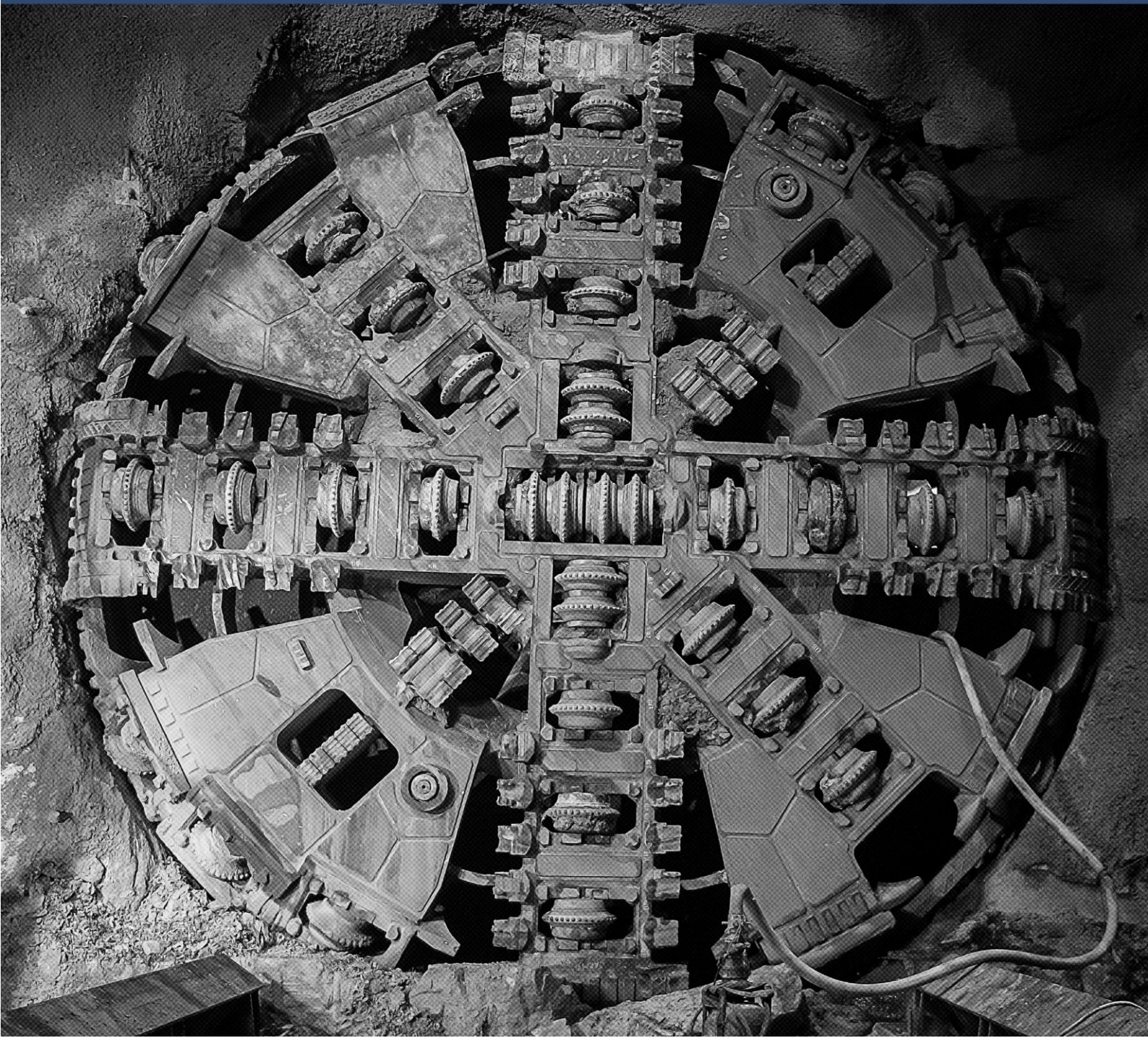


D39 Consultation Report: Hunter Street Shaft Excavation



1.0 INTRODUCTION

JCG has completed consultation with stakeholders adjacent to both its Hunter Street East and West sites to understand their preference for scheduled respite hours during high noise shaft excavation activities.

The requirement to undertake this consultation is driven by the Project’s Conditions of Approval (CoA D38), EPL Condition L5.12, and has been completed prior to continuous high noise impact activities such as rock hammering, starting.

