

Chapter 19

Business



This chapter discusses the potential impacts on business from the construction and operation of the Gas Import Jetty and Pipeline Project (the Project). This chapter is based on the impact assessment presented in EES Technical Report N: *Business impact assessment*.

19.1 Overview

The construction and operation of the Project has the potential to impact local businesses and traders within the Project Area, particularly in the Hastings area. Communities value their local businesses for their contributions to economic and social activities and to neighbourhood character.

This chapter identifies the potential impacts of the Project on non-agricultural local businesses during its construction and operation and sets out the approach to managing and mitigating those impacts. Potential impacts on agricultural businesses are detailed in **Chapter 20 Agriculture**.

Potential impacts on businesses that use Western Port were also considered for this assessment. This includes the commercial shipping channels in Western Port and the Flinders Aquaculture Fisheries Reserve. These are further discussed in **Section 19.7 (Construction impacts)** and **Section 19.8 (Operation impacts)** of this chapter.

19.2 EES evaluation objective

The scoping requirements for the EES set out the following relevant draft evaluation objective:

Social, economic, amenity and land use – To minimise potential adverse social, economic, amenity and land use effects at local and regional scales.

To assess potential adverse effects from the Project on non-agricultural local businesses and businesses that use Western Port, a business impact assessment was undertaken.

19.3 Methodology

The approach adopted for the business impact assessment involved the following key tasks:

- a review of relevant Commonwealth, state and local legislation and policy
- a review of relevant baseline data and reports, including employment statistics, commercial land use and business type data
- characterisation of existing local businesses and commercial land use
- consultation with local business traders including doorknocking and face-to-face discussions to identify potential impacts of the Project on traders
- a risk assessment as described in **Chapter 5** *Key approvals and assessment framework* to inform the impact assessment and development of additional mitigation measures
- assessment of potential business impacts during construction and operation of the Project
- development of mitigation measures in response to the business impact assessment.

19.4 Study area

Four land-based study areas were identified for the business impact assessment. The land-based study areas were based on data available for different statistical levels:

- Local Government Areas (LGAs) – An LGA is a spatial unit which represents the whole geographical area of a local government council.
- Statistical Area Level 1 (SA1) – SA1s are generally the smallest unit for the release of Australian Bureau of Statistics (ABS) census data. SA1s have a population size between 200 and 800 people, with an average of approximately 400 people.
- Statistical Area Level 2 (SA2) – SA2s are a general-purpose medium-sized area comprising whole SA1s. The aim of SA2s is to represent a community that interacts socially and economically.
- Land-use parcels were identified from these three data sets.

The four land-based study areas are described in **Table 19-1**. For completeness, a fifth study area considered the Western Port marine environment.

Table 19-1: Land-based study areas

Study area type	What it is used for?
LGA	Used to assess broader area characteristics such as population and general area characteristics.
SA2	Employment data (number of employees, revenue), business type, method of journey to work statistics and population growth rates are presented at the SA2 level.
SA1	Number of businesses and business density are shown at SA1 level allowing for assessment of potential impacts on discrete areas near the Project.
Land use parcels	Types of land use has been identified by individual land parcels, this is important as impacts from the Project are different depending on how sensitive the commercial land use is to temporary or permanent changes.

Figure 19-1 to Figure 19-3 show the LGA, SA2 and SA1 study areas.

The land-based study areas were further refined following the existing conditions assessment to focus on three areas of interest in Hastings. These interest areas are shown in Figure 19-4.

These interest areas of Hastings were chosen because they contain businesses which may experience construction impacts such as changes to vehicle and pedestrian access, parking limitations, noise, dust and vibration. The land between the southern and central commercial areas of Hastings is predominantly residential and so the Project is not expected to impact businesses in this area. The use of the railway corridor and trenchless construction is also proposed within this residential area to avoid potential direct and indirect impacts. The remainder of the study area contains primarily agricultural businesses or residential uses and therefore are outside the scope of this assessment.



