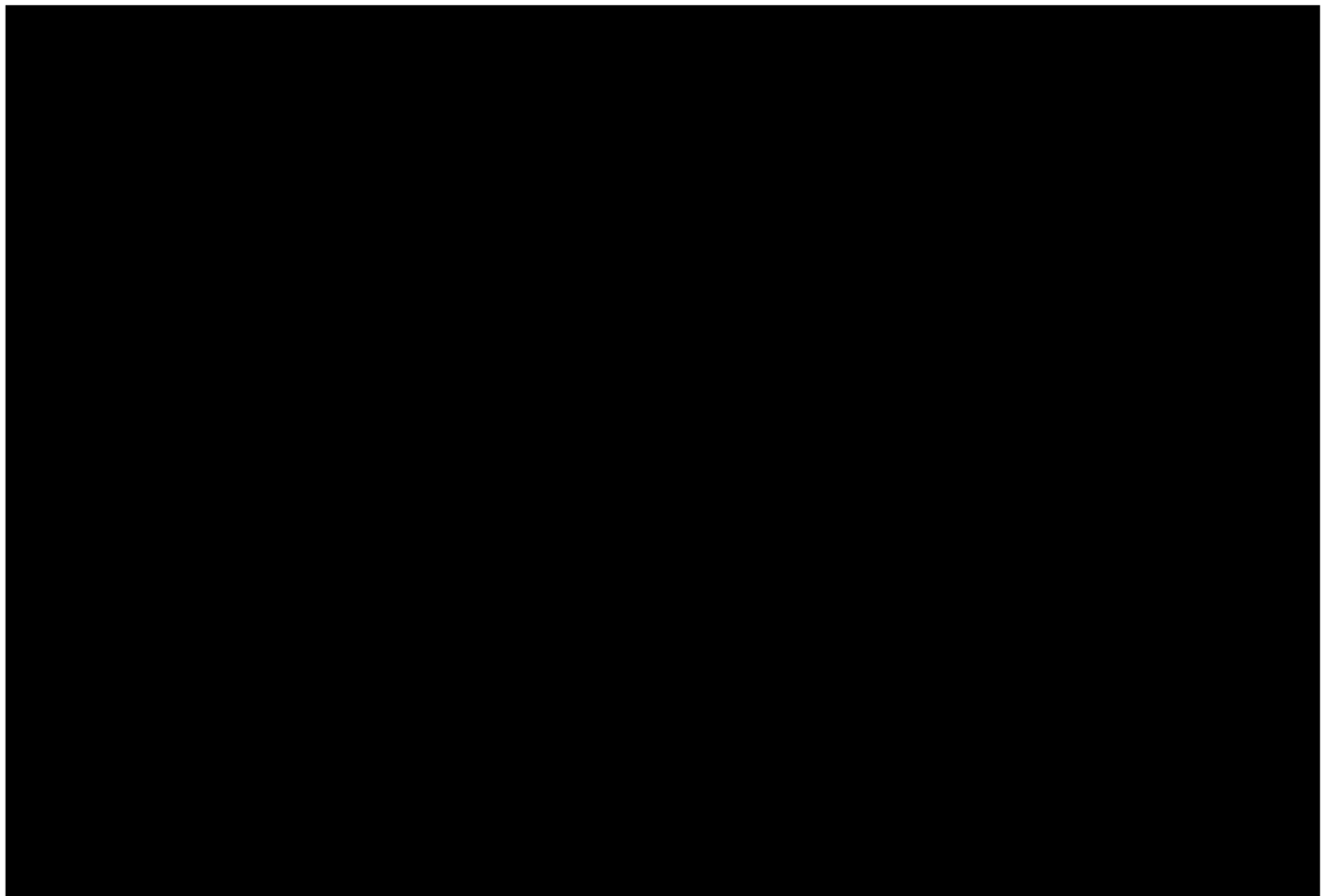


Social Amenity Management Plan

Cross River Rail Project – Tunnel, Stations and Development
Package (TSD)