This report outlines the background, method and approach taken by JCG to consult with eligible stakeholders identified through the D38 process regarding their preferred respite hours during upcoming high-impact work at the Hunter Street construction sites, and to demonstrate compliance with Conditions D38 and D39 of the Project’s Conditions of Approval.

2.0 BACKGROUND

2.1 Governance

The requirement to consult with stakeholders regarding preferred respite breaks is outlined in the Project’s Conditions of Approval under the following Conditions:

<p>Condition D38 (Conditions of Approval)</p>	<p>The Proponent must identify all receivers at Pymont and Hunter Street Sydney CBD likely to experience internal noise levels greater than Leq(15 minute) 60dB(A) inclusive of a 5 dB penalty, if rock breaking or any other highly noise intensive activity likely to result in regenerated (ground borne) noise or a perceptible level of vibration is planned (including works associated with utility adjustments), between 7am and 8pm.</p>
<p>Condition D39 (Conditions of Approval)</p>	<p>The Proponent must consult with all receivers identified in accordance with Condition D38 with the objective of determining appropriate hours of respite so that construction noise (including ground-borne noise), does not exceed internal noise levels of:</p> <ul style="list-style-type: none"> (a) Leq(15 minute) 60dB(A) inclusive of a 5 dB penalty if rock breaking or any other highly noise intensive activity is likely to result in ground-borne noise or a perceptible level of vibration is planned between 7am-8pm for more than 50 percent of the time and; (b) Leq(15 minute) 55dB(A) inclusive of a 5dB penalty if rock breaking or any other highly noise intensive activity likely to result in ground-borne noise or a perceptible level of vibration is planned between 7am – 8pm for more than 25 percent of the time. <p><i>This Condition requires that noise levels be less than Leq(15 minute) 60dB(A) for at least 6.5 hours between 7am and 8pm, of which at least 3.25 hours must be below Leq(15 minute) 55dB(A). Noise equal to or above Leq(15 minute) 60dB(A) is allowed for the remaining 6.5 hours between 7am and 8pm.</i></p>

Results from the survey will be provided to Sydney Metro, the Environmental Representative and Acoustic Auditor and the Environmental Protection Authority in a report (this report) prior to high noise work starting.

2.2 Work summary

JCG is undertaking shaft excavation at both Hunter Street East and West sites.

Shaft excavation at Hunter Street East will be conducted in two stages in both the northern and southern section of the shaft.

- Southern section of shaft
 - Stage 1: Site establishment activities including piling and installation of steel platform, and early excavation using rock hammers
 - Stage 2: Bulk excavation of shaft using rock hammers
- Northern section of shaft
 - Stage 1: Site establishment activities including piling and installation of steel platform, and early excavation using rock hammers
 - Stage 2: Bulk excavation of shaft using rock hammers

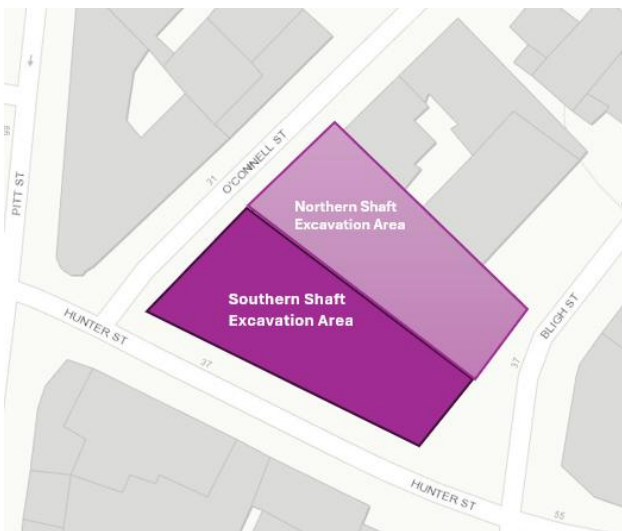
Shaft excavation at Hunter Street West will be conducted in two stages

- Stage 1: Site establishment activities including piling and installation of steel platform, and early excavation using rock hammers
- Stage 2: Bulk excavation of shaft using rock hammers

While JCG has implemented several mitigation measures to reduce potential impacts to neighbouring stakeholders, high noise activities such as rock hammering and saw cutting will be required to complete shaft excavation.

Below are maps of the shaft excavation to be completed Hunter Street East and West.