◀ Figure 19-1:
Study area LGAs



Figure 19-2:
Study area SA2s

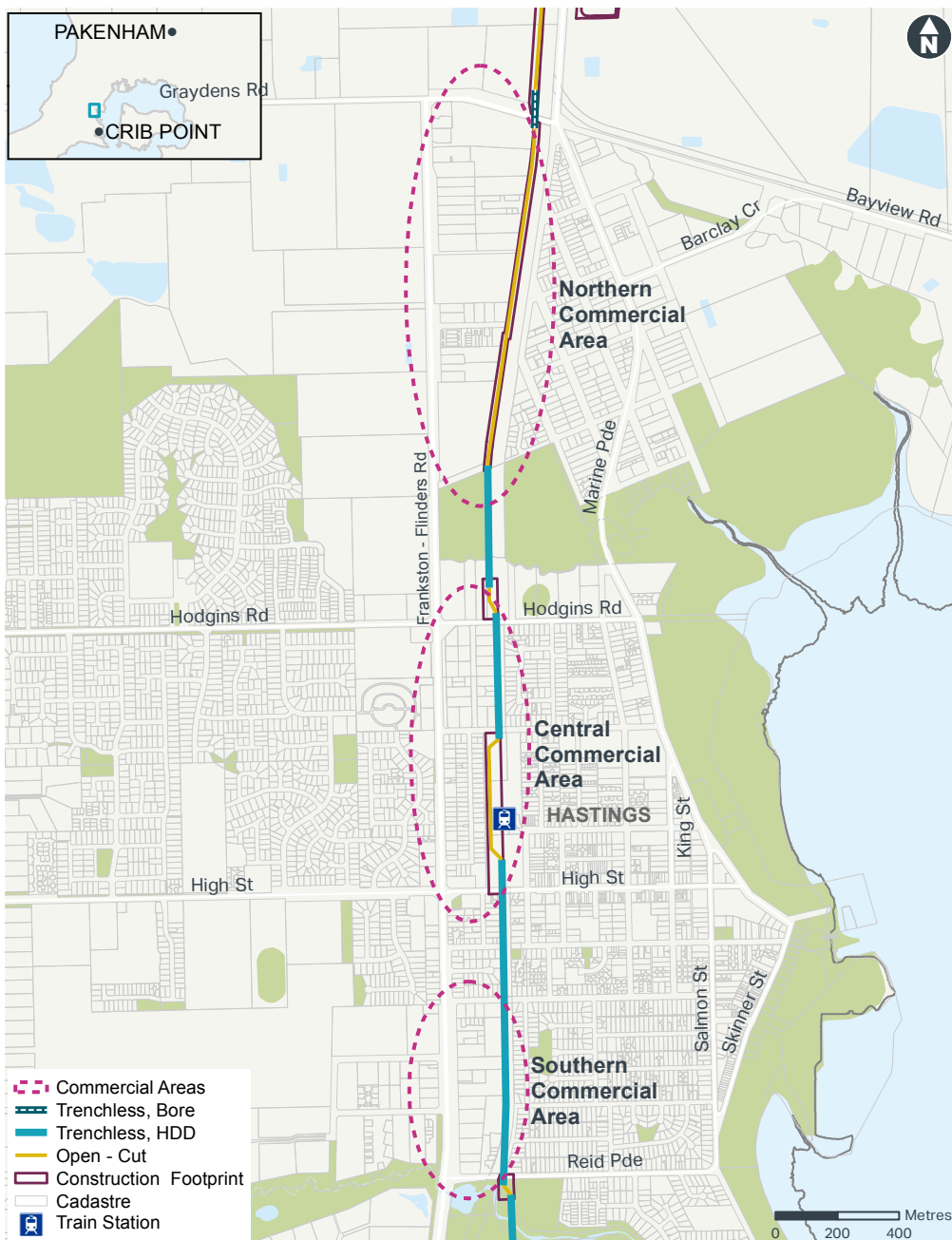


Figure 19-3:
Study area SA1s

19.5 Existing conditions

Most businesses relevant to this impact assessment are located in the three interest areas of Hastings shown in **Figure 19-4**. Nearly all the affected businesses outside Hastings are agricultural land or agribusinesses.

An assessment of potential impacts on agricultural businesses is provided in **Chapter 20 Agriculture** and EES Technical Report O: Agriculture impact assessment.



◀ **Figure 19-4:**
Areas of interest
(overview)

19.5.1 Study area characteristics

Local government area characteristics (LGA level)

The pipeline alignment would traverse three LGAs:

- Mornington Peninsula Shire
- City of Casey
- Cardinia Shire.

Mornington Peninsula Shire is bordered by Port Phillip on the west coast and Western Port on the east coast and has 190 kilometres of coastal boundaries. The Shire includes urban areas, resort towns, tourist developments and rural land and is a major holiday destination. The Shire also includes the industrial and port area of Hastings. Iron and steel manufacturing and building/construction are the Shire's main industries.

