



# ROYAL PRINCE ALFRED HOSPITAL REDEVELOPMENT



## OUTCOMES REPORT

### TEMPORARY HELICOPTER LANDING SITE RELOCATION

[VERSION 1.0]

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## EXECUTIVE SUMMARY

The integrated project team delivered a series of engagement activities in September 2023 informing key stakeholders and the community of the construction activity commencing on the temporary relocation of the Helicopter Landing Site (HLS). This program allowed the project team to notify and inform stakeholders that works are commencing on the temporary helicopter landing site, detailing the construction impacts, provide information on the expected impacts of the upcoming works. It also provided the opportunity for staff, stakeholders, and members of the public to voice their questions, concerns, and feedback.

The HLS at RPA Hospital needs to be relocated due to the planned construction activities that will take place on the east campus to deliver the \$940 million Royal Prince Alfred (RPA) Hospital Redevelopment. Once redevelopment works are underway on RPA's east campus, the required construction tower cranes for these works will make safe access to the existing helipad not possible. Temporary relocation of the helipad will ensure the safety of patients, staff, consumers, residents and construction workers. The helipad will be temporarily relocated to the roof of the multi-storey car park south of the Queen Mary Building on RPA's western campus. The continued operation of a Helicopter Landing Site during the RPA redevelopment is crucial to RPA's role as a tertiary and quaternary referral hospital providing life-saving specialised ICU, Surgical and Interventional care to patients from the Sydney Metropolitan area and other parts of NSW, especially Western NSW.

The successful delivery of this consultative program included engagement with key stakeholders as well as with consumers, staff, adjoining neighbours and the community. The program saw the development of highly accessible, detailed, and targeted information packages that were distributed through direct and indirect channels. The program consisted of a direct email to staff, key external stakeholders and project email to subscribers, with a Works Notice to inform of the initial impacts commencing. In addition there was a doorknock and letterbox drop, individual briefings to neighbouring stakeholders, a project website update, and a consumer working group presentation.

There have been three separate consultation programs delivered for these works to ensure impacted stakeholders have been engaged and notified. The [outcome reports](#) for all engagements are on the [project website](#) for the public to review. Engaging the community at the initial stages of planning for these works, the consultations for the temporary helipad landing site occurred in September 2022, April 2023, and September 2023.

This Outcomes Report details stakeholder feedback captured during the engagement of the HLS for the redevelopment in September 2023.

### Engagement statistics

The consultation was delivered in a number of ways, which are summarised below.



**An update was published on the RPA Hospital Redevelopment project website on 12 September**



**4733 properties letterbox dropped on 12 September**



**Approximately 340 properties door knocked on 12 September**



Email distributed to all RPA staff, project subscribers, and key external stakeholders on 12 September

## CONSULTATION PROGRAM

STAKEHOLDER	ACTIVITY / COLLATERAL	DATE
Local Community Door Knock	Door knock 'Sorry we missed you' flyer Helipad relocation Works Notice	12 Sept
Strata Management: 138 Carillon Ave	Emailed with information, and offered a briefing Helipad relocation Works Notice	12 Sept
Sydney University St John's College St Andrew's College Sancta Sophia College Unilodge Student Accommodation, Queen Mary Building Sydney Uni Sports and Fitness	Presentation/briefing held and emailed: Helipad relocation Works Notice	w/c 18 Sept
Sydney Local Health District (SLHD) Buildings: Marie Bashir, King George V, Parents and Baby Unit, Infusion Centre	SLHD to provide information directly: Helipad relocation Works Notice Helipad relocation fact sheet Helipad relocation FAQ's document Helipad relocation presentation at Executive Meeting	12 Sept 18 Sept
General Manager (GM) email to RPA staff	GM to provide email to all staff at RPA Message from the GM Helipad relocation Works Notice	12 Sept
RPA Staff Forum (in person and streamed online)	Redevelopment Manager, SLHD Project Lead provided an update in relation to redevelopment activities including helipad relocation	12 Sept
Direct email	Works Notice directly emailed to subscribers and Consumer Working Group	12 Sept
Website updates	Works Notice uploaded to project website	12 Sept
Social PinPoint	Interactive map updated with construction details	12 Sept
Local Community Letterbox Drop	Letterbox drop Helipad relocation Works Notice	12 Sept
Consumer Working Group presentation	Presentation to the Consumer Working Group September meeting	12 Sept

