .

The Project Team would then work with the business to try to reduce this impact, by, for example arranging noisy works or temporary loss of access at times to suit the business or providing extra or targeted 'business as usual' signage .

Contact would be maintained with the businesses, either personally or via phone or letterbox drop. The site foreman would also be introduced to business owners upon commencement of works.

It is not always possible to reduce the impacts, particularly when the works were sustained or delayed but direct and regular contact helps to build relationships and acceptance of the works - particularly when the works will improve the amenity of the area and as a result, trade for the businesses.


8 February 2006



Cross City Tunnel

To the Business Owner/Operator

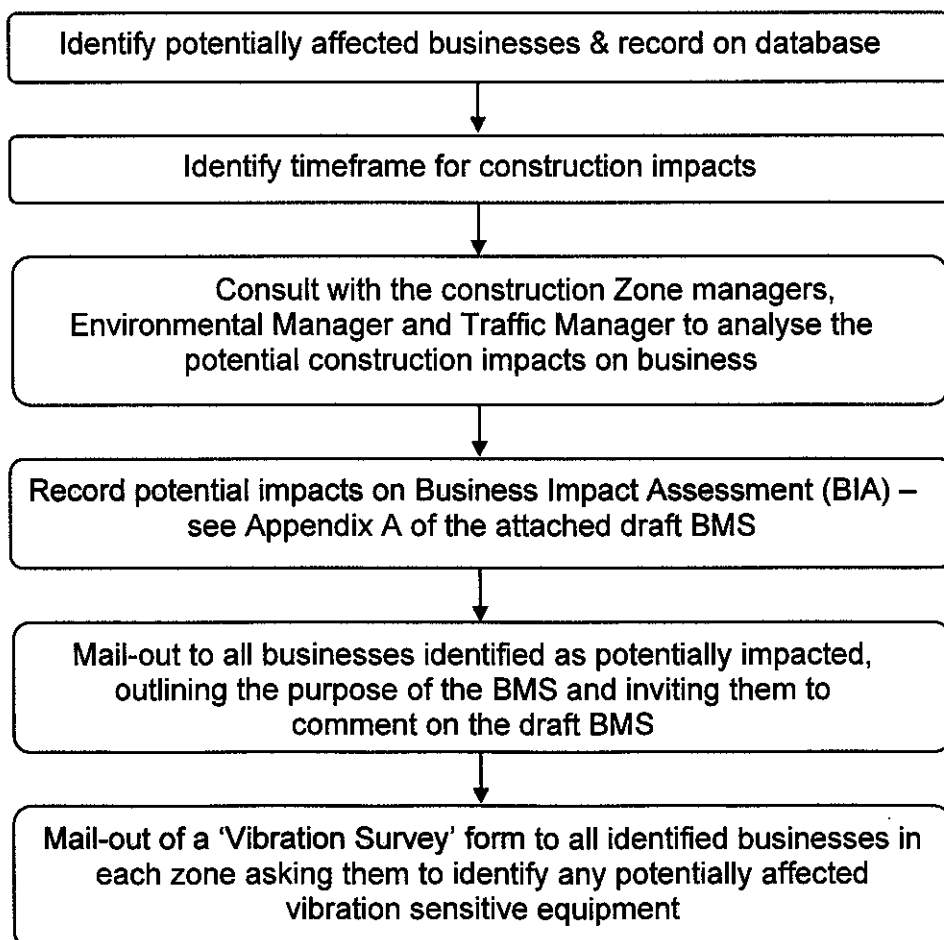
The Cross City Tunnel Business Management Strategy (BMS) is attached for public display in accordance with the Minister's Condition of Approval, Number 70.

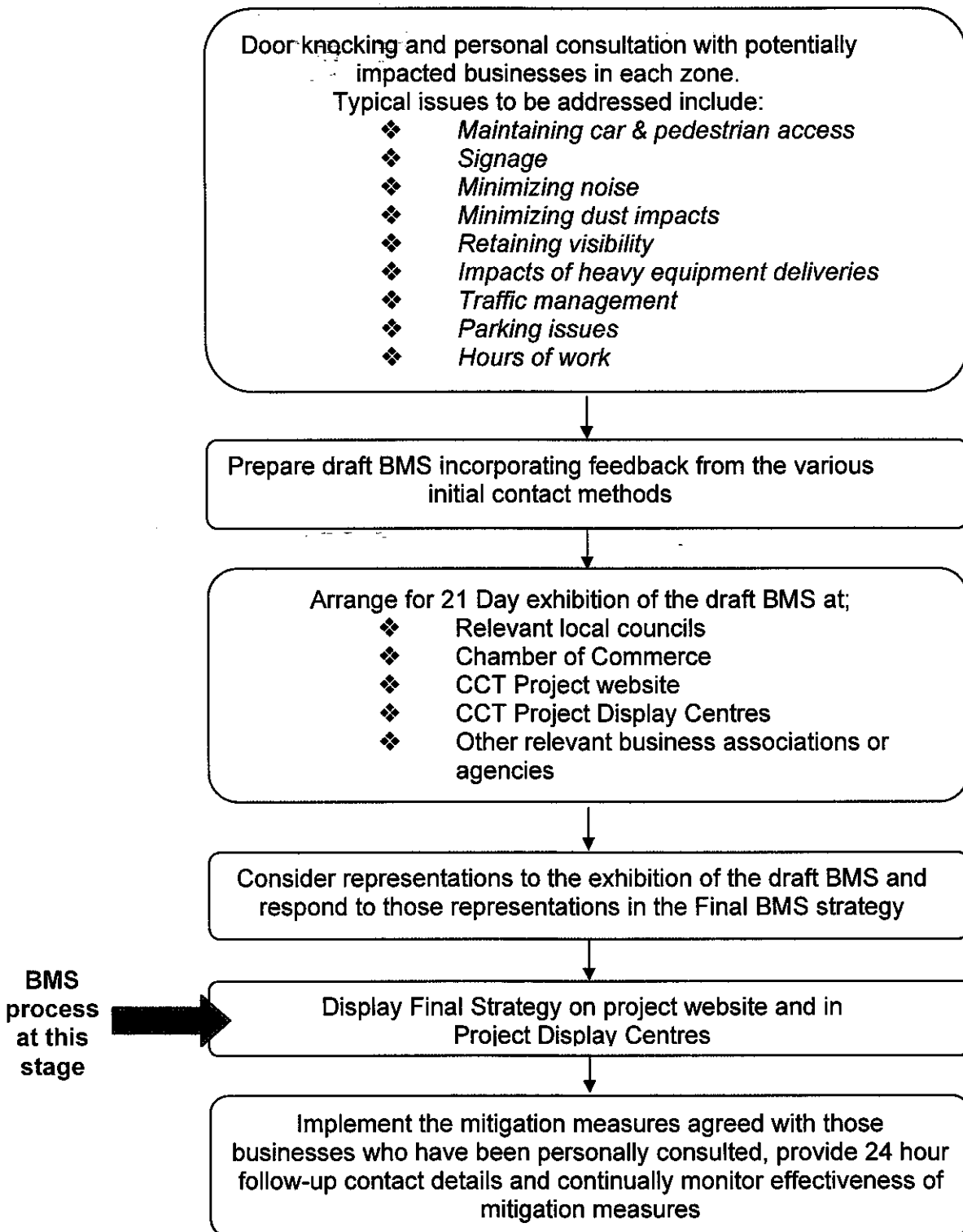
The Business Management Strategy incorporates issues of concern to business such as;