The City of Casey covers five distinct geographic regions reaching from the foothills of the Dandenong Ranges to the coastal villages of Western Port. Urban development is concentrated in the north of the municipality. Building/construction and agriculture are the main industries of Casey. The municipality is the third-fastest growing LGA in Australia and growth areas include Clyde South, Devon Meadows, Botanic Ridge and Casey Fields South. All these growth areas are located near the pipeline alignment.

Cardinia Shire is situated on the south-eastern fringe of the Melbourne metropolitan area and contains significant rural and horticultural land. The Shire's main industries include food manufacturing, agriculture, meat and meat product manufacturing, motor vehicle and parts manufacturing.

Hastings characteristics (SA2, SA1 and commercial land use parcel levels)

Hastings is one of three designated Major Activity Centres within Mornington Peninsula Shire. It has an important role in the local economy by providing jobs and economic activity and it influences wider social and economic outcomes. High Street is the primary 'spine' of Hastings and provides much of the daily retail needs of local residents.

The 2016 ABS census identified that Hastings (Hastings-Somers SA2) has a population of 9,609, with the median age being 41 years old, slightly higher than the rest of Victoria at 37 years.

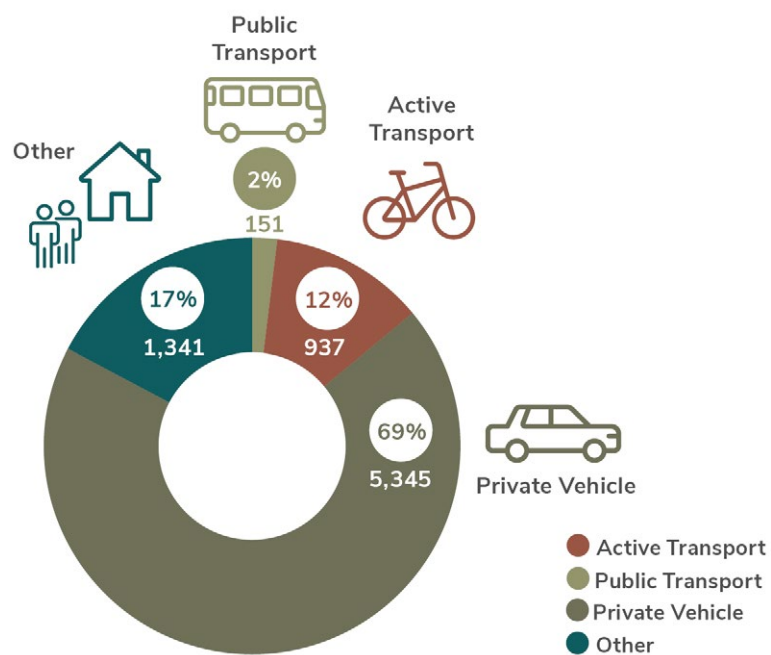
The largest proportion of workers in Hastings are employed in the supermarket/grocery store industry (5.3 per cent) with the next largest employers being defence (3.6 per cent) and aged care and residential services (3.6 per cent). The most common occupations in Hastings include technicians and trades workers (21.5 per cent), community and personal service workers (13.7 per cent) and labourers (13.3 per cent).

Of the 7,774 people working in the Hastings-Somers SA2, almost half live locally. **Figure 19-5** shows where the remaining workers commute from, with the majority living in the adjacent Somerville SA2 or locally in the Peninsula.

Figure 19-6 shows that most people working in the Hastings-Somers SA2 use private vehicles for their work journey (69 per cent). Active transport (walking or cycling) comprises 12 per cent of work journeys. Hastings is serviced by a bus route along Frankston–Flinders Road and High Street as well as a train service along the Stony Point rail line which runs between Stony Point and Frankston, with a station at Hastings. Train services operate hourly in each direction. Limited public transport encourages more private vehicle use and suggests the road network and parking availability in Hastings are extremely important for workers.



◀ **Figure 19-5:**
Summary of
persons commuting
to the Hastings -
Somers SA2



◀ **Figure 19-6:**
Travel mode
used by persons
commuting to the
Hastings - Somers
SA2

19.5.2 Study area existing conditions

Gas Import Jetty Works

Victorian Maritime Centre

The Victorian Maritime Centre is the only business located near the Gas Import Jetty Works. The maritime centre is opposite the landside area of the Crib Point Jetty on The Esplanade at Crib Point. The centre is a regional tourist attraction that opens on weekends from 10 am to 3 pm and employs around 40 people.

Flinders Aquaculture Fisheries Reserve

The Flinders Aquaculture Fisheries Reserve (FAFR) is located about 15 kilometres to the south-west of the Crib Point Jetty and about 0.3 kilometres offshore (east) from the Flinders township. All offshore marine aquaculture within Western Port occurs within the FAFR, which covers an area of about 440 hectares. The FAFR is serviced by the Flinders Jetty (about one kilometre to the south-west of the FAFR), which has mooring and vehicle access.