### Engagement activities

1. Emails to staff, consumers and project subscribers

An email from the project inbox was sent to subscribers on 12 September to align with website updates, letterbox drop and the door knock.

This email included links to the Temporary Helipad Site Works Notice, FAQs and Fact Sheets on the RPA Hospital Redevelopment website.

An all-staff electronic direct mail (EDM) was distributed to all staff on 12 September. This ensured staff felt supported, informed and empowered to support any community queries on the matter, with communications highlighting most appropriate contact to direct questions, queries and/or concerns.

## **2. Doorknock**

During the consultation period, the project team undertook a targeted community doorknock.

The doorknock was carried out on 12 September and engaged with approximately 340 individual properties, inclusive of 333 residential properties and 7 commercial properties. As indicated in Figure 1, the doorknock was conducted on portions of Mallett Street, Church Street, Fowler Street, Rochester Street, Fitzgerald Street and Carillon Avenue. Within this catchment there are a number of University of Sydney-owned buildings, and engagement with occupants of these buildings will be coordinated through the University team.

During the doorknock we spoke with 16 individuals. Key themes discussed were as follows:

- It was noted by 6 individuals that they were aware of the HLS relocation and had received information previously;
- 1 individual had questions on the commencement of works and if the works will be listed in development applications due to an upcoming house sale;
- 4 individuals said they support the relocation, to ensure continuity of care for patients;
- 1 individual expressed concern over the location due to noise; and
- The remainder of those we spoke to did not express any concerns regarding the temporary relocation of the HLS helipad
- 137 Church Street – A three storey walk-up apartment block, consisting of 11 units and an office, is a Sydney Local Health District building and the building manager took several flyers to pass along to residents.

A '*sorry we missed you*' flyer was delivered if no one was home for the doorknock along with the helipad construction commencement Works Notice (see Appendix, Figure 2 and Figure 5).

Contact details were included in all materials and to date one resident has made contact expressing concerns over the construction activities impacts and the possible noise and light disruptions of the temporary helipad.