Hunter Street East



Hunter Street West



3.0 STAKEHOLDER SUMMARY

3.1 Respite consultation during demolition

JCG also consulted with stakeholders adjacent to both Hunter Street East and West sites to understand their preference for scheduled respite hours during high noise demolition activities.

The latest D39 Consultation Report for Hunter Street Demolition can be found here: [D39 Consultation Report: Hunter Street Demolition Revised – April 2024](#)

3.2 Stakeholder feedback following demolition

During demolition at our Hunter Street East and West site, feedback was provided by surrounding stakeholders regarding the respite hours in place.

Stakeholders provided feedback in regards to the noise they were experiencing and their preferred respite hours for future shaft excavation.

3.3 Eligible stakeholders

A Detailed Noise and Vibration Impact Statement (DNVIS) has been prepared for shaft excavation activities at the Hunter Street sites and identified 13 stakeholders eligible for consultation under Condition D38 and EPL Condition L5.12, shown in blue dots on the map below.

An additional 9 stakeholders were asked to provide feedback, following ongoing consultation during demolition.

Properties which have been identified, but are no longer applicable are shown in Figure 1 in red dots, due to the expected upcoming demolition of those buildings later this year.

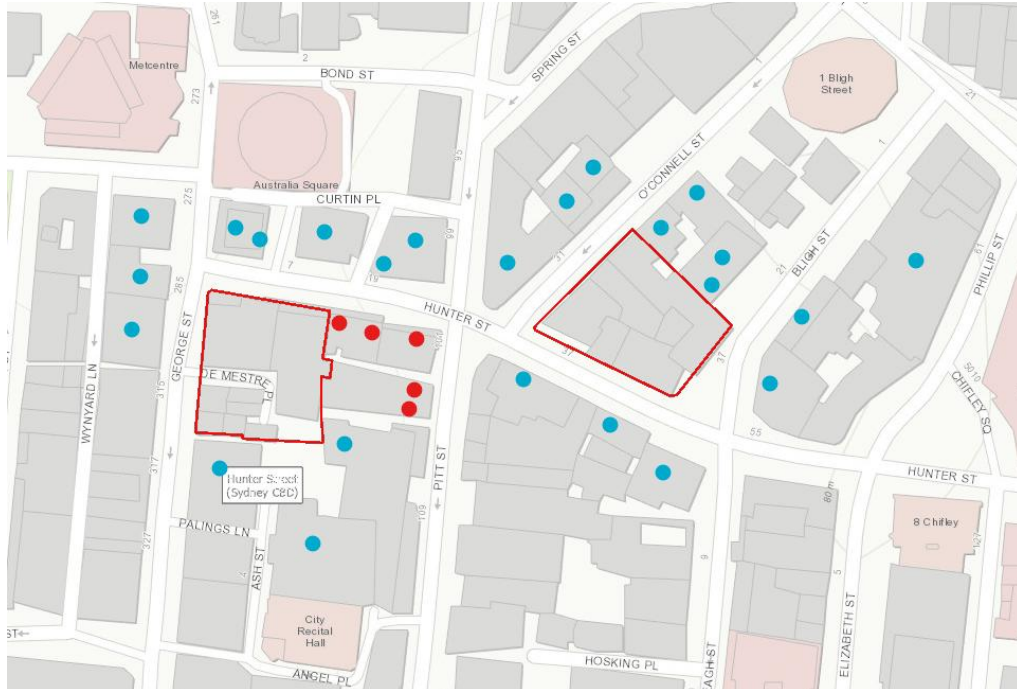


Figure 1 Location of eligible stakeholders in the Hunter Street area

3.4 Impacted Stakeholders

Ongoing consultation and feedback from high noise demolition activity, allowed us to better understand how surrounding stakeholders may be affected by the shaft excavation activities.

Following this consultation, we have identified the below groups that have raised concerns regarding high noise activities.

- Hospitality Venues– raised concern regarding high noise works impacting lunchtime and afternoon food and beverage service and events.
- Hotels – raised concern regarding high noise work impacting the early morning and evening periods when guests are trying to sleep and/relax.
- Commercial businesses (located across both sites) – raised concerns regarding potential impact to workforce and customer impacts during standard business hours.
- Residential (2 stakeholders at Hunter Street east site) – raised concerns with works starting before 9am on weekdays and 9:30am on Saturday.

To best meet the needs of each stakeholder group and reduce the overall impact that high impact activities will have on their operations, each stakeholder group’s preference was considered when the proposed respite options were determined.

