

MELBOURNE METRO RAIL PROJECT ENVIRONMENT EFFECTS STATEMENT
INQUIRY AND ADVISORY COMMITTEE

MMRA TECHNICAL NOTE

TECHNICAL NOTE NUMBER: 045
DATE: 19 August 2016
PRECINCT: All Precincts
EES/MAP BOOK REFERENCE: N/A

SUBJECT: Business
Business support plan – supporting
businesses that are not being acquired

NOTE:

1. EPR B2 includes a requirement as follows:

“Prepare a business disruption plan to manage the impacts to non-acquired businesses and to engage with business, property owners and the community throughout construction. The plan shall include:

- *Timely information on key project milestones*
- *Changes to traffic conditions and duration of impact*
- *A project construction schedule developed in coordination with transport authorities and local councils and in consultation with businesses to minimize the cumulative impacts of this and other projects*
- *Plans for notifying customers of proposed changes to business operations, including the setting of suitable timeframes for notification prior to commencement of works*
- *Measures to ensure access to businesses is maintained for customers, delivery and waste removal unless there has been prior engagement with affected businesses (including mutually agreed mitigation measures as required). This could include the installation of directional and business signage to assist customers*

- *Process of registering and management of complaints from affected businesses.”*
2. MMRA has prepared *Business Support Guidelines for Construction* to address the potential adverse impacts of a temporary nature that construction of the Melbourne Metro may have on businesses in areas close to construction activities.
 3. The *Business Support Guidelines for Construction* were not specifically referred to in the exhibited EPRs, but a suggested amendment has been made to B2 to provide that the business disruption plan must include measures to support affected businesses in accordance with the Guidelines. This has been shown in IAC Version 1.
 4. The *Business Support Guidelines for Construction* outline the proactive practical measures and support services that MMRA and the appointed contractors will implement to support businesses that experience disruption during construction activities associated with the Melbourne Metro project, including:
 - a. Promotional and marketing activities through traditional and digital communication channels;
 - b. Activation programs to encourage business patronage in the areas of construction;
 - c. Partnership opportunities; and
 - d. Business upskilling opportunities.
 5. A copy of the draft *Business Support Guidelines for Construction* is attached. This will be further developed in consideration of matters raised during the IAC hearing.

CORRESPONDENCE:

No correspondence.

ATTACHMENTS:

- A. Draft *Business Support Guidelines for Construction*