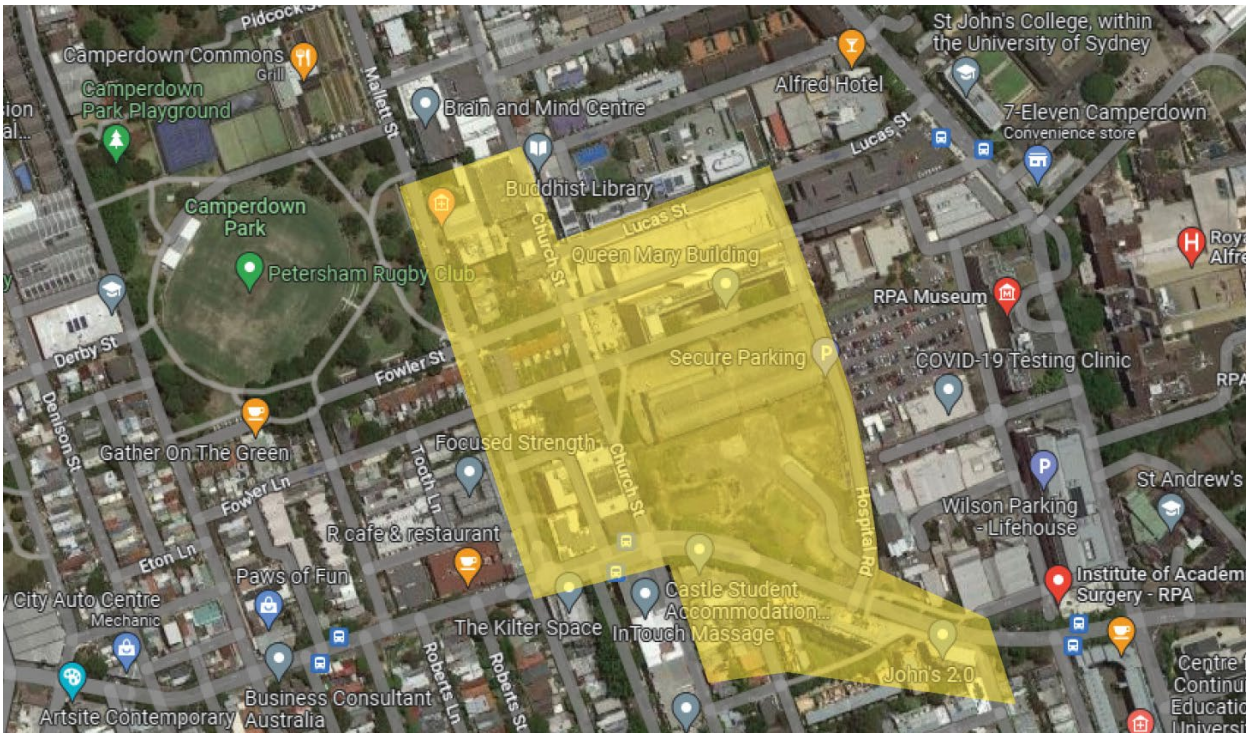


Figure 1: Map of area covered in the 26 April 2023 door-knock to approximately 340 properties

3. Letterbox drop

A letterbox drop was successfully delivered on 12 September to approximately 4733 residents within the Camperdown area. They received a copy of the helipad construction commencement Works Notice.

4. Individual briefings

Individual briefings were held with 6 key stakeholders during the week commencing 18 September to inform them of the construction activities and work impacts. The consultation allowed for two-way conversations to occur, with a question and answer forum taking place after the presentation.

The briefing gave stakeholders an opportunity to discuss upcoming construction activities, plans and impacts and provided details around the program of works, upcoming impacts, helipad design, engagement activities, and best contacts for the duration of the redevelopment.

The stakeholders were emailed an invitation to the briefings on 4 September. In addition to the 6 stakeholders proactively consulted with, the University Infrastructure Community Engagement Manager for Sydney University Sport and Fitness reached out to seek further information and was offered a briefing.

All briefings were minuted and documented with actions. Key items and discussions were around the construction traffic control plans, maintaining pedestrian access between buildings, emergency vehicles and delivery driver access, parking impacts, and what the helicopter flight path may be. Refer to the below table for further information:

ITEM	DISCUSSION
Dedicated ambulances for the temporary helicopter landing site	Ambulances will be dispatched when required.
Helicopter flight path	There is no dedicated flight path as this is subject to a range of conditions that the pilot must take into consideration at the time of landing.

Disruptions for pedestrian and vehicle traffic	There will be changes to some footpaths across the campus during works however we will work with our contractors to minimise impacts. We will have a traffic control plan in place to help people navigate the space.
Lifts in the carpark	The lifts will remain for carpark use once the temporary helipad is no longer needed.
Emergency procedures	Emergency contacts will be shared and construction emergency contact details will be placed on the hoarding. Stakeholders to disseminate any emergency procedure plan changes to those impacted.
Considerations for emergency vehicles and delivery drivers	There will be a traffic control plan in place to help people navigate the space and this will include the use of traffic controllers at times to help direct drivers. Emergency services will continue to be notified of any road changes/closures.
Impacts to surrounding residents, students during exam time, peak intake dates	Project team to continue to notify all stakeholders as identified in the Communications Plan and a key contacts list has been created to allow for direct consultation with neighbouring stakeholders.