The preference of each stakeholder group was weighted according to:

The nature of their business - residents, hotels and hospitality venues that rely on quieter ambience were given greater preference over standard commercial stakeholders.

The degree of impact - stakeholders identified in the DNVIS with greater potential noise impacts, were given preference over less noise affected stakeholders.

4.0 RESPITE PERIODS

To address the known competing interests of the stakeholders and maximise efficiency of the work to be completed, JCG prepared three different options for impacted stakeholders to select.

The options presented are both reasonable and feasible, balancing the needs of:

- The needs of all stakeholders and their potential sensitive periods.
- Within the allowable working hours outlined in the project’s Environmental Protection License
- Fulfilling at least 6.5 hours of high impact noise per day to ensure that work is completed as soon as possible.
- Distribution of manpower and Enterprise Bargaining Agreement (EBA) requirements.
- Ensure that safety for workers and the public is maintained.

Shaft Excavation Respite Options



5. COMMUNICATION

JCG has been consulting with stakeholders across Hunter Street since January 2023, providing general project updates and continuing to gather feedback regarding high noise activities.

JCG has maintained a digitally focussed stakeholder engagement approach, which has included weekly and monthly email updates, direct emails, project newsletter, along with phone conversations and 1-1 meetings. Many of the eligible stakeholders have been in direct contact with the project and have a strong relationship with the Hunter Street Community team, with key stakeholders meeting regularly to discuss the project and their concerns. This approach allowed a personalised approach to this consultation with information about the survey being provided in meetings, phone calls or direct emails.

To communicate the proposed respite options for the D39 consultation, JCG developed a 'Have your say' email (with PDF attached) which was sent directly to each stakeholder via the Community Place Manager's email address. Each email was personalised towards each building's relevant representative, which was compiled through Sydney Metro's Consultation Manager database. To provide maximum convenience, stakeholders had the option to Scan a QR code, click a link or provide their response via phone or email.

This approach was successful, with the previous, demolition respite consultation and there were no issues or concerns raised by stakeholders.

A two-week feedback period was given to stakeholders between **Monday 19 August** and **Friday 30 August**. Three attempts were made to gain a response from eligible stakeholders with additional attempts made with those located directly adjacent to the work and expected to be most impacted.

Figure 1 below shows the 'Have Your Say' email, while Figure 2 below shows the online submission form which stakeholders were able to complete after scanning the QR code or clicking the link provided.

Figure 2 'Have Your Say' email.

Hi XX

Hope you're well.

We previously asked for the communities' feedback regarding their preferred respite hours from high noise demolition activities at our Hunter Street East and West sites.

With demolition nearing completion, we'd again like to ask your feedback for the preferred respite hours for the upcoming shaft excavation (including basement demolition) at both sites, expected to begin from September this year.

What is shaft excavation
Shaft excavation is the process of digging a vertical hole in the ground, and excavation methods can vary depending on the project requirements and ground condition.

The Hunter Street East and West shafts are the sites for the future Hunter Street over station developments and will become the access points for the Sydney Metro West Hunter Street station.

Due to the site locations and ground conditions, we will mainly be using excavators with hammer attachments to progressively remove the ground.

We have also been progressively undertaking shaft support activities around the perimeter including the installation of ground anchor and retaining walls.

Expected Noise Impacts
High noise levels are expected to be generated during shaft excavation and will be more noticeable during rock hammering and saw cutting.

Onsite mitigation measures will be proactively implemented to manage noise impacts including:

- Installing hoarding and noise blankets around the site boundary
- Implementing respite periods
- Adjusting work locations to reduce noise during sensitive periods.

Respite periods
Respite periods will be implemented during hammering and other high impact activities that are predicted to generate noise above 60 dBA inside 4-6 High Street.

High noise activities will be managed to ensure noise levels are not greater than 60 dBA inside your property for more than 6.5 hours per day between 7am to 6pm, which is a requirement of the Project's Conditions of Approval.

During respite periods, we will continue with excavation (including use of hammer) in other areas of the shaft, ensuring that noise levels are below 60dBA. We'll be able to do this adjusting our work locations and by undertaking noise monitoring around our sites to understand the noise levels inside nearby properties.

We also anticipate that noise levels will reduce as we progress further down both the Hunter Street East and West shafts.

Respite periods
Respite periods will be implemented during hammering and other high impact activities that are predicted to generate noise above 60 dBA inside 4-6 High Street.