Longline culture of blue mussels is the predominant marine aquaculture activity in the FAFR. Abalone cage aquaculture is also undertaken. Other current and potential uses of the FAFR include:

- commercial shipping – the FAFR is not within commercial navigation channels but a small area of the FAFR is within Victorian Regional Channel Authority (VRCA) jurisdictional waters
- recreational boating, fishing and diving
- charter boat operators
- commercial fishing.

Although the FAFR is outside the study area it has been included in this business impact assessment for completeness.

Port of Hastings Development Authority and Victorian Regional Channels Authority

The Port of Hastings Development Authority (PoHDA) manages the Port of Hastings operations, including maintaining the associated port infrastructure (except for the BlueScope-owned steel wharves).

The Port of Hastings is one of Victoria's four commercial trading ports. Its channels are the deepest navigable commercial waters in Victoria and have an annual capacity of over 2,000 vessel movements per annum. Development has focused on bulk commodities with most trade being liquid bulk commodities. The annual value of trade is approximately \$1.4 billion. The Port's main trade commodities include crude oil, liquified petroleum gas (LPG), unleaded petrol, diesel and steel. The Port's facilities include the Stony Point jetty and depot, Crib Point liquid berths 1 and 2, Long Island Point bulk liquid and gas berth and the BlueScope-owned jetty. Stony Point is used by passenger ferries, the Royal Australian Navy, the fishing industry, small commercial vessels and harbour tugs.

The VRCA manages the commercial navigation of the channels in Hastings port waters including shipping control, navigation aids, channel management, marine environment protection and safety and security.

PoHDA is working with AGL so that Berth 2 at the Crib Point Jetty would be ready and in suitable condition for use for the Project. The Project would comply with relevant obligations for vessels operating in Port of Hastings waters, including the use of the commercial shipping channels under the management of the VRCA.

Pipeline Works

Most of the land along the pipeline alignment is used for agricultural purposes (see **Chapter 20 Agriculture**). Most commercial/industrial areas are in Hastings. Businesses in Hastings that may be affected by the Project generally have fewer than 20 employees and an annual turnover of less than \$2 million. According to the Australian Tax Office (ATO), a small business is classified as having less than \$2 million aggregated turnover, which demonstrates the small business characteristic of the area.

As shown in **Figure 19-8**, most businesses in Hastings are located on Frankston-Flinders Road and High Street, with the highest density around Hastings railway station. A mix of commercial and retail uses are located further south from the southern commercial precinct, and a cluster of manufacturers and industrial sites are further north in the northern commercial precinct. A mix of industrial and metal fabricating shops also operate in the southern commercial precinct.

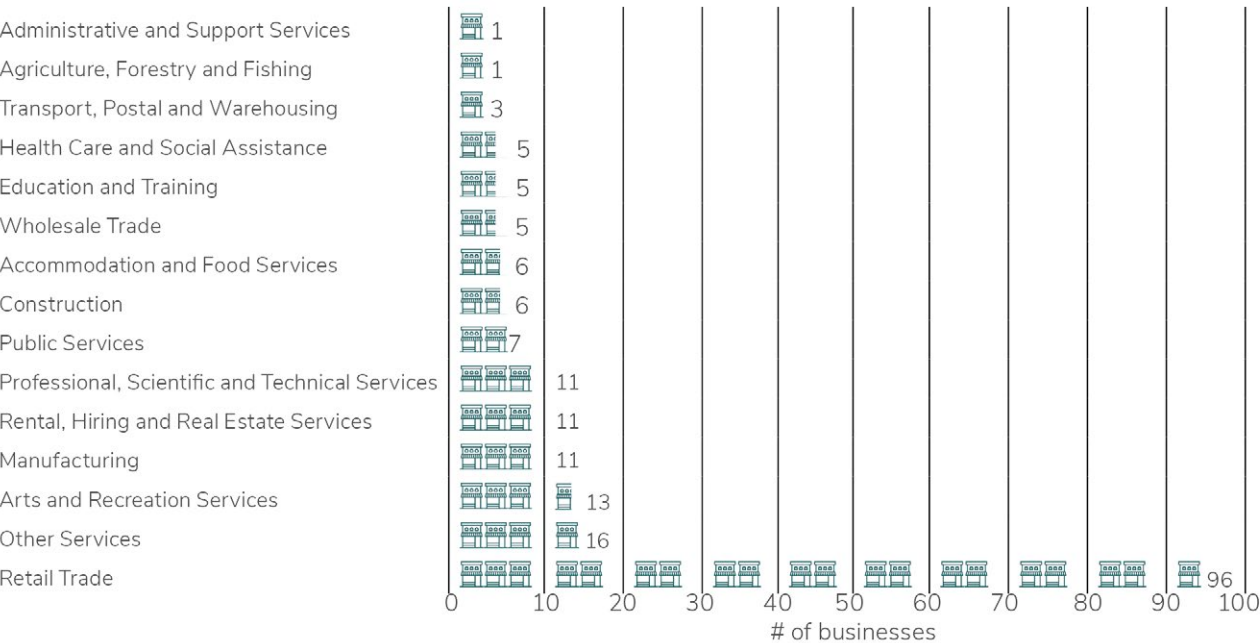
On-street parking is provided along a large stretch of Frankston-Flinders Road with most individual businesses also having private car spaces for customers and staff. Trader consultation identified that most customers and employees use private vehicles to travel to businesses.