Document number: CRRTSD-EN-ENMP-CBGU-000004

Revision date: 17/10/2025

Revision: 5

Compliance Matrix

Table 1 Compliance matrix

CRRDA REFERENCE	REQUIREMENT	ADDRESSED IN SECTION
Coordinator-General's change report Appendix 1 – Part C. – Condition 20		
Condition 20. Landscape and Open Space	A. Project Works and designed and implemented to minimise impacts on landscape and open space values. B. Project works and worksites in Victoria Park must be designed, planned and implemented to avoid, or minimise the loss of trees and ornamental plantings, and must minimise the area of the park directly impacted during such works. C. Worksites in Victoria Park must be enclosed with a visually solid screen and any night lighting including security lighting must be situated to minimise the spill of light beyond the worksite enclosures. D. Existing pathways and recreational facilities in Victoria Park must be relocated within the park for the duration of the works, in consultation with the Brisbane City Council. Upon completion of Project Works, such pathways and facilities must be re-established in locations in the park in consultation with the Brisbane City Council.	Section 2.1.3

Details of Revision Amendments

Document Control

The CBGU Project Director is responsible for ensuring that this Plan is reviewed and approved. The Project Environment & Sustainability Manager is responsible for updating this Plan to reflect changes to the Project, legal and other requirements, as required.

Amendments

Any revisions or amendments must be approved by the CBGU Project Director before being distributed / implemented.

Distribution and Authorisation

The CBGU Project Director is responsible for the distribution of this Plan. The controlled master version of this document is available for distribution as appropriate and maintained on TeamBinder. All circulated hard copies of this document are deemed to be uncontrolled.

The implementation of this Plan is under the authority of CBGU Delegated Authority Matrix. All personnel employed on the Project will perform their duties in accordance with the requirements of this Plan, supporting management plans, and related procedures.

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Referenced Documents

The following provides a list of referenced documents either as a sub-plan to this plan or referenced from.

Table 2 *Referenced Documents*

Document Number	Document Name	Location of Controlled Version
Referenced Project Plans include:		
CRRTSD-EN-ENMP-CBGU-000001	Air Quality Management Plan	TeamBinder
CRRTSD-CU-MPL-CBGU-000018	Communications and Stakeholder Engagement Plan	TeamBinder
CRRTSD-EN-MPL-CBGU-000019	Construction Environmental Management Plan	TeamBinder
CRRTSD-TM-MPL-CBGU-000012	Construction Traffic Management Plan	TeamBinder
CRRTSD-EN-ENMP-CBGU-000013	Noise and Vibration Management Plan	TeamBinder
CRRTSD-EN-ENMP-CBGU-000003	Visual Amenities and Lighting Management Plan	TeamBinder

Note: this Management Plan may not contain the current version of the documents listed above. Refer to the 'location of controlled version' for the most current version.

Glossary of Terms

Table 3 Terms

Term	Meaning
AQMP	Air Quality Management Plan
BCC	Brisbane City Council
CBGU	D&C Contractor comprising a joint venture with CPB Contractors Pty Ltd, BAM International Australia Pty Ltd, Ghella Pty Ltd and UGL Engineering Pty Ltd
CEMP	Construction Environmental Management Plan
CMS	CPB Management System
CRR TSD (the Project)	Cross River Rail - Tunnels, Stations and Development (TSD) Project
CRRDA	Cross River Rail Delivery Authority acting on behalf of the State
CSEP	Community and Stakeholder Engagement Plan
CTMP	Construction Traffic Management Plan
DTMR	Department of Transport and Main Roads (QLD)
FM	Facilities Manager
GIS	Geographic Information System
ISA	Independent Safety Assessor
NVMP	Noise and Vibration Management Plan
O&M	Operations and maintenance
OEMP	Outline Environmental Management Plan
PIC	Project Independent Certifier
PSTR	Project Scope and Technical Requirements
QR	Queensland Rail
RIS (or RIS Alliance)	Cross River Rail – Rail Integration and Systems Project Alliance
Risk matrix	A table used in the evaluation of risk severity that has likelihood and consequence as its axes with numbers and ratings applicable to each likelihood/consequence combination. For use in risk evaluation and Safety in Design reviews.
Risk register	A database containing Project risks, assessments, treatments and responsibilities
Subcontractor	Any company, body or person who is contracted to CBGU for the purpose of supplying plant and/or services
TeamBinder	Proprietary software used as part of the Project wide Electronic Document Management System
the Project (or CRR TSD)	Cross River Rail - Tunnels, Stations and Development (TSD) Project
VLMP	Visual Amenities and Lighting Management Plan
WBS	Work Breakdown Structure - the hierarchical breakdown of a project into manageable portions of work, used to drive program, cost, work documentation and organisational structure

1 Introduction

1.1 Background

The Design and Construction Joint Venture comprising of CPB Contractors Pty Ltd, BAM International Australia Pty Ltd, Ghella Pty Ltd and UGL Engineering Pty Ltd (CBGU D&C JV or CBGU) is responsible for delivering the Cross River Rail (CRR) Project (the Project) on behalf of the Cross River Rail Delivery Authority (the Delivery Authority).