- Signage
- Visibility
- Noise, vibration and dust impacts
- Tunnelling
- Vehicular access
- Air quality
- Pedestrian access
- Traffic flows

The following describes the process, methodology and status of the preparation of the BMS.

Business Management Strategy Methodology





Business Impact Assessment spreadsheets, that identify potentially impacted businesses have been developed for the four major construction zones (see Appendix A of the attached draft BMS). These impacts have been identified through consultation with the commercial community, and the Boulderstone

Hornibrook Bilfinger Berger Cross City Tunnel Joint Venture (BHBB) Construction, Environmental and Traffic Management teams.

In accordance with Minister's Condition of Approval number 70, the draft Business Management Strategy was displayed for public comment for a period of 21 days, commencing Friday 28 February 2003.

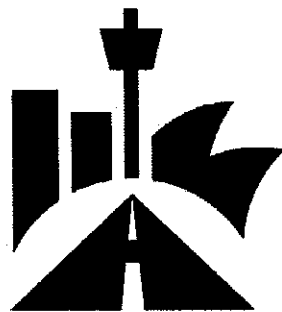
The Final BMS, incorporating comments received from businesses and local council during that period is now publicly available at the following locations;

The Cross City Tunnel Visitor Display Centres (open between 10.00am and 6.00pm Monday to Friday)	- 131 Cathedral Street, Woolloomooloo and - Shop 16 Darling Walk, Harbour Street, Darling Harbour
Cross City Tunnel project website	www.crosscitytunnel.com.au
South Sydney Council Offices	280 Elizabeth Street, Surrey Hills
City of Sydney Council Offices	456 Kent Street, Sydney
Sydney Harbour Foreshore Authority	No. 1 Exhibition Place, Darling Harbour

Alternatively, please call 1800 850 295 or email cctcommunity@bh.com.au to request a copy of the BMS by email or post.

Copies of the Business Management Strategy (BMS) have also been distributed to peak body organisations such as the Darling Harbour Business Association, The Tourism Taskforce and the Kings Cross Chamber of Commerce.

Business Management Strategy



Cross City Tunnel

**Boulderstone Hornibrook Bilfinger Berger
Cross City Tunnel Joint Venture**

Contents

1.0	Introduction	3
2.0	Background	4
3.0	Construction Overview	5
3.1	Construction Stages	5
3.2	Construction Hours	5
3.3	Construction Zones	6
4.0	Objectives of the Business Management Strategy	8
4.1	Overview of Approach	8
5.0	Stakeholder Identification	9
6.0	Potential Construction Impacts	9
6.1	Logistical Impacts	9
6.1.1	Pedestrian Access	9
6.1.2	Vehicle Access	10
6.1.3	Parking	10
6.1.4	Shop front Visibility	11
6.1.5	Directional Signage	
6.2	Environmental Impacts	12
6.2.1	Noise	12
6.2.2	Vibration	14
6.2.3	Dust	15
6.2.4	Sources of Dust	15
6.3	Pre-construction Property Condition Surveys	
7.0	Communication and Notification Strategies	19
7.1	General Notification	20
7.2	Targeted Notification to 'Sensitive Receivers'	20
7.3	Method for determining who needs notification and description of what events require notification	21
7.4	Content of Notification	22
7.5	Time between notification and event	22
8.0	Project Design and Operational Impacts	
	Appendix A – Business Impact Assessment (BIA) spreadsheets	
	Appendix B – List of Respondents	

Cross City Tunnel Business Management Strategy

1.0 Introduction

This Business Management Strategy (BMS) incorporates the comments received during the 21 day public exhibition period of the draft Business Management Strategy. This Business Management Strategy document has been developed within the guidelines set out in the Baulderstone Hornibrook Bilfinger Berger Cross City Tunnel Joint Venture (BHBB) Community Relations Policy and in accordance with the Minister's Conditions of Approval for the Cross City Tunnel project. It is the working document that will guide BHBB in developing and maintaining their relationship with business owners and operators for the duration of the Cross City Tunnel project.

The Minister's Condition of Approval number 70 states that:

"Prior to construction commencement with the potential to impact on businesses, the Proponent shall prepare a Business Management Strategy in consultation with all businesses affected during the construction stage". The objective of the strategy shall be to minimise impacts on local businesses through appropriate signage, maintaining vehicular and pedestrian access during business hours, minimizing noise and dust impacts and retaining visibility of the business appropriate to it's reliance on such. A draft strategy shall be made available publicly to all businesses and to the relevant local Council for comment for a period of no less than 21 days. The final Strategy shall indicate how any issues raised on the draft have been considered in the final strategy. The strategy shall be made publicly available.

The strategies outlined and exhibited in the draft BMS were put forward for public comment with the purpose of seeking input and feedback from businesses and local councils. BHBB have incorporated the comments received to develop this final Business Management Strategy (BMS).