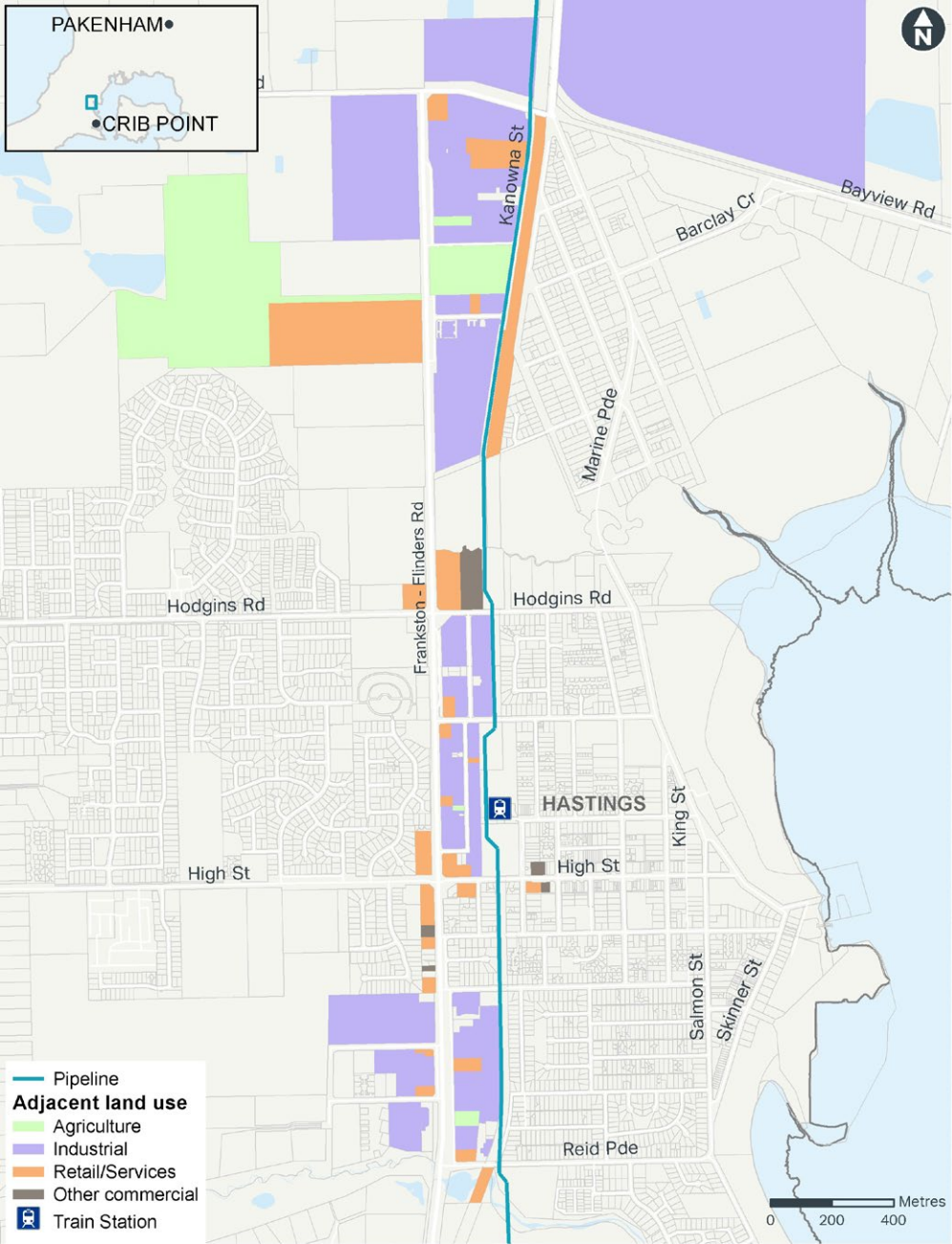
The consultation also found the customer base of businesses is mainly local. The general sentiment was that many customer visits were planned, with a smaller portion of trade from passers-by.