This Social Amenity Management Plan should be read in conjunction with the Project's overarching Construction Environment Management Plan (CEMP).

The CEMP provides specific details regarding the background of the Project, the scope of the Project and the staging and timing of key milestones associated with the construction of the Project.

1.2 Context

This Social Amenity Management Plan (SAMP) forms part of the Construction Environmental Management Plan (CEMP) developed for the construction of the Project. The SAMP describes how the CBGU D&C JV will manage social amenity and minimise impacts during construction of the Project.

1.3 Objectives

The objectives of the SAMP are to achieve the environmental outcomes stated in the Outline Environmental Management Plan (OEMP) and Construction Environmental Management Plan (CEMP) through the implementation of site-specific mitigation measures. This SAMP will also:

- Ensure controls and procedures are implemented during construction activities to avoid, minimise or manage potential adverse impacts to social amenity within and adjacent to the Project
- Monitor the effects of management and mitigation measures proposed herein.

1.4 Legislative Framework

Delivery and implementation of the Project must comply with the environmental legislation, guidelines and standards specified in the OEMP and CEMP (as updated to reflect any changes current at commencement of each Project phase) and any additional requirements specified in the conditions of approval.

Specific legislation relevant to this SAMP is detailed below.

1.4.1 Commonwealth Legislation

- *Disability Discrimination Act 1992.*

1.4.2 State Legislation

State legislation that is likely to be relevant to the Project and this SAMP includes:

- *Aboriginal Cultural Heritage Act 2003*
- *Biosecurity Act 2014*

- *Building Act 1975*
- *Anti-Discrimination Act 1991*
- *Explosives Act 1999*
- *Queensland Heritage Act 1992*
- *Vegetation Management Act 1999*
- *Work Health and Safety Act 2011*
- *State Development and Public Works Organisation Act 1971*
- *City of Brisbane Act 2010*
- *Economic Development Act 2012*
- *Planning Act 2016*
- *Transport Infrastructure Act 1994*
- *Waste Reduction and Recycling Act 2011*
- *Transport Planning and Coordination Act 1994*
- *Queensland Human Rights Act 2019*

1.4.3 Approvals, Permits and Licences

CBGU will obtain licences, permits and approvals as required by law and maintain them as required throughout the delivery phase of the project. No condition of the Infrastructure Approval removes the obligation for CBGU to obtain, renew or comply with such necessary licences, permits or approvals.

There are no specific licences or approvals that relate to Social Amenity. The overarching CEMP provides an approvals register that outlines the approvals, permits and licences relevant to the Project.

1.4.4 Guidelines and Standards

The following guidelines and standards are relevant to the management of social amenity for the Project:

- AS/NZS ISO 9001:2015 Quality Management
- AS/NZS ISO 14001:2015 Environment Management
- AS/NZS 4801:2001 Occupational Health & Safety
- OHSAS 18001:2007 Occupational Health & Safety
- Office of Federal Safety Commission (OFSC)
- AS 1428.1:2009 Design for access and mobility. Part 1: General requirements for access – New building work

2 Required Outcomes

The following Imposed Conditions and environmental outcomes must be achieved throughout construction of the Project. The environmental outcomes may be achieved by meeting the performance criteria in this SAMP.

2.1 Coordinator General Requirements

The Imposed Conditions relating to Social Amenity for the Project can be found on the Coordinator-General's website (<http://www.dsdmip.qld.gov.au/coordinator-general/assessments-and-approvals/coordinated-projects/completed-projects/cross-river-rail-project.html>).

2.2 Environmental Outcomes

The following environmental outcomes in relation to social amenity are to be achieved for the Project:

- Avoid, or minimise and mitigate impacts from construction activities on local businesses and the social environment.

2.3 Performance Criteria

The following performance criteria must be achieved throughout construction of the Project:

- Impacts on local amenity and community life are avoided or minimised and managed
- Areas of community value are preserved and/or impacts mitigated:
 - Natural features such as the Brisbane River and Kangaroo Point Cliffs
 - Major facilities such as the Gabba Stadium
 - Formal open space areas such as Victoria Park, Roma Street Parkland and the City Botanic Gardens
 - Heritage places, such as the Boggo Road Gaol, and numerous buildings within the Brisbane CBD
- Impacts on the use and functioning of social infrastructure and local businesses near the Project are avoided or minimised, mitigated or managed
- Safe access is maintained near to construction worksites and Project Works, including to social infrastructure and businesses
- Interactions between the construction workforce and local communities are positive and reflect the implementation of a workforce code of behaviour
- Communities and local businesses likely to be directly affected by Project Works are aware of the works in advance of their commencement and are aware of the procedures for making complaints about Project Works.