## Communication and promotion

General information about the temporary relocation of the HLS was delivered through:

- Information on RPA Redevelopment website, from 12 September 2023.
- EDM to staff and project email to subscribers on 12 September 2023.
- Staff presentation during RPA Staff Forum on 12 September 2023.
- Email to 7 key stakeholders on 4 September inviting them to a briefing on 18 September 2023.
- Community Working Group presentation held on 12 September 2023.
- Interactive online map updated with Works Notice on 12 September 2023.
- Individual briefing held with 6 key stakeholders week commencing 18 September 2023.
- Doorknock to the local community covering approximately 340 homes on 12 September 2023.
  - Helipad Relocation Works Notice
  - 'Sorry we missed you' flyer
- Letterbox drop to 4733 private residences and businesses carried out on 12 September 2023.
  - Helipad Relocation Works Notice

*Please see Appendix A to view material related to the targeted community engagement.*

## CONSULTATION OUTCOMES

The consultation program proactively engaged key stakeholders enabling staff, patients, carers, neighbours and community to remain well-informed and engaged in the change process regarding the plans for temporary relocation of RPA Hospital's HLS.

Commencing from 12 September, the project team effectively reached key stakeholders located near the site of the relocated HLS through the use of website updates, doorknock, letterbox drops, digital platform Social PinPoint, direct consultation/briefings and emails to staff, local business and the community.

The project team emailed 7 key identified stakeholders who have an increased interest due to proximity to the impacted area on 4 September with an invitation to a consultation/briefing during the week commencing 18 September. The 7 key identified stakeholders were:

1. Sydney University
2. St Johns College
3. Sancta Sophia College
4. St Andrews College
5. Queen Mary Building, via Uni Lodge
6. Sydney University Sports & Fitness
7. Strata Choice, agency for 138 Carillon Avenue

The consultation program for the relocation of the HLS unveiled a range of key insights specific to the temporary helipad site as well as around the broader redevelopment of RPA Hospital. Feedback from the majority of individuals engaged by the project team expressed that they felt informed and the overall sentiment towards the HLS relocation was positive.

Some concerns to note were around the noise, dust, vibration from construction activities, as well as the impacts to parking and pedestrian and vehicle access.

The staff email ensured staff were informed of the project and able to advocate for the change when speaking to patients and carers. Through the delivery of Works Notices, Fact Sheets and FAQ's to key stakeholders the project team ensured patients and carers were informed of the upcoming impacts and construction activities.

The development of the consultation program allowed the project team to manage expectations around the scope and timeframes of the project, allowing the project to continue to deliver on its communications and engagement promise of a 'no surprises' approach.

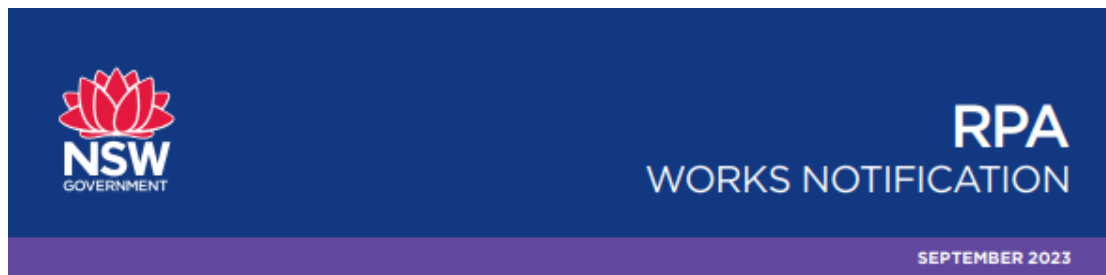
Through effective consideration of each stakeholder and by using targeted delivery channels, the project team ensured that adjoining neighbours were well informed of the plans and had the opportunity to be consulted and provide feedback.

The consultation program has helped manage and mitigate key risks and concerns about the temporary relocation of RPA Hospital's HLS. It has ensured all relevant and interested stakeholders had the opportunity to be informed and ask questions, and provided staff with the opportunity to become advocates and effective points of contact for patients and carers. Additionally, the program has delivered transparent information on potential impacts of the plans on neighbours of the temporary site.