Figure 19-7 shows that retail is the largest industry in the Hastings-Somers SA2, followed by arts and recreation and manufacturing. Business types of the major industries include metal fabricating, storage, manufacturing and automotive parts, wrecking and sales.

The type of industry and number of businesses by type highlights the importance of vehicle access – whether it is parking for retail trade or truck access for manufacturing businesses.

▼ **Figure 19-7:**
Number of businesses in
Hastings-Somers SA2 by
industry





◀ **Figure 19-8:** Land use in Hastings

19.6 Risk assessment

The risk assessment identified the potential business risks as a result of the Project's construction and operation in accordance with the method described in **Chapter 5 Key approvals and assessment framework**.

The assessment included consideration of the environmental, social, economic and health and safety consequences of each risk and their likelihood of occurring.

Table 19-2 summarises the business risks identified. A complete risk register, including the likelihood and consequence of each risk pathway, is located in EES Attachment III *Environmental risk report*.

Risk ratings were applied to each identified risk pathway, assuming that initial mitigation measures were in place. Where the initial risk ratings were categorised as medium or higher, additional mitigation measures were developed to lower the residual risk where possible.

No substantial risks to local businesses were identified for the Project's operation due to the pipeline being underground. Only construction risks were therefore assessed.

Two initial risks during the pipeline's construction were identified that relate to access restrictions and amenity impacts to businesses. Each was assigned an initial risk rating of medium. The revision of the pipeline alignment and the horizontal directional drilling (HDD) trenchless construction method along most of the Stony Point rail corridor as an additional mitigation measure has reduced the residual risk rating of these two risks to low.

These impacts are discussed in **Section 19.7 (Construction impacts)** of this chapter.

Mitigation measures are presented in **Section 19.9 (Mitigation measures)** of this chapter and in **Chapter 25 Environmental Management Framework**.

Table 19-2: Business risks

Risk ID	Works area	Risk pathway	Initial mitigation measures	Initial risk rating	Additional mitigation measures	Residual risk rating
Construction						
B1	Gas Import Jetty Works and Pipeline Works	Changes to road and/or car parking conditions during construction restricts access for customers, staff and deliveries, disrupting business operations	<p>MM-SE01 – Stakeholder Engagement Management Strategy Consultation with traders around specific construction periods where changes to road and/or parking conditions may disrupt business operations.</p> <p>Early communication with businesses. Maximise temporary access for staff, deliveries and customers in accordance with mitigation measures listed in Chapter 15 Transport (MM-TP01).</p>	Medium	<p>MM-BU01 – Pipeline alignment change to Stony Point rail corridor.</p> <p>Planning for the construction period would consider the treatment of parking spaces during construction to limit any adverse effects and consider alternative parking arrangements if needed in accordance with mitigation measures listed in Chapter 15 Transport (MM-TP01).</p>	Low
B2	Gas Import Jetty Works and Pipeline Works	Construction activities cause adverse changes to amenity experienced from businesses where amenity is part of the customer experience	<p>MM-SE01 – Stakeholder Engagement Management Strategy Consultation with traders around specific construction periods where noise and dust may be especially prominent.</p> <p>Use of water trucks to spray roads during especially dusty works in accordance with mitigation measures listed in Chapter 12 Air Quality (MM-AQ01).</p> <p>Manage noise from construction activities in accordance with mitigation measures listed in Chapter 13 Noise and vibration (MM-NV01).</p>	Medium	MM-BU01 – Pipeline alignment change to Stony Point rail corridor.	Low

19.7 Construction impacts

During construction, opportunities for local suppliers and employment would include a range of general trade and support services such as catering and food contractors, vegetation management, security guards and patrols, and fencing contractors.

Two risks were identified that may impact on business during construction of the Project which relate to access restrictions and amenity impacts to businesses.

19.7.1 Gas Import Jetty Works

The Gas Import Jetty Works are expected to have minimal impact on businesses. The only business located nearby is the Victorian Maritime Centre. Construction works may require altering access arrangements to the Maritime Centre but alternative access measures would be put into place in consultation with the centre's management. Details on these alternative access arrangements would be included in the Traffic Management Plan (TMP) (see **Chapter 15 Transport**).