3 Impacts and Mitigation Measures

A range of environmental mitigation measures and requirements to address potential impacts to social amenity are outlined below.

3.1 Impacts

Construction of the Project has the potential to have impacts on the social amenity within and around the Project as well as local businesses the impacts listed below are all risks considered prior to any controls which are discussed in section 3.2. Construction activities for the Project may lead to changes in social amenity and liveability for communities near to construction works due to increased construction noise, changed access, traffic diversions and construction traffic issues including parking. Controls for precinct specific impacts are discussed in the mitigation section.

During the Project's construction period, the following sources have the potential to have impacts on the social amenity within and around the Project footprint (mitigation measures are outlined in section 3.2):

- The perceived potential for the creation of unsafe public places near worksites and surface works, by reducing sight lines, opportunities for casual surveillance and levels of activity in public spaces
- Construction noise and dust associated with the loading, handling and removal of spoil from construction worksites

Impacts on connectivity and changes to local access, including temporary street closures in the vicinity of surface works and/or work sites

Impacts on residential amenity, particularly where night-time construction works are required

Vibration from tunnelling construction

Potential impacts on local amenity may occur from increased spoil haulage vehicles on the road network and potential traffic safety issues for motorists, pedestrians and cyclists along spoil haulage routes

Noise and dust from construction activities

Increased construction traffic and reduced parking spaces in the vicinity of construction worksites

Access issues to Parkland at Victoria Park and open space areas at Roma Street Parkland, due to impact on car parking and increased construction traffic

Increase in traffic and demand for car parking from construction workers

Potential impacts on the amenity of parks and open space areas may result from such things as the loss of open space area, either temporarily or permanently, changed access to park facilities (i.e. pedestrian and cycle paths, playground or picnic facilities), and noise and dust from construction works.

3.1.1 Site Specific Impacts

3.1.1.1 Roma Street

3.1.1.1.1 Emma Miller Place

During construction, potential impacts on the amenity of Emma Miller Place would result from such aspects as noise and dust from construction activities and increased construction traffic, including haulage vehicles.

3.1.1.1.2 Roma Street Parkland

Access to construction worksites for Roma Street Station would use Parkland Boulevard, which is a key access to the Roma Street Parkland. Increased use of this road by construction traffic, including heavy vehicles, may impact on access for Parkland users. These may include potential impacts on safety for road users, including pedestrians and cyclists. Increased noise, dust and traffic from construction activities may also impact on the amenity for users of Roma Street Parkland.

During construction, the parkland car park would also be used to support construction works for the station. This would include a range of site offices, storage and worker parking. This would impact the amount of parking available for visitors to Roma Street Parkland.

Residential amenity for occupants of the Roma Street Parkland Apartments may change as a result of increased noise, dust, lighting and traffic from construction activities.

3.1.1.2 Albert Street

Pedestrian access and amenity in the vicinity of construction worksites may be impacted, due to increased noise, dust and construction traffic, including heavy vehicles. Temporary changes to existing access, particularly on the northern side of Albert Street and Mary and Alice Streets.

3.1.1.1 Woolloongabba

Construction activities, including spoil haulage, may impact on the amenity of nearby community uses, such as the Russian Orthodox Cathedral of St Nicolas at Vulture Street and the South Brisbane Dental Hospital.

Tunnelling construction may also impact on the amenity of community uses located above or near to the tunnel alignment due to increased vibration. These include St Joseph's Primary School and the Jesus Christ Church of Latter Day Saints, both at River Terrace, Kangaroo Point.

The Woolloongabba Station site will be used to remove spoil from tunnelling construction between Woolloongabba and Victoria Park. During peak construction, spoil haulage and material delivery trucks would regularly access the worksite each day. While through traffic on Vulture Street, Main Street, Stanley Street and the Pacific Motorway would be maintained during construction, impacts may be experienced by motorists in the vicinity of the worksite.

3.1.1.2 Dutton Park

3.1.1.2.1 Dutton Park Primary School

The northern entrance of the Boggo Road Station is located on land adjacent to the Boggo Road Primary School car park. Construction activities such as noise, vibration and safety issues may impact on the amenity of the school, in particular school children.