This document contains a description of the background to the approval of the Cross City Tunnel and an overview of the construction process. It outlines the objectives and methodology for development of BMS. It describes the potential impacts of construction activity on business and the mitigation measures proposed.

2.0 Background

The Cross City Tunnel (CCT) project was approved by the Minister for Planning on 12 December 2002.

On 19 December 2002 the Cross City Motorway Consortium (CCM) signed a contract with the NSW Roads and Traffic Authority to finance, design, construct and operate the CCT. The design and construct component of the project is being carried out by Baulderstone Hornibrook Bilfinger Berger Joint Venture (BHBB).

The CCT includes the construction and operation of twin road tunnels of approximately 2.1km in length, to carry traffic east-west under Central Sydney between Darling Harbour and Kings Cross (see Figure 1 below for overview of the route). A number of surface improvements primarily relating to the reduction of traffic capacity along William, Park and DrUITT Streets will also be undertaken as part of the project. It is anticipated that the CCT will be operational by October 2005.

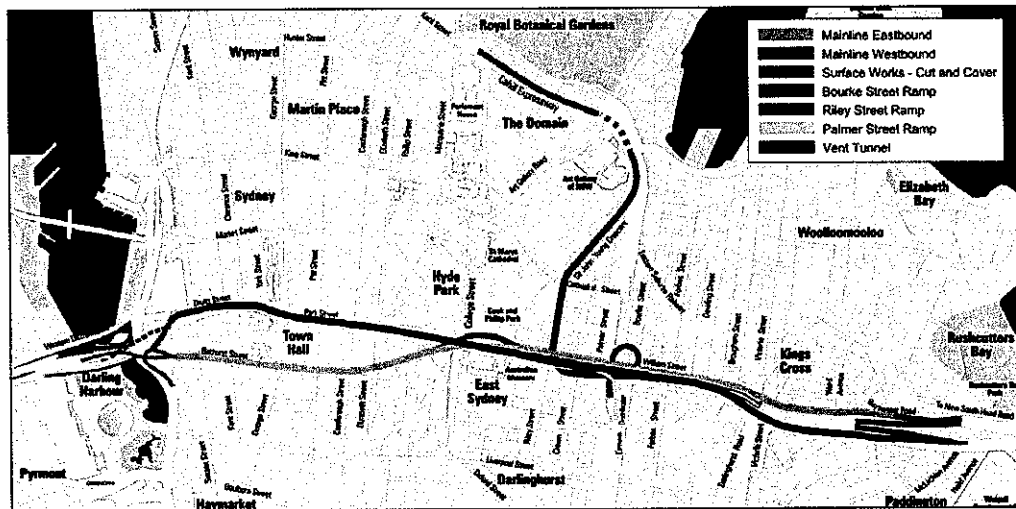


Figure 1: Overview of Cross City Tunnel route

3.0 Construction Overview

Initial site establishment for the Cross City Tunnel commenced in January 2003. Substantial construction is expected to be underway in all locations by April 2003.

3.1 Construction Stages

Stage 1:

Construction of the Cross City Tunnel to operational stage – 34 months, anticipated completion in October 2005.

Stage 2:

Refurbishment of existing streetscapes – 8 months from the completion of stage 1, anticipated completion in June 2006.

3.2 Construction Hours

The Minister's Condition of Approval number 122 states that:

All construction activities, including transportation of spoil, will be restricted to the hours of 7.00am to 6.00pm Monday to Friday, 8.00am to 1.00pm Saturday and at no time on Sundays and public holidays.

Works outside these hours that may be permitted include:

- Any works which do not cause noise emissions to be audible at any nearby residential property;
- The delivery of materials which is required outside these hours as requested by Police or other authorities for safety reasons;
- Emergency work to avoid the loss of lives, property and/or to prevent environmental harm;
- Tunnel excavation and other sub-surface activities providing the criteria in Conditions 123 and 125 can be met;
- Transport of spoil between the hours of 6.00pm and 10.00pm Monday to Friday, 1.00pm and 6.00pm Saturday from the construction area located on the northern side of William Street and bounded by William Street/Palmer Street/Bourke Street provided the noise criteria of background level plus 5dB(A) (LA10, 15min) at any residence or other sensitive receiver can be met. Trucks must exit the site directly into the Eastern Distributor and must not exceed more than 10 truck movements to and from the site per hour. Trucks entering the site must use the William Street out ramp from the Eastern Distributor, cross William Street turn into Bourke Street to enter the site. All trucks to be loaded underground during this period;
- Any other work as agreed by the EPA through the Construction Noise and Vibration Management Sub Plan Process provided local residents are

informed of the timing and duration at least 48 hours prior to commencement of the work; and

- Hoisting to the surface and stockpiling of spoil at the Bourke Street provided this work is carried out within an acoustically treated building and the noise criteria of background level plus 5dB(A) (LA10, 15 mins) at any residence or other sensitive receiver can be met.

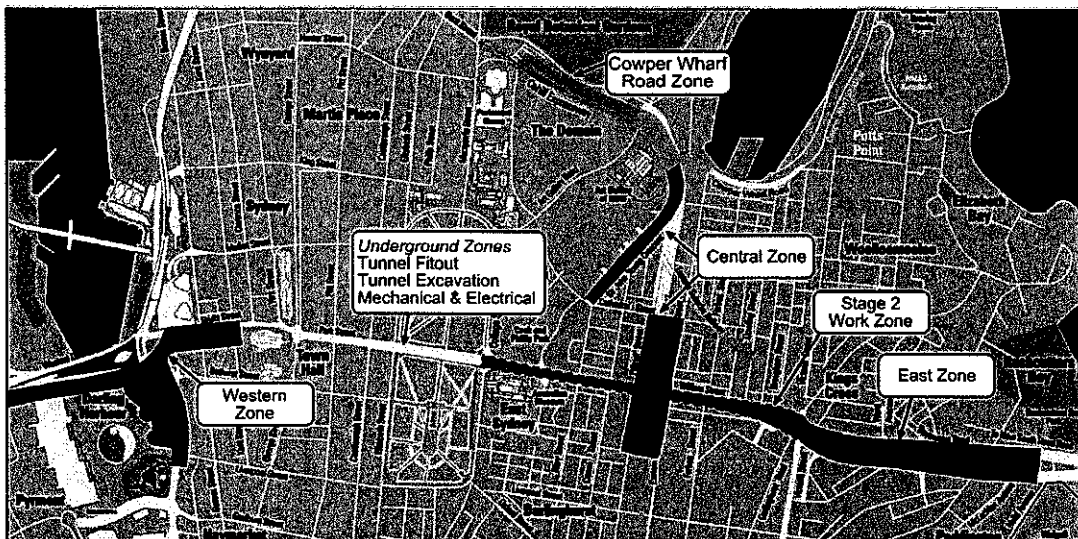
3.3 Construction Zones

The project area has been divided into distinct zones that directly correspond with the interfaces between construction activities and the community.