## Appendix A – Engagement Collateral

Figure 2: HLS Temporary Relocation Works Notice



# Works notice: Thursday 12 October 2023

## Temporary helipad relocation works commencing

Health Infrastructure has engaged CPB contractors to carry out work which includes the temporary relocation of the helipad landing site (HLS). These works are to prepare for main works construction as part of the \$750 million redevelopment at the Royal Prince Alfred (RPA) Hospital, a partnership between Health Infrastructure and Sydney Local Health District.

As part of the RPA Hospital Redevelopment, the hospital's helicopter landing site (HLS) is being temporarily relocated. The temporary helipad will be located on the roof of the multi-storey carpark off Hospital Road and Grose Street, south of the Queen Mary Building. The temporary helipad relocation is expected to be operational for up to 24 months.

Construction works will result in the closure of some car spaces on Grose Street and in the multi-storey car park. In addition, there will be some tree pruning and removal. You may notice an increase of construction traffic along Grose Street and in the multi-storey car parks, and there may be road closures to facilitate these works during off-peak times.

### Construction impacts:

- Closure of some car spaces on Grose St and in the multi-storey car park
- Increase of construction traffic along Grose St and in the multi-storey car park
- Tree pruning and removal
- Possible road closures during off-peak times

### How we're minimising the impacts:

- Traffic control in place to help manage any traffic impacts
- Construction hoarding and fencing will be installed around the site to minimise visual, acoustic and dust impacts.
- Vehicle access through Grose Street will be maintained where possible, with any potential road closures completed during off-peak times.
- All works have been staged to minimise impacts to pedestrians, vehicles and parking access.
- A traffic control plan is in place, with a traffic consultant engaged to assist with planning large construction vehicle movement and maintaining traffic flow.

### Keeping you informed

Please contact us with any questions you have about the work at [rpadevelopment@health.nsw.gov.au](mailto:rpadevelopment@health.nsw.gov.au) or visit [rpadevelopment.health.nsw.gov.au](http://rpadevelopment.health.nsw.gov.au).

You can find out more about the temporary helipad landing site in our [Helipad Relocation Fact Sheet](#) and in our [Helipad location FAQs](#).

All construction activities are carried out with the health and safety of the local community as our top priority and we thank you for your patience.

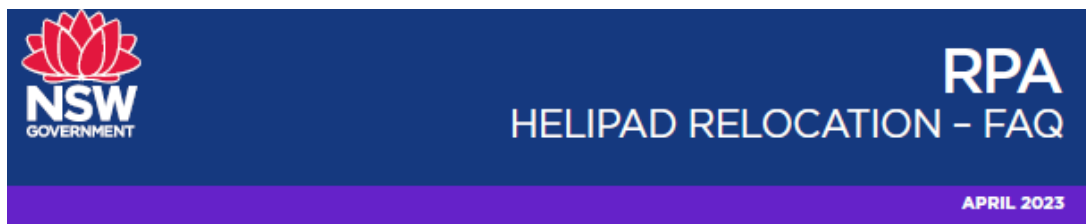


### How can I contact the project team?

If you have any questions or would like more information please contact our project team at the details below.

Email: [SLHD-RPAredevelopment@health.nsw.gov.au](mailto:SLHD-RPAredevelopment@health.nsw.gov.au) | Website: [rpadevelopment.health.nsw.gov.au](http://rpadevelopment.health.nsw.gov.au)

Figure 3: HLS Temporary Relocation FAQs



## Frequently Asked Questions (FAQs)

### Helicopter Landing Site - Temporary Relocation

#### Why is the helipad being relocated?

The Helicopter Landing Site (HLS) at RPA Hospital will be relocated due to the upcoming construction activities that will take place on the east campus to deliver the \$750m RPA Hospital Redevelopment. Once redevelopment works are underway on RPA's east campus, the required construction tower cranes for these works will interfere with the safe access to the existing helipad. The relocation will ensure the safety of patients, staff, locals, and construction workers.