3.1.1.2.2 Other social infrastructure

The Sunshine Welfare & Remedial Association is located at Park Road and is attended by people with disabilities. Changes to the local access of the building may impact people with mobility issues attending the clinic.

3.2 Mitigation Measures

The following mitigation measures may be implemented to achieve the nominated environmental outcomes and performance criteria. Additional or different mitigation measures may be applied to achieve the

environmental outcomes and performance criteria in response to ongoing performance monitoring and review.

In addition to the mitigation measure outlined below it is relevant to note that a number of associated sub-plans contain mitigation measures that will help ensure the Performance Criteria and Environmental Outcomes relating to Social Amenity are achieved. The associated sub-plans are:

- Visual Amenities and Lighting Management Plan (VLMP) has been established that addresses the impacts from lighting towers used to illuminate night works.
- Noise and Vibration Management Plan (NVMP) has been established that addresses the impacts caused by construction works on the public and sensitive receptors.
- Air Quality Management Plan (AQMP) has been established that addresses the impacts caused by construction works to the public and sensitive receptors.
- Construction Traffic Management Plan (CTMP) has been established that addresses the impacts of construction vehicles and traffic.
- Communications and Stakeholder Engagement Plan (CSEP) has been established that addresses the impacts of the project to community and stakeholders.

3.2.1 General Mitigation Measures

- Safe and efficient pedestrian and vehicle access shall be maintained in accordance with the CTMP, including delivery vehicle access, to businesses, community facilities and residential properties near to the construction worksites and other construction works, including providing alternative access, where required (from the Outline Construction Environmental Management Plan - Outline Social Amenity Management Plan (OSAMP) p.8)

On-going notification in accordance with the CSEP will be issued to residents and business owners near to construction worksites or other construction works to prepare them for potential disruptions (OSAMP p.8)

Major construction works or haulage activities shall consider the timing of and effects on major events, refer to CTMP (OSAMP p.8)

Safe access for pedestrians and cyclists near to construction worksites and other construction works, shall be in accordance with the *Disability Discrimination Act 1992* and AS1428.1:2009 Design for access and mobility – General requirements access – New Building work (OSAMP p.9).

3.2.2 Site Specific Mitigations

3.2.2.1 Roma Street

3.2.2.1.1 Roma Street Parkland

The CTMP outlines the traffic management measures that shall be implemented to ensure safe access is maintained for all road users in the vicinity of construction works (from the Outline Construction Environmental Management Plan – Outline Construction Traffic Management Plan (OCTMP) p.8). On-going consultation and communication shall also be undertaken with managers of the parkland to ensure that the planning of major haulage activities considers the timing of major events held within Roma Street Parkland, refer to the CSEP for further details (OSAMP p.8-9).

3.2.2.2 Albert Street

Temporary changes to pedestrian access shall maintain access to the Botanic Gardens and QUT. The access needs of children, elderly and people with mobility difficulties, as well as visitors who may be unfamiliar local streets and existing conditions, are addressed in the CSEP and shall be considered during construction (from the Outline Construction Environmental Management Plan – Outline Communications and Stakeholder Engagement Plan (OCSEP) p.8).

3.2.2.3 Woolloongabba

Where possible, haulage activities would be limited during the morning and afternoon peak periods to help reduce potential traffic impacts to the surrounding area. The CTMP provides further detail on traffic mitigation measures (OCTMP p.6).

3.2.2.4 Dutton Park

3.2.2.4.1 Dutton Park Primary School

Noise walls will mitigate any potential impacts of construction noise around the site. The establishment of the concrete slab over the station excavation shall reduce the potential impact of noise from construction works. The NVMP further details measures to mitigate noise impacts in the area (from the Outline Construction Environmental Management Plan – Outline Noise and Vibration Management Plan (ONVMP) p.11)

3.2.2.4.2 Other social infrastructure

During construction, any changes to local access in the vicinity of construction worksites shall comply with *Disability Discrimination Act 1992* access standards and AS1428.1:2009 Design for access and mobility – General requirements access – New Building work (OSAMP p.8).

4 Compliance Management

4.1 Roles and Responsibilities

The organisational responsibilities and accountabilities in relation to environmental management throughout Project construction works are outlined in the overarching CEMP.

4.2 Induction and Training

4.2.1 Environmental Induction

Details regarding environmental induction requirements have been outlined in the overarching CEMP.

All CBGU staff, subcontractors and visitors to worksites must attend general induction training that covers general environmental management requirements, site-wide controls and site-specific and work specific risks and mitigation measures.