The construction zones include Western Zone, Central Zone, Eastern Zone, Cowper Wharf Road, the Tunnel Zone, Civil fit-out, and Electrical and Mechanical fit-out and each will be individually managed by a Zone Manager.

Figure 2 below shows the Construction Zones where works will predominately be carried out. It should be noted that related work activities such as traffic switches and service relocations will occur outside these Zones at various times throughout the construction of the Cross City Tunnel.

Figure 2: Construction Zones of the Cross City Tunnel Project



Construction compounds for the construction zones are detailed in Figures 3a and 3b below.

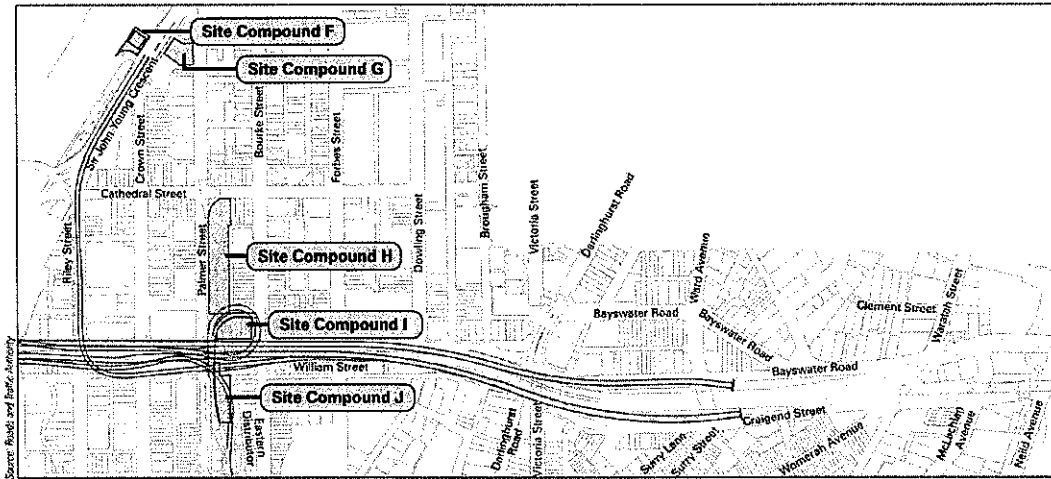


Figure 3a: William Street/Riley Street/Sir John Young Crescent Construction Site Compounds

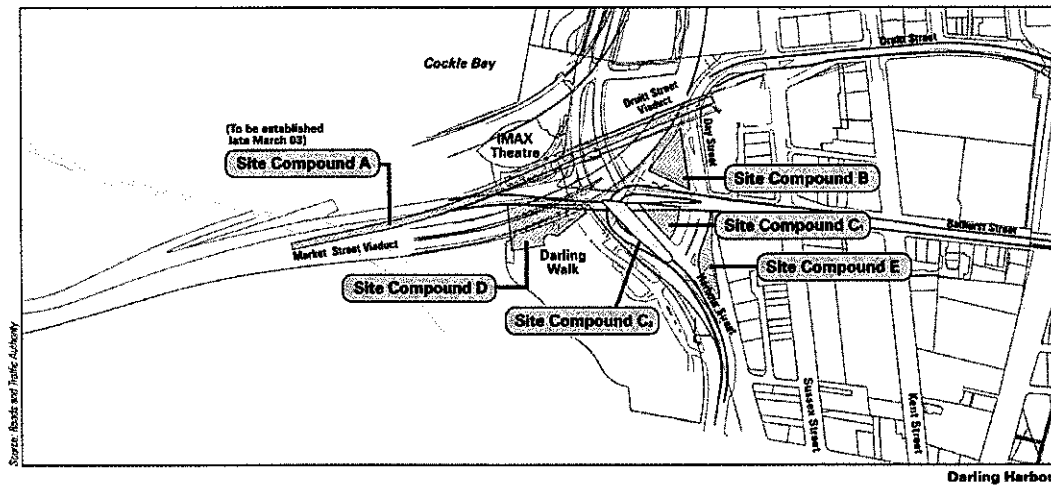


Figure 3b: Darling Harbour Construction Site Compound

The construction zones and construction compounds are typically where the tunnel rises to the surface. It is at these above ground construction areas where activities that impact on the urban environment are potentially the greatest. Underground tunnelling works are less likely to impact on day to day business activities, however, regenerated noise and vibration are potential impacts of tunnelling operations. This issue is also dealt with in this BMS.

4.0 Objectives of the Business Management Strategy

The objective of the BMS is to identify businesses nearby to the tunnel construction route who may potentially be affected by the construction of the Cross City Tunnel project and to liaise with those businesses to;

- Minimise the adverse impacts of construction activity on businesses
- Identify and maintain clear points of contact for complaints and enquiries
- Establish and maintain two-way information flow
- Provide timely information
- Address individual concerns

Our focus is to anticipate, understand and respond more efficiently to our business neighbours by implementing communications processes that adapt to their changing needs as they arise throughout the construction and operations of the Cross City Tunnel. We will implement a 'no surprises' policy by maintaining a 'two-way information flow' with businesses. These principles will be achieved primarily through a combination of regular direct consultation, informal door knocks, and formal letter box notification.

The aim of the BMS is to allow innovative solutions and flexibility for both businesses and BHBB to find mutually agreeable solutions to potential construction activity impacts.