Construction works may also impact visitor amenity and the number of visitors due to increased noise and dust in the area. These impacts are not expected to be significant and can be suitably managed through the air quality and noise controls included in the Gas Import Jetty Works Environmental Management Plan (EMP) (see **Chapter 12 Air quality** and **Chapter 13 Noise and vibration**). The impacts would be limited to weekends during the opening hours of 10 am and 3 pm, as the Victorian Maritime Centre is not open on weekdays. Construction of the Crib Point Receiving Facility and Jetty Infrastructure would occur on Saturdays during standard working hours between 6 am and 3:30 pm, and so minor amenity impacts may occur during opening hours on Saturdays.

Although the FAFR is outside the study area, for this business impact assessment it has been included for completeness. No impacts on the FAFR are expected during construction of the Gas Import Jetty Works.

Construction of the Gas Import Jetty Works may require the use of barges around the Crib Point Jetty. Barges would operate in compliance with the relevant provisions of the PoHDA Operating Handbook and when commercial shipping channels are used, in compliance with the requirements of the VRCA. Compliance with these requirements would see no adverse impacts on the use of other commercial enterprises that use PoHDA facilities or the commercial shipping channels.

AGL and APA would also ensure compliance with the relevant obligations for vessels operating in Port of Hastings waters, including the use of the commercial shipping channels under the management of the VRCA.

19.7.2 Pipeline Works

First-stage consultations with business owners were conducted by APA to address initial concerns around the potential for the Project to significantly impact local businesses. This was primarily due to the early iterations of the pipeline alignment being located along Frankston-Flinders Road where several businesses are located. The early iterations of the pipeline alignment crossed the driveways of several businesses where open cut trenching would disrupt their operations. Due to the risk of impacting businesses in Hastings, APA sought to change the pipeline alignment to use the neighbouring rail corridor as much as practicable to substantially reduce potential business impacts.

Discussions between APA, members of the business impact assessment team and potentially affected businesses identified that businesses supported the relocation of the pipeline alignment to the Stony Point rail corridor and away from Frankston-Flinders Road because it moved the pipeline away from most business frontages and car parking areas, limiting potential disruptions to their operations. Most businesses consulted were not concerned about the Project if impacts to their operations were minimal.

During revision of the pipeline alignment, APA worked closely with VicTrack, the Department of Transport and Mornington Peninsula Shire to understand the requirements of locating the pipeline within the Stony Point rail corridor. This involved ensuring that placing the pipeline within the rail corridor did not prevent the future electrification and duplication of the Stony Point rail line.

Investigations into the existing environment as it relates to this business impact assessment determined that impacts to businesses would be minimal. Four primary impacts which may occur during construction of the pipeline were initially identified:

- access restrictions or temporary changes to existing access arrangements
- reduced availability of car parking for customers and staff
- amenity impacts such as noise and dust
- reduced business visibility because of construction plant and equipment which could have a negative impact on passing trade.

The extent of these potential impacts on businesses would vary depending on the pipeline construction technique. Potential impacts from each construction technique are briefly described below.

Open cut trenching

Open cut technique around Hastings would progress at a rate of around 30 to 55 metres per day from occupation to complete reinstatement. Where open cut trenching is proposed, individual businesses may experience disruption to normal operations for one to three days. The pipeline alignment has been selected to avoid business driveways and access points.

Trenchless construction

Trenchless construction is a minimal impact method of installing underground utilities without the need for excavating or trenching. Trenchless construction has the potential to cause temporary amenity impacts such as noise and vibration on businesses directly adjacent to the trenchless entry and exit points.

After an options analysis and consideration of these potential impacts on businesses in Hastings, APA selected the proposed pipeline alignment and construction technique along the existing rail corridor because it significantly reduces the likelihood of impacts and the severity of any residual impacts.

Access restrictions (Risk ID B1)

The pipeline alignment follows the railway corridor and does not cross any business driveways within the southern nor central commercial areas. Pipeline construction would not therefore directly impact business access within these areas.

Within the northern commercial area, the pipeline alignment would cross four business driveways on Kanowna Street in Hastings but would likely have a relatively low level impact on their activities. Access arrangements would be developed in discussion with these businesses before construction works started so that access was maintained. This area contains mostly industrial businesses that do not rely heavily on passing trade.