#### Why is the continued helipad service needed?

The continued operation of a Helicopter Landing Site during the RPA redevelopment is crucial to RPA's role as a tertiary and quaternary referral hospital providing life-saving specialised ICU, Surgical and Interventional care to patients from the Sydney Metropolitan area and other parts of NSW, especially Western NSW.

Transfer to RPA by helicopter is the safest transport method for patients referred to RPA for time-critical care including specialised cardio-thoracic support, complex levels of intensive care and the advanced surgical and interventional treatment available at RPA. The rapid transfer of newborn babies requiring Neonatal Intensive care (NICU) is another important reason for maintaining access to RPA by the Newborn & Paediatric Emergency Transport Service (NETS) helicopter service.

As the NSW centre for liver transplantation, one of the largest obstetric and NICU services and a major referral centre for cardio-thoracic, neurosurgical, orthopaedic, renal transplantation and advanced gastrointestinal surgery, RPA needs to retain the capacity to receive patients for whom transfer by helicopter provides the safest and most effective option.

#### Is it temporary?

The relocation of the helipad is temporary and will operate for the duration of construction that limits access to the existing helipad. The lifts that will be built to support this change will remain part of the car park once the landing site moves to the east campus, improving the accessibility of the car park for future use.

#### Where is the helipad being relocated to?

The helipad will be temporarily relocated to the roof of a multi-storey carpark located off Hospital Road and Grose Street, to the south of the Queen Mary Building.

#### Why this location for the Temporary HLS?

Health Infrastructure worked closely with representatives from the Sydney Local Health District, NSW Ambulance and Avipro (Aviation Management and Safety Advisors) to ensure the proposed relocation site was safe, appropriate, fit for purpose and caused minimal impact on the local community and environment.

The proposed location is deemed to be the only feasible alternate location on or near the RPA campus. The temporary HLS location was selected after considering multiple options during the preliminary design stage. Three locations were considered in the site selection process. The alternate locations were not feasible for a number of reasons.

#### Did you consider other locations for the Temporary HLS?

The existing HLS located in the east campus is situated unacceptably close to the construction zones for the proposed works, creating multiple hazards to helicopter flight and preventing continued and safe Helicopter Emergency Medical Service (HEMS) operations to that site.

The final location of the temporary HLS was determined following consideration of 3 (three) options:

- Option 1: The South-West vacant site on West campus;
- Option 2 (Preferred): The roof of the multi-deck carpark to the north of the South-West site;
- Option 3: St John's sports fields.

Option 2 was selected as the preferred option. Option 1 was noted by Avipro, the aviation consultant, as unviable as the two aircraft approach and departure paths greatly exceeded the desired maximum angle required for aviation safety requirements even with a necessary removal of vegetation. Option 3 was deemed unfeasible as it would require the establishment of helicopter hardstanding within the playing area including sealed road ambulance access to it. This option would also result in longer patient transfer times, would pose substantial difficulties in managing the public during helicopter operations, and would be too disruptive to games played at St John's College. Due to the tall surrounding obstructions, the playing fields may have had to be closed altogether to make the HLS viable. It was noted that some of the matches played on the oval are televised, top grade events e.g. Shute Shield Rugby.

Figure 4: HLS Temporary Relocation Fact Sheet



## Ensuring safety - Helicopter Landing Site Temporary Relocation

As part of the new RPA Hospital Redevelopment, the hospital's helicopter landing site (HLS) is being temporarily relocated.

Operating from 2024, the temporary helipad will be located on the roof of the multi-storey carpark off Hospital Road and Grose Street, south of the Queen Mary Building. The temporary helipad relocation is expected to be needed for up to 24 months.