The success of the BMS will lie in building mutual trust and respect. This is attained by sharing information, arriving at a common definition of a problem or opportunity, committing to working together, and suspending preconceptions to find and implement new solutions.

4.1 Overview of Approach

Community Relations and Construction Zone representatives will:

- Meet with any business that has concerns about the impact of the construction of the Cross City Tunnel on their business to understand all aspects of their concerns, and if possible, find solutions or provide suitable responses to address concerns.
- Provide accurate, timely and reliable information to the community.
- Maintain open, honest, and regular personal consultation and communication with affected businesses.
- Consult with affected business to attempt to develop mutually agreeable solutions to specific business impacts given the construction, safety and environmental constraints placed upon the project
- Carry out construction activities in a manner that minimises noise pollution and vibration.

- Visit affected businesses regularly, to informally survey business satisfaction with currently implemented solutions.

5.0 Stakeholder Identification

There are a wide range of stakeholders who will be impacted in various ways by the construction of the Cross City Tunnel. These stakeholders include residents, businesses and property owners immediately adjacent to the tunnel construction activities, local areas of business interest and regional and peak body associations. Potentially affected stakeholders have been identified in the preliminary Business Impact Assessments detailed in Appendix A. The different impacts on these stakeholders will be established through the BMS consultation and communication process. Through these methods BHBB will assess the different needs and the options available to mitigate immediate impacts where feasible.

6.0 Potential Construction Impacts

Businesses are likely to experience a range of impacts during the construction of Cross City Tunnel. These generally fall into the major categories of Logistical and Environmental Impacts and are further expanded below:

6.1 Logistical Impacts

6.1.1 Pedestrian Access

Potential Impact

BHBB will maintain pedestrian access to all businesses at all times. In some instances BHBB will temporarily modify or close sections of existing pedestrian pathways during construction. These areas will be identified to the Stakeholders during the consultation period prior to the construction being carried out.

Mitigation Measures

- Pedestrian pathway will be kept clear at all times of construction rubble and maintained regularly (i.e: removal of litter, graffiti and any other damage)
- Pathways will be made suitable, at all times, for disabled and pram access
- Changes to pedestrian access routes will be clearly signposted
- Short-medium term detour pathways will be delineated by mesh fencing with green shade-cloth
- Clear project signposting, including 24 hour 1800 number contact details, will identify the project activities as being the responsibility of BHBB

- Appropriate lighting will be provided to maintain evening visibility
- Additional directional and identity signage for affected businesses will be reviewed on a case by case basis and within the framework of the Minister's Conditions of Approval, which prohibit advertising signage

6.1.2 Vehicle Access

BHBB will, in accordance with the Minister's Condition of Approval 53, endeavor where reasonable and feasible to maintain critical access at all times.

Potential Impacts

- Temporary interruption to existing vehicle routes to and from businesses during service relocation works (i.e: involving trench digging across access areas)

Mitigation Measures

- Limit the detour period wherever possible
- Limit other environmental impacts – visibility, dust, noise, vibration
- Assign Community Relations Coordinators to liaise with businesses during periods of intense activity or significant impact
- Informally survey business satisfaction with current solution, for duration of the detour
- Review construction programming and plans, and, wherever feasible, undertake works at times more convenient to business
- Investigate the suitability and appropriateness of additional signage and undertake, if viable and customer letter drop advising 'business as usual' or similar
- Undertake broader consultation with business, and local residents in conjunction with Community Liaison Groups, to explore options such as negotiating the extent of noise respite periods to essentially speed up construction
- Work in conjunction with senior construction zone site staff to provide direct assistance to individual businesses in ensuring access and delivery facilities are operational

6.1.3 Parking

Potential Impacts

- Temporary roadway width narrowed, with access maintained, however some on-street parking removal is required (i.e. in Sir John Young Crescent to facilitate traffic switches)
- Temporary removal of on-street car parking spaces

- Temporary restrictions of access to private business customer car parking spaces
- Permanent removal of on-street car parking spaces
- Permanent removal of business customer car parking spaces
- Increased pressure on existing on-street parking through loss of parking spaces

Mitigation Measures

- Limit the period for the removal of any parking (temporary), to an absolute minimum
- Delay the introduction of permanent removal of car parking spaces
- Investigate the suitability and appropriateness of additional business identify and directional signage
- Work in conjunction with senior construction zone site staff, where reasonable and feasible, to provide direct assistance to individual businesses in ensuring access and delivery facilities are operational

6.1.4 Shop front Visibility

Potential Impact

The visibility of business shopfronts in some areas close to surface construction and construction compounds may, at some times, be obscured during construction.

Mitigation Measures

Prior notification will be provided to businesses that may be impacted by construction activity, with the view to developing mutually agreeable strategies that minimise loss of visibility impacts including:

- Assign specific Community Relations Coordinators to liaise regularly with businesses during periods of intense activity or significant impact
- Informally survey business satisfaction with current solutions, for the duration of the detour
- Review construction programming and plans, and, wherever possible, undertake works at times more convenient to businesses
- Investigate the suitability and appropriateness for additional business identity and directional signage
- Undertake broader consultation with business, and local residents in conjunction with Community Liaison Groups, to explore options such as negotiating the extent of noise respite periods (to essentially speed up construction)

All construction compounds will be fenced in accordance with Workcover regulations and the Minister's Conditions of Approval;

- to mitigate noise and dust impacts,
- to mitigate negative visual impacts, and

- to meet site security and work safety requirements

6.1.5 Direction Signage

Directional signage would be considered at such times when existing vehicle access and/or pedestrian access to businesses may temporarily change during construction, and when shop front visibility may be obscured for a time during construction by hoardings, traffic barriers or equipment.

The BHBB Community Relations team, in conjunction with individual Zone Managers will consult with impacted businesses to negotiate possible signage options.

6.2 Environmental Impacts

6.2.1 Noise

The amount of noise generated during construction will depend on the method of construction and the plant used. BHBB construction methods are rigorously planned and are designed to minimise noise at each stage of the construction to within acceptable levels.