High noise activities will be managed to ensure noise levels are not greater than 60 dBA inside your property for more than 6.5 hours per day between 7am to 6pm, which is a requirement of the Project's Conditions of Approval.

During respite periods, we will continue with excavation (including use of hammer) in other areas of the shaft, ensuring that noise levels are below 60dBA. We'll be able to do this adjusting our work locations and by undertaking noise monitoring around our sites to understand the noise levels inside nearby properties.

We also anticipate that noise levels will reduce as we progress further down both the Hunter Street East and West shafts.

Noise Level Comparisons
People's perception of noise is strongly influenced by their environment. A noise level that is perceived as loud in one situation may appear quiet in another.

What days we'll be working
The Project's Conditions of Approval allows shaft excavation at Hunter Street to be undertaken seven days week. The respite options provided below will apply for both weekday and weekend work.

Have your say
Following feedback and ongoing discussions with the community, and our construction team, we've developed three options for the preferred respite breaks at both our Hunter Street East and West site (see options below). The options currently apply for both weekday and weekend work.

To select your preferred timing for high impact work and respite periods, please scan the QR code and follow the prompts. You can also complete the survey by clicking the link [here](#).

Alternatively, you can submit your preference via email or phone by contacting MetroBusiness.JCG@transport.nsw.gov.au or calling 1800 612 113.

Responses close at 5pm on Friday 30 August 2024.

JCG will notify you of the outcome of preferred respite breaks, following review of feedback from the community.

Shaft Excavation Respite Options

	Option 1	Option 2	Option 3
7am	1 hour respite	10 hour respite	
8am	2 hours high noise activity	1.5 hours high noise activity	3 hours high noise activity
9am			
10am	10 hour respite	3 hours respite	
11am	2 hours high noise activity		2 hour respite
12pm			
1pm	2 hours respite	2 hours high noise activity	3.5 hours high noise activity
2pm			
3pm	2.5 hours high noise activity	3 hours respite	
4pm			
5pm			
6pm	3 hours respite	3 hours high noise activity	4.5 hours respite
7pm			
8pm			

Figure 3 'Have your Say' submission form

Have your say:
Respite hours during shaft excavation at Hunter Street

We're contacting you directly as your building is located close to our Hunter Street workites and we'd like to know your preference for how we carry out essential work. You can help us identify the best way to schedule high noise impact work and respite periods for the community. We have created three options based on previous feedback from the community and experience at other Sydney Metro sites.

Responses close at 5pm Friday 30 August.

* Required

1 Name *

Enter your answer

2 Building or Business Address *

Enter your answer

3 Business Name (if applicable) *

Enter your answer

4 Building or Business Opening Hours *

Enter your answer

5 Operation of Occupants *

Commercial
 Hospitality
 Hotel
 Residential
 Retail
 Medical
 Other

6 Email Address *

Enter your answer

7 We'd like to know your preference for scheduled respite breaks during high noise work. We've created three options based on previous feedback from the community and experience at other Sydney Metro projects.

Option 1: Later start with longer respite period over lunch time period
 Option 2: Early start, but longer respite periods during day and later finish
 Option 3: Early start and earlier finish, with less respite during the day
 No preference

8 Would you like to provide any additional feedback regarding the current propose respite hours?

Enter your answer

6. RESULTS

Table 1 and Figure 4 show the results from all stakeholders who submitted a response for their preferred respite options. The results show there is a clear delineation of weekday preferences between Hospitality groups (option 1) and Hotels (option 3), which was consistent from previous consultation with each stakeholder group.

It should be noted that only one response was counted to each Business or Building address, this process was put in place to ensure the data wasn't skewed depending on the size of the business or property.