### Temporary Helipad Relocation

The helipad at RPA Hospital is being temporarily relocated due to the planned redevelopment of Royal Prince Alfred Hospital's (RPA) east campus. The redevelopment of the RPA east campus requires the installation and use of construction tower cranes. These tall cranes will unfortunately limit safe access to the existing landing site making the relocation of the helipad a necessity. The relocation will ensure the safety of patients, staff, locals, and construction workers.

The helipad will be temporarily relocated to the roof of the multi-storey carpark located off Hospital Road and Grose Street, to the south of the Queen Mary Building. The temporary site will serve as the sole working helipad at RPA for the time that the tower cranes are in place for the construction of the new health facility.

The first stage of planning for the helipad relocation was deciding on the new temporary site. Health Infrastructure worked closely with representatives from the Sydney Local Health District, NSW Ambulance and Avipro (Aviation Management and Safety Advisors) to ensure the proposed relocation site was safe, appropriate, fit-for-purpose and caused minimal impact on local community and the environment.

Due to the relocation of the helipad, car spaces will be

closed on the top floor of the car park. Active management will be in place across the RPA campus to ensure ease of access for those driving to the site through the period of construction of the RPA Redevelopment.

Due to the extensive consultation and strategic planning that has gone into the planned relocation, RPA hospital can continue its mission of world-class delivery of patient care with the support of the temporary helipad.

Based on previous activity, it's expected there will be about 10 landings each month. At times nearby residents are likely to experience some noise associated with helicopter movements. As these flights are often critical responses to emergency situations, landings can take place at any time during the day or night.

Establishing the temporary helipad will require early works to begin on the site by late-2023. Early works will see removal of any obstacles, structural works on top of the car park, the installation of lights and a patient transfer elevator. These works are expected to be complete, and the site to be operational in 2024.

### What work are we doing?

The proposed work to the existing 5 level multi-storey carpark to accommodate the temporary HLS includes provision of:

- Two patient transfer lifts.
- Naturally ventilated enclosed lobby spaces on levels 3, 4 & 5 with patient refuge area.
- Medical gas storage on the roof level for clinical operational purposes.
- Level 4 lobby provision for future public usage.
- Two ambulance car parking bays with canopy cover on Grose Street.
- Security control access to roof (HLS) level.
- The patient transfer lifts will be retained for future use by the car park when the helipad landing site is decommissioned.

### Managing our Impacts

We aim to manage our work to reduce the impacts to the community and the environment. Our works may be noisy at times, we will do everything we can to minimise impacts.

We would like to thank you for your patience.

### Next Steps

Please contact us with any questions you have about our work. We will continue to provide you with updates throughout this project.



ARTIST IMPRESSION OF THE TEMPORARY HELICOPTER LANDING SITE VIEW FROM GROSE STREET

### What services will the development deliver?

This is the most significant investment in RPA's 140-year history to support the world-leading services provided at RPA for the 740,000 people who live in Sydney Local Health District and the more than 1 million people who come into the District each day to work, study and visit.

When complete, the RPA Redevelopment will deliver:

	Expanded and enhanced Emergency Department and Intensive Care Units		Expanded neonatology services
	State-of-the-art operating theatres		Facilities and capabilities for integrated research, education and training
	Expanded and improved adult inpatient accommodation		Improved public domain and services including roads, wayfinding, landscaping and information and communications technology infrastructure
	Increased interventional and imaging services		

### Listening to our community

RPA Hospital has a long history of working in partnership with our community. Your feedback is important to us.




Scan the QR code to take our survey and tell us what you think about the temporary helipad landing site.

### How can I contact the project team?

If you have any questions or would like more information please contact our project team at the details below.

Email: [rpadevelopment@health.nsw.gov.au](mailto:rpadevelopment@health.nsw.gov.au) | Website: [www.rpadevelopment.health.nsw.gov.au](http://www.rpadevelopment.health.nsw.gov.au)

Figure 5: HLS Temporary Relocation 'sorry we missed you' flyer




**RPA  
HELIPAD RELOCATION**


## Sorry we missed you

Today we visited your property to provide you with an update about important changes in your local area.