Noise impacts have been assessed by Consultants, Wilkinson Murray during pre-planning and during the development of the project Construction Noise and Vibration Management Sub Plan.

The Construction Noise and Vibration Management Sub Plan provides details of noise control measures to be undertaken during the construction stages of the Project. These measures must be sufficient to address the requirement of the Environment Protection Authority (EPA) and PlanningNSW.

All construction activity will occur in accordance with EPA licence conditions, Minister's Conditions of Approval, the RTA's Scope of Works and Technical Criteria and other Legislative requirements, including the Protection of the Environment Operations Act 1997, Noise Control Manual and the NSW Industrial Noise Policy and Vibration Standards.

Potential Impact

Potential impacts will vary dependent upon the business impacted.

Noise Mitigation Measures

Specific noise mitigation measures are detailed in the Minister's Conditions of Approval. Generally these allow for the following;

- Erect noise mitigation measures prior to the start of construction, where reasonable and feasible.
- Maximise the offset distance between noisy plant items and nearby noise sensitive receivers, where possible, using the effects from the following to reduce noise:
 - topography
 - natural barriers
 - purpose built barriers
 - materials stockpiles
 - site sheds and material and/or equipment handling areas;
- Orient equipment away from sensitive areas.
- Carry out loading and unloading away from noise sensitive areas, where possible.
- Avoid the co-incidence of noisy plant working at the same time close together and adjacent to sensitive receivers.
- Select site access points, site buildings, access roads and plant as far as possible away from sensitive receivers.
- Piling activities are to be completed using bored piles wherever practical. If driven piles are required they shall only be installed as agreed through the environment protection licensing process with the EPA.
- Consult with the local community as an important part of the noise management of the site. The benefits provided to the local community through the proposed site layout, any noise walls, etc, and operational controls should be conveyed at that time.
- Install 'smart' reversing alarms on all permanent and dedicated CCT plant and equipment such as bulldozers, cranes, graders, excavators, trucks, etc where practicable.
- Mitigate noise through the selection of plant. The unit with the lowest noise rating which meets the requirement of the job should be used.
- Fit particularly noisy equipment with noise suppression measures, where practicable and effective.
- Minimise the need for consecutive night time works in the same locality.
- Employ respite periods for particularly noisy activities, where possible.
- Ensure that the noisiest activities associated with night time works are scheduled wherever possible to be completed before midnight.
- No public address systems are used at any construction sites outside the standard working hours detailed in the EPA Licence.
- Noise monitoring to be undertaken after the commencement of a new noise-generating activity to verify compliance with predicted levels.

- Conduct regular noise monitoring to ensure ongoing compliance.
- Use damped rockhammers or so-called "city" rockhammers.
- No excavation below ground using rock hammers shall be undertaken during night-time (10 pm to 7 am)
- Rock breaking, rock hammering, sheet piling and other activities at or near ground level which result in impulsive or tonal noise generation are only to be conducted between;
 - 8am to 12pm (Monday to Saturday)
 - 2pm to 5pm (Monday to Friday)
 Unless otherwise allowed under the EPA Licence.

6.2.2 Vibration

The amount of vibration generated during construction will depend on the method of construction and the plant used. BHBB construction methods are designed to minimise vibration generated at each stage of the construction to within acceptable levels.

Vibration impacts will be assessed by Consultants, Wilkinson Murray during planning and development of the project Construction Method Statement.

A key element in the management of vibration and its impacts revolves around the identification of equipment sensitive to the impacts of vibration along the route. A survey of business is being undertaken to identify facilities which contain equipment sensitive to vibration.

Businesses along the CCT tunnel route have been asked to complete a Sensitive Equipment Survey prior to commencement of substantial construction. This allows BHBB to identify specific business operations and equipment that may be highly sensitive to vibration.

- The results of the questionnaire will be collated and reviewed for sensitivity;
- The sensitive facilities will be marked on a plan for reference; and
- Discussions will be held between the Noise and Vibration Consultant and the owners to develop appropriate mitigation measures to ensure impacts are acceptable to their business operation and/or equipment.

Potential Impacts

Properties in close proximity to the Cross City Tunnel (CCT) route may experience periods of noticeable vibration impacts due to specific portions of the underground construction sequence. However, above ground construction activities will not normally produce high vibration levels.

The effects of vibration in buildings can be divided into three main categories:

- Where occupants or users of the building are disturbed or inconvenienced.
- Those in which the building contents may be affected.
- Those in which the operation of sensitive equipment could be affected.
- Circumstances in which the integrity of the building or the structure itself may be prejudiced.

Mitigation Measures

- In accordance with MCA, Number 148, facilities highly sensitive to high vibration levels, including scientific equipment, measuring equipment, printing press and the like will need to be identified prior to the vibration causing construction activities in that area.
- Mitigate vibration through the selection of plant and methods.
- All construction activities to be restricted to the hours listed in the Minister's Conditions of Approval.
- Affected businesses will be informed at least 14 days in advance of the necessity to undertake such works, the duration of such works, 24 hour contact details and will be kept informed of the progress of works and any changes in anticipated durations (detailed in the Construction Noise and Vibration Management Sub Plan).
- Trial rock breaking will be carried out on site and vibration levels will be monitored at a range of distances to establish the distance at which vibration limits are likely to be exceeded. Buffer distances would then be set on site. Where rock breaking or vibratory rolling is to be carried out within the buffer areas, the potentially affected residents would be informed in advance and vibration monitoring will be carried out near the building foundations.

6.2.3 Dust

6.2.4 Sources of Dust

- Earthmoving Activity
- Loading of spoil
- Wind erosion from stockpiles and exposed areas
- Demolition activities wheel generated dust

Potential Impacts

- Mud on streets carried off site by site vehicles
- Airborne Dust caused during high winds

Mitigation Measures

BHBB will manage dust impacts in accordance with the Minister's Conditions of Approval. A Dust Management Plan has been prepared that details the

implementation and management of measures and procedures to ensure that dust emission from construction is either prevented or minimised.