Table 1 Results of stakeholder consultation

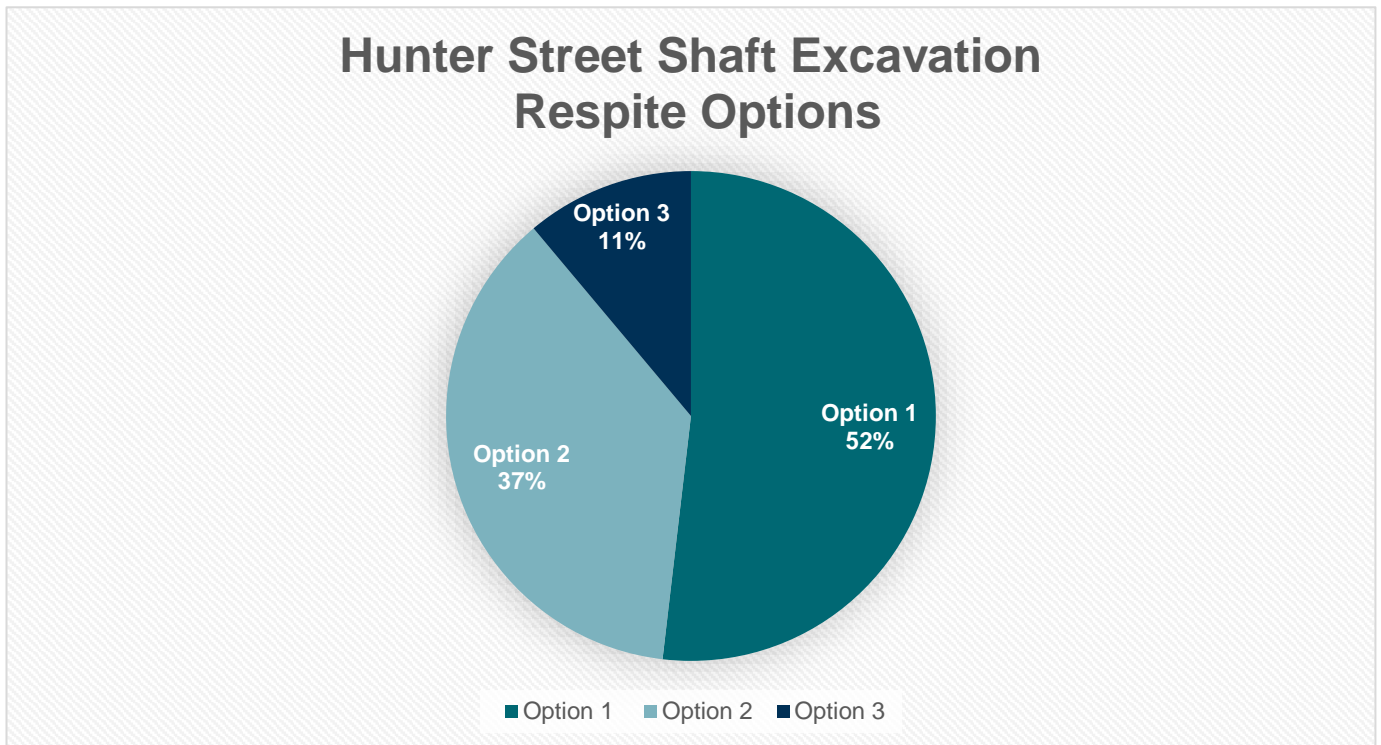
Building Address	Business or Building Name	Building or Business Operating Hours	Operation of Occupancy	Preference	Comments
Commercial					
Level 2, 285 George St	Northwest Healthcare Properties	8am - 6pm, Monday - Friday	Commercial	Option 2	Any limitation to high noise activities during business hours would be very much preferred. To date, the high noise times have been scheduled during what should be the most productive work time (Option1). Apart from small respite in the morning and then a break over lunch, there has been high noise levels for the entire working day. This has been oppressive and unreasonable.
Level 11 & 12, 10 Carrington Street	Hub Australia	7am - 7pm	Commercial	Option 2	
Level 5, 285 George Street	Ash Street Legal	8am to 6pm	Commercial	Option 2	Option 3 would have a significantly negative impact on our business. We overlook the west shaft site and are directly impacted by the noise. We often have early teams calls to North America in the boardroom overlooking George St. Option 2 with a 7am noise start would be preferable as it would bring forward the respite to 8.30am, thereby creating more usable time for our conference facilities which face the George Street works frontage.
66 Hunter Street	Proact FM	7am to 6pm	Commercial	Option 1	