We hoped to talk to you about the planned temporary relocation of the RPA helicopter landing site, as part of the RPA Hospital Redevelopment project.

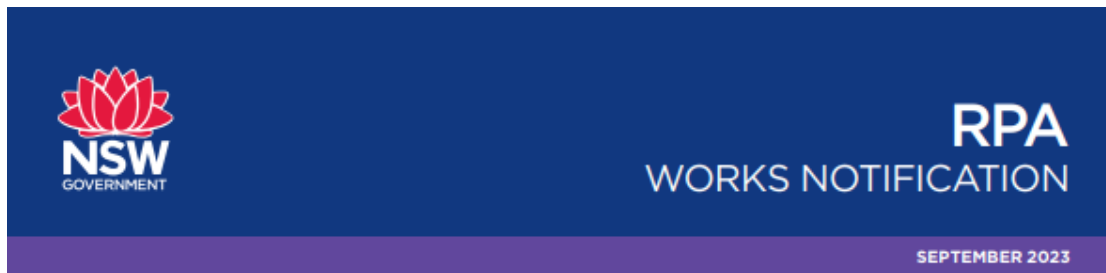
If you would like to learn more about the temporary helipad relocation, we invite you to get in touch or find out more in our Fact Sheet and FAQs.

 Scan here to find out more in the **Fact Sheet**

 Scan here to check out the **FAQs**

**For more information contact:**  
**W: [www.rparedevelopment.health.nsw.gov.au](http://www.rparedevelopment.health.nsw.gov.au)**  
**E: [rparedevelopment@health.nsw.gov.au](mailto:rparedevelopment@health.nsw.gov.au)**

Figure 6: HLS Temporary Relocation RPA Hospital General Manager Message



## Works notice: Thursday 12 October 2023

### Temporary helipad relocation works commencing

Health Infrastructure has engaged CPB contractors to carry out work which includes the temporary relocation of the helipad landing site (HLS). These works are to prepare for main works construction as part of the \$750 million redevelopment at the Royal Prince Alfred (RPA) Hospital, a partnership between Health Infrastructure and Sydney Local Health District.

As part of the RPA Hospital Redevelopment, the hospital's helicopter landing site (HLS) is being temporarily relocated. The temporary helipad will be located on the roof of the multi-storey carpark off Hospital Road and Grose Street, south of the Queen Mary Building. The temporary helipad relocation is expected to be operational for up to 24 months.

Construction works will result in the closure of some car spaces on Grose Street and in the multi-storey car park. In addition, there will be some tree pruning and removal. You may notice an increase of construction traffic along Grose Street and in the multi-storey car parks, and there may be road closures to facilitate these works during off-peak times.

#### Construction impacts:

- Closure of some car spaces on Grose St and in the multi-storey car park
- Increase of construction traffic along Grose St and in the multi-storey car park
- Tree pruning and removal
- Possible road closures during off-peak times

#### How we're minimising the impacts:

- Traffic control in place to help manage any traffic impacts
- Construction hoarding and fencing will be installed around the site to minimise visual, acoustic and dust impacts.
- Vehicle access through Grose Street will be maintained where possible, with any potential road closures completed during off-peak times.
- All works have been staged to minimise impacts to pedestrians, vehicles and parking access.
- A traffic control plan is in place, with a traffic consultant engaged to assist with planning large construction vehicle movement and maintaining traffic flow.

#### Keeping you informed

Please contact us with any questions you have about the work at [rpadevelopment@health.nsw.gov.au](mailto:rpadevelopment@health.nsw.gov.au) or visit [rpadevelopment.health.nsw.gov.au](http://rpadevelopment.health.nsw.gov.au).

You can find out more about the temporary helipad landing site in our [Helipad Relocation Fact Sheet](#) and in our [Helipad location FAQs](#).

All construction activities are carried out with the health and safety of the local community as our top priority and we thank you for your patience.



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