The mitigation measures proposed to minimise or prevent the dust impacts of these normal operations are summarised below and include;

- Spraying water with hand held hoses
- Installing dust screens
- Stabilise disturbed areas
- Fit rock drilling equipment with dust collection equipment where practicable
- Install cloth fencing around worksites
- Stabilise or cover stockpiles
- Enclose spoil handling area in shed (Bourke Street)
- Seal trafficable areas
- Spray trafficable areas with water using water cart
- Cover loads for transport
- Remove mud from truck wheels
- Sweep mud or soil tracked onto public roads
- Maintain dust control equipment
- Ensure adequate water supply maintained on site for dust suppression
- Minimise truck speeds on site
- Ensuring trucks entering and leaving all construction sites that are carrying loads of potentially dust generating material are covered
- Maintaining truck wheel wash facilities on site
- Provide ventilation system in the tunnel

6.3 Pre-construction Property Condition Surveys

Prior to commencing construction of the Cross City Tunnel project, BHBB are, in accordance with PlanningNSW Condition 108, undertaking Condition Surveys of properties along the CCT route that may potentially be affected by construction activities. The carrying out of a Condition Survey does not mean that the property will suffer damage. The purpose of the Condition Survey is to provide a record of the current property condition as a basis to assess any damage that may occur.

BHBB has engaged Rooney & Bye (Australia) Pty Ltd as consultants to carry out the Condition Surveys.

What is a Condition Survey?

A Condition Survey of a building is a record of the existing structural condition of the building. The survey notes the location and extent of any cracks or other

damage that may currently exist in the building or structure. This record may include any of the following:

- Date stamped photographs
- Notes and Comments relating to the photographs
- Drawings and notes on specific items if required

What Records are kept?

A database recording the details of each property surveyed will be maintained by BHBB Project team. Information held will include:

- Property address
- Owner's details and tenant details (if applicable)
- Date of survey

A copy of the completed Condition Surveys will be provided to the owner of the property and the relevant portion to the Tenant. Further copies are kept by BHBB, CCM, and the Roads and Traffic Authority. A copy is provided to PlanningNSW if it is requested.

What is the process if I believe my property has been damaged and I wish to make a claim?

Step 1

If you have cause to believe that damage has been caused to the property by CCT construction activities you may lodge a claim with the BHBB Project Director who will respond **within 48 hours**. The claim should be lodged using the attached Property Damage Notification Form.

Step 2

At a mutually agreed time, and with minimal inconvenience or disruption, an inspection will be carried out and a comparison made against the Pre-Construction Condition Survey report.

If there is damage attributable to CCT construction activities
it will be repaired by BHBB.

In some cases, other concurrent construction activity or other factors may be the cause of the property damage. In this case, a mutually agreed qualified building assessor will carry out an independent additional inspection to determine the possible causes leading to the damage.

What if I am Not satisfied?

An Independent Property Impact Assessment Panel has been established for the Cross City Tunnel to resolve any disputes that may arise in relation to potential or actual damage that may occur. This allows either the Owner or BHBB to refer unresolved disputes to the Panel for resolution.

When will the Condition Surveys be undertaken?

Property condition surveys will be conducted at least one month prior to any construction activity occurring in the vicinity.

How is access to my property to conduct the Condition Survey arranged?

Rooney & Bye (Australia) Pty Ltd will contact you and arrange a convenient inspection time. There will be provision for inspections to be conducted after-hours or on weekends for maximum convenience.

POLICY STATEMENT

BHBB is committed to the prompt and satisfactory resolution of all Property Damage Claims.

Claim Notification

At the time of initiation of the Property Survey Process, normally through a letter box drop, each Owner / Tenant of a Surveyed Property is provided with a Property Damage Claim Notification Form. In the event that there is damage to the property that has been caused by the construction of the Cross City Tunnel, then this Claim Form is returned to BHBB.

An initial response will be within 48 hours of receipt of the Claim in order to ascertain the circumstances and make arrangements for the appropriate people to inspect the property at an agreed time.

Evaluation Process

All damage claims will be assessed and compared to the Pre-Construction Condition Survey. All reported damage will be examined and a 'Condition Comparison Report' prepared.

This Report will be reviewed and compared with the relevant vibration monitoring records for that particular area, and settlement monitoring records for that area, plus relevant records of any other concurrent activities that may have been occurring in that area. For example, concurrent construction activity by other

parties nearby, construction activity by Utilities, etc. An assessment will be made as to the likelihood that the damage was caused by the Cross City Tunnel construction, either in whole or in part.

Resolution of Claim

If BHBB is wholly or partially responsible for the damage, arrangements will be made to repair the damage that has been caused. This does not include a full repair of all pre-existing damage, only the damage that has been caused as a result of the Cross City Tunnel construction.

The timeframe for assessment of the Claim is up to four weeks following the Condition Comparison Survey. Once an offer is made the timeframe for resolution of the Claim will depend on both parties.

Role of Independent Property Impact Assessment Panel

If a property owner is not satisfied with the resolution of the damage claim they can refer the matter to the Independent Property Impact Assessment Panel. The role of the Panel is to resolve disputes regarding potential or actual damage to property. A property owner or the Proponent can refer matters regarding property damage to the Panel.

In this case the Panel will undertake the following:

1. inspect the property and review the Pre-Construction Condition Survey, the Condition Comparison Report, all relevant monitoring records, and any other relevant records;
2. based on the facts of the situation, make a determination as to whether the damage was caused by the Cross City Tunnel construction, in whole or in part; and
3. issue a directive to the Contractor or to the Owner regarding the resolution of the damage claim.

7.0 Communication and Notification Strategies

Any construction activity that has the potential to impact or interrupt the normal day to day activities of the local or broader community and business will generate a community notification by way of letterbox drop. In this way CCT will keep relevant Authorities (including SHFA and local councils) and the local community informed about changes affecting individual properties, residences and businesses.

The BHBB Project team have developed and implemented a communications strategy to ensure that the community is provided with information about

forthcoming construction and traffic/transport impacts in a timely, effective and consistent manner.

The BHBB Communications strategy documents the methods, procedures and the responsibilities of the Cross City Tunnel (CCT) Project team to ensure that the local community, relevant authorities, and local councils are well-informed, in advance, about construction related changes or disruptions affecting individual properties, residences and businesses in the project area.