2 Carrington Street	Brookfield Place		Commercial	Option 2	
39 Hunter	Optiver		Commercial	Option 3	
2/320 George Street	Merivale Corporate Office	8am to 6m	Commercial; Hospitality	Option 1	If we could get 3 hours respite in the middle of the day that would be better
25 BLIGH STREET SYDNEY	Kingsmede	Monday to Friday 8:30am to 6pm	Commercial	Option 2	
20 HUNTER STREET, SYDNEY (SYDNEY)	N/A	7am to 6pm	Commercial	Option 2	
285 George St	NAB Australia	8.30-5.30		Option 2	Majority of NAB business functions at 2 Carrington Street are predominately made up of call centre staff (approx. 1,900 staff). Whilst Option # 2 will still somewhat impact our operation between 12-2pm this option is most preferred out of three to avoid impact to our colleagues / customers.
123 Pitt Street	Angel Place	7am to 6pm	Commercial	Option 3	
275 George Street	Daibiru	8am to 6pm	Commercial	Option 1	Daibiru would also prefer the lunch time proposed respite break be extended to 12pm to 3pm to minimise the impacts upon Toko our basement restaurant tenant.
Retail					
301 George Street	Brookfield Place Retail Outlets	Mon- Wed 7am - 6pm, Thur & Friday 7am - 9pm, Sat & Sun 9am - 6pm	Retail	Option 2	

301 George Street	Dyson	10am to 6.30pm most days and 10am to 9pm Thursdays	Retail	Option 2	12 to 2pm is our lunchtime rush, this would impact our business significantly as we will not be able to demonstrate to shoppers if noise is coming in through the front of the store. Our preference would be no high impact noise until after 6.30pm
301 George Street	Master Specs	8.30-5.30	Retail	Option 2	
Hospitality					
10 Bligh Street	Spice Temple Sydney	12-3pm & 6pm - 11pm Mon -Friday / 5:30pm - 10pm on Saturday and Sunday	Hospitality	Option 1	
66 Hunter Street	Rockpool Bar & Grill	12-2pm & 6pm - 9pm Mon -Friday / 5:30pm - 10pm on Saturday	Hospitality	Option 1	
2 Hunter Street	Dean and Nancy on 22	Breakfast Open Monday – Friday: 6:30am till 10:30am Saturday & Sunday: 7am till 11am Bar & Dining Open Monday – Sunday: 5pm till late	Hospitality	Option 1	
27 O'Connell Street	Bentley Bar + Restaurant		Hospitality	Option 1	
Ground Floor, 320 George Street	The Royal George		Hospitality	Option 1	

4/320 George Street	Uccello		Hospitality	Option 1	
5/320 George Street	Ivy Penthouse		Hospitality	Option 1	
Lower Ground, 275 George Street	Toko Restaurant		Hospitality	Option 1	
Hotel					
2 Hunter Street	A by Adina Hotel	24 Hours	Hotel	Option 1	We would also like to suggest that for weekends (in particular Sunday's) that high noise activity does not commence until 9am, with the proposed Option 1 respite period between 12:30pm and 2:30pm being reduced to 1 hour on Sundays, such that 5pm remains the end of noisy works.
101 Phillip Street	Sofitel Sydney Wentworth	24 Hours	Hotel	Option 3	Need to understand the noise level from Bligh St. We have aircrew that arrive daily at 7am & depart daily at 1pm. Their room allocations are on Bligh St.
27 O'Connell Street	Radisson Blu Sydney	24 Hours	Hotel	Option 1	OPTION 1 is best suited based on the current experience. I would still highlight the weekend noisy works to begin post 9 am.
Residents					
16 O'Connell Street	N/A	N/A	Residence	Option 1	Preference to commence hammering after 8:30am on Weekdays, and after 9am on weekends.

Figure 4 Weekday preference



7. RECOMMENDATION

Key findings from the survey indicate the following trend:

- Hotels and Residents - strong preference from the hotel stakeholders for work to start from 8am to avoid guests sleeping, and working into the evening
- Hospitality venues – strong preference for a break during the lunchtime trade period trading period.
- Residents – preferred a later start of on weekends
- Commercial – preferred early start and later finish, to reduce impact to standard working hours.

Following consultation, the results from the survey have indicated that the respite periods in Option 1, is the preference for the majority of stakeholders surrounding our Hunter Street East and West sites.

Tailored Approach

While Option 1 was selected by the majority of stakeholders eligible for consultation, JCG is aware that this was not the preferred option for some stakeholders.

JCG will continue to work with all stakeholders to ensure that we can, where possible, accommodate the requests and feedback provided by stakeholders to reduce impacts.

To do this, we will continue to do the following:

- Implement all feasible and reasonable mitigation measures to reduce noise impacts
- Adjust working locations to reduce impacts during sensitive periods
- Maintain ongoing communications with stakeholders
- Where possible accommodate requests from stakeholders
- Monitor noise levels from sites