4.2.2 Environmental Training

Details regarding environmental training requirements have been outlined in the overarching CEMP.

4.3 Incidents and Emergencies

All incidents and emergencies are to be managed according to the process as outlined in the CEMP. This is inclusive of:

- Incident Notification
- Incident Types
- Incident Prevention Management
- Incident Investigation, and
- Complaint Management.

"The immediate response to all incidents is to make the area safe and undertake measures to prevent further environmental harm. The Environment and Sustainability Manager, Shared Services Director and Project Director should be notified immediately in the event of an environmental incident

- Any breach of the legislation or an approval condition or the Co-ordinator General Conditions (NCE)
- Unauthorised harm or desecration to Aboriginal objects or Aboriginal places
- Unauthorised damage or destruction to any State or locally significant relic or Heritage item"

4.4.5 Complaint Management

All complaints are to be dealt with in accordance with the complaints management procedure outlined in the CEMP.

5 Inspections, Monitoring, Auditing and Reporting

This section outlines the compliance processes that have been adopted by CBGU to ensure compliance with the Coordinator-General Conditions and any other legislative requirements. The section below details specific requirements relating to Inspections, monitoring, auditing and reporting requirements have not been outlined in the overarching CEMP.

5.1 Environmental Monitoring

5.1.1 Inspections

The Contractor will undertake environmental inspections to develop and evaluate the effectiveness of environmental controls.

Inspections are to be undertaken as nominated in the CEMP.

If any maintenance and/or deficiencies in environmental controls or in the standard of environmental performance is observed, they will be recorded on the Project's Environmental Checklist. A register of all corrective actions including due date, closed out date, item description and responsible person will be recorded in such a way as to be able to be generated into a register when required.

5.1.2 Monitoring

Monitoring will be undertaken at various sensitive receptors to validate the impacts predicted for the Project to measure the effectiveness of environmental controls and implementation of this SAMP. The monitoring also helps in addressing any potential Community Complaints that may be made. The monitoring requirements for social amenity are outlined below:

- Monitor consultation with and feedback from local business owners
- Monitor community complaints system for number and types of complaints
- Monitor employment records for employment diversity
- Monitor procurement spend reports for Project spending on goods and services with local and regional providers (OSAMP p.11)
- The Community Relations Monitor (appointed by DA) will provide an independent and neutral third party to oversee the resolution of complaints (OCSEP p.8)
- Monitor environmental monitoring reports for results on dust, noise and air quality changes to evaluate potential impacts on amenity (OSAMP p.11)
- Monitoring identified sensitive heritage sites during key construction activities (from the Outline Construction Environmental Management Plan – Outline Non-Indigenous Heritage Management Plan (ONIHMP) p.8)
- Project safety reporting to monitor safety incidents and near misses that may impact on workforce health and wellbeing as well as the general community (OSAMP p.11).

5.1.3 Auditing

Audits will be undertaken to assess the effectiveness of environmental controls, compliance with the CEMP, compliance with Environmental Design Requirements, and other relevant permits, approvals, and guidelines.

Audits will be undertaken in accordance with the CEMP.

There will be a monthly internal audit undertaken by CBUGU as per the CEMP, who is to report findings to the Environmental Monitor and the Authority. This includes reporting on compliance with the CEMP and the Imposed Conditions.

5.1.4 Corrective Actions

The process for developing and implementing Correction Actions has been specified within the overarching CEMP.

5.2 Reporting

5.2.1 Monthly Report

A report in relation to contaminated land will also be prepared as and when required.

CBUGU will prepare and submit a monthly report within 6 weeks from the end of the month to the Delivery Authority

5.2.2 Incidents and Non-Compliance Event Reporting

Details regarding reporting, including provision of interim and detail reports have been provided in the overarching CEMP.

5.3 Documentation and Communication

5.3.1 Environmental Records

The process for managing and collecting environmental records is detailed in the overarching CEMP. All relevant records in relation to social amenity must be maintained in accordance with these requirements.

5.3.2 Document Control

Document control requirements have been specifically addressed within the overarching CEMP.

5.3.3 Review

Review requirements have been specifically addressed within the overarching CEMP.

5.3.4 Communication

All internal and external communication with all stakeholders including the public, Coordinator-General, government agencies and the Delivery Authority must be completed in accordance with the requirements of the overarching CEMP.

Communication strategies including internal communication, external and Government Authority consultation, and stakeholder and community liaison must be undertaken in accordance with the CEMP and the CSEP