7.1 General Notification

Notification of forthcoming construction activities will be available to the public from numerous sources, these include;

- A 24 hour, 7-days-a-week, toll free 1800 contact and enquiries number
- CCT Project Website (updated weekly)
- Information and graphics displays in our two Community Display Centres – staffed by CCT personnel
- Public Internet access to CCT Project website at our Community Display Centres
- Public Advertisements in relevant metropolitan and local newspapers about forthcoming construction activities
- Newsletters to all residents and business in project catchment area (bi-monthly)
- Fact Sheets
- Radio announcements (notifying traffic changes and disruptions)
- Personal visits and contact from the BHBB Community Relations Manager and Community Relations Coordinators
- Directional signposting (notifying motorist and pedestrian traffic impacts)
- Variable message signs (notifying motorist and pedestrian traffic impacts)

Refer to the Community Involvement Plan (Condition 12 of the MCA) for further details.

7.2 Targeted Notification to 'Sensitive Receivers'

In addition to the community information sources listed above, specific targeted notification strategies will be implemented for 'sensitive receivers'.

'Sensitive receivers' are those residents, businesses and others who are likely to be directly impacted by proposed construction activity on a day to day basis. For example, construction noise, vibration, road closures, or any other changes or disruptions.

Strategies for ensuring effective two-way information flow with sensitive receivers include;

- Targeted letterbox drops and mail outs
- Personal visits and regular contact from Community Relations team members. Regular contact will range from daily, to weekly or monthly as required
- Introducing business owners/operators to the Construction Zone Managers, Zone Superintendents and Zone Foremen. This will allow impacted businesses to liaise directly with construction staff who can initiate 'real' responses to problems of immediate concern to business
- Providing details about scope of works, construction programs, scheduling and sequencing and 'real-time' estimates for completion of tasks, and assessments of issues and potential issues arising out of construction activities
- One on one Information sessions and briefings as required
- Establishment of a comprehensive business contacts database
- Liaison with business Marketing Managers, Events Managers, Operations and Hospitality Managers to ensure that adverse impacts on day-to-day operations and special events can be addressed and minimised where possible
- Appointment of a nominated Community Relations Coordinator to each construction Zone to provide a consistent point of contact, who understands and is familiar with the business and the day to day operations of the business

7.3 Method for determining who needs notification and description of what events require notification

Any construction activity that has the potential to significantly increase impact on the normal day to day activities of the local or broader community will generate a community notification. Typical examples include;

- Work outside normal construction hours as stated in EPA licence,
- Work that creates additional noise over an extended period i.e. jack hammering or rockbreaking
- Work that significantly changes motorist or pedestrian routes
- Work that may impact directly on business activities and operations

The range and location of notification catchment areas and identification of sensitive receivers will be determined through various methods including;

- Consideration of construction impacts during development of Work Method Statements

- Extensive consultation, liaison and regular scheduled meetings between the Community Relations Manager, Project Director, Construction Director, Environmental Relations Manager and Traffic Control Manager
- Steps involved are as follows;
 1. discuss work method statement and analyse possible construction impacts and zone of impact
 2. identify residents, business, and traffic flows that lie within the zone of impact
 3. develop strategy for notification (door knocking, letterdrop, advertisement, temporary signage)
 4. deliver strategy
 5. Monitor and follow-up
- Analysis of projected noise and reverberation levels for construction activities and use of background noise monitoring information

Community notifications will comply with PlanningNSW, RTA, EPA and local council approval condition requirements.

7.4 Content of Notification

Community notifications will provide relevant information about construction activities such as;

Dates of proposed activity, street locations, construction hours, road closures, expected noise impacts, nature of the works, expected length and duration of the activities, and the types of equipment that will be used.

For traffic impacts, notification will include details of pedestrian access, road closures, traffic switches and changes to public transport timetables.

Contact details including the 1800 number, CCT project email address and Community Relations team phone contact number will be included on all notifications.

7.5 Time between notification and event

General Notifications

One month before commencement of construction and then at three-monthly intervals until completion of the tunnel, BHBB will place media and other advertisements of the nature of the works proposed for the forthcoming 3 months, the areas in which the works are proposed to occur, the hours of operation and Company contact details for use by the community to obtain information.

Specific Notifications

Letterboxing to impacted local business addresses and sensitive receivers will be provided between 3-5 days in advance of construction activities occurring.

8.0 Project Design and Operational Impacts

Three respondents to the Draft BMS raised issues that related to the eventual operation of the Cross City Tunnel, rather than its construction. While this Draft BMS focuses specifically on construction impacts the following responses to concerns relating to the operation of the Cross City Tunnel are provided as follows:

- Loss of street parking outside an individual commercial premise once the Cross City Tunnel begins operation.

Response: BHBB has responded to this concern by commissioning the project designers CWDC Pty Ltd to investigate the feasibility of moving the lane alignments along Bayswater Road to allow for the retaining of the existing parking arrangements. BHBB will continue to communicate with the business owner concerned with the view to accommodating his requirements.

- Concern with potential impacts on air quality in the Cathedral/Palmer Street region once the Cross City Tunnel begins operation; and

Response: Changes to the tunnel design were adopted following the Supplementary Environmental Impacts Assessment in response to community concerns about the possibility of portal emissions

The approved design now includes the construction of a separate ventilation tunnel that will run underneath the main road tunnels in order to reduce the need for emissions at the tunnel entrances and exits and provide better air quality in the tunnel. This means that portal emissions will only be required in circumstances that would require the attendance of the emergency services.

The ventilation system is designed to avoid emissions of tunnel air from the portals, allowing tunnel air to leave the tunnel from one location only, the 65 metre ventilation stack located in the Darling Harbour precinct.

- Concern about the eventual landscaping design

A detailed Urban Design and Landscaping plan is being prepared by the project's urban designers Hassell in consultation with a broad range of stakeholders

identified in the Ministers Approval Condition 166. The urban design plan is guided by the design principles established in EIS technical Paper No 6, a publicly available document. Furthermore, information outlining the overall landscaping and architectural design theme, including landscape concepts, cross-section treatments, perspective views and details will be placed in the project's Display Centres. In addition, linkages are in place to allow the reflection of the views of this stakeholder to the urban design team.