As the rail corridor is the proposed pipeline alignment, no access impacts are expected for businesses in Hastings up to Hodgins Road. Access points for business between Reid Parade and Hodgins Road would remain unaffected because construction of the pipeline behind them would primarily use a trenchless technique. This is a positive outcome as the importance of access to businesses was highlighted by traders during consultation, with many requiring heavy vehicles access.

Reduced availability of car parking (Risk ID B1)

During the trader consultation process, a concern was raised over the potential changes to on-street parking during construction. Nearly all traders highlighted that most of their employees and customers travel by private vehicles. This means any reduction in parking from construction activities or workers using the car spaces would have the potential to adversely impact businesses.

As the pipeline alignment avoids Frankston-Flinders Road entirely, construction activities would not directly impact parking spaces in the Hastings commercial district. Construction planning would consider the treatment of parking spaces to limit any potential for reduced car parking availability. This may include identifying alternative construction workforce parking areas in the TMP. Implementation of these mitigation measures means it is unlikely that business operations and car parking availability would be disrupted in Hastings.

Potential amenity impacts such as noise and dust (Risk ID B2)

Dust and vibration impacts would be minor due to the separation distance between businesses and the pipeline alignment and the location of the pipeline at the rear of most businesses through the southern, central and northern commercial area of Hastings. Potential dust and vibration impacts are only expected to present a potential risk of impacts on businesses where open cut trenching occurred, in a small section in the northern commercial area of Hastings. Businesses within the immediate vicinity of entry and exit points of the trenchless pipeline sections may also experience amenity impacts.

Noise levels are predicted to be up to 62 dB(A) at the nearest businesses during certain construction activities. Due to the temporary nature of the construction works, this is not predicted to cause significant amenity impacts. A Stakeholder Engagement Management Strategy would discuss these impacts with sensitive receptors that are potentially affected. In addition, most businesses in the study area in Hastings are not of a nature that temporary amenity impacts would materially affect the customer experience.

The pipeline alignment along the rail corridor has significantly reduced the risk of potential amenity impacts on businesses in the Hastings study area. Management of the construction process would further enable the management and mitigation of potential amenity impacts on businesses in Hastings. This would include consulting traders about specific construction periods where noise and dust may be especially prominent.

There is some potential for noise, vibration and dust impacts at the Victorian Maritime Centre associated with construction works at Crib Point. These impacts are not expected to be significant and would be suitably managed through the air quality and noise controls included in the Pipeline Works Construction Environmental Management Plan (CEMP) (see mitigation measures in **Chapter 12 Air quality** and **Chapter 13 Noise and vibration**). The impacts would be limited to weekends during the opening hours of 10 am and 3 pm, as the Victorian Maritime Centre is not open on weekdays. Construction of the pipeline would occur on both Saturdays and Sundays during standard working hours between 6 am and 6 pm, therefore minor amenity impacts may occur during opening hours on weekends.

19.8 Operation impacts

No substantial impacts on local businesses during operation of the Project were identified. This is because the pipeline would be entirely underground with no interactions with businesses. The operation of the Gas Import Jetty Works would have minimal impact on the Victorian Maritime Centre (the only business at Crib Point Jetty).

Relevant obligations for vessels operating in Port of Hastings waters would be complied with, including the use of the commercial shipping channels under the management of the VRCA.

The FAFR is outside the study area for this business impact assessment and it is unlikely that operation of the Project would adversely impact it.

19.9 Mitigation measures

APA's selection process of the proposed pipeline alignment was in accordance with AS/NZ 2885.1 and other relevant guidelines and included the review of potential environmental and amenity impacts.

In addition, discussions with landholders, business operators and the broader community as well as constructability considerations were considered to provide safe construction and operation of the Project.

The pipeline alignment selection process is further described in **Chapter 3 Project development**.

The pipeline alignment in Hastings was further refined and selected to reduce the risk of impacting businesses and local community. Selecting the pipeline alignment in Hastings and using the existing rail corridor as much as practicable, as well as adopting a trenchless construction technique substantially reduces the potential for business impacts compared with other options considered (such as a pipeline alignment along Frankston-Flinders Road). Management measures implemented as part of the CEMP for the Pipeline Works would enable appropriate management of potential business impacts.

Table 19-3 sets out the mitigation measures developed to manage business impacts during construction of the Project. Specific mitigation measures have been developed to address business impacts as part of other Technical Reports prepared for the EES. Specific mitigation measures relating to noise, dust and traffic impacts during construction of the Project are provided in:

- **Chapter 12 Air quality**
- **Chapter 13 Noise and vibration**
- **Chapter 15 Transport.**

Table 19-3: Mitigation measures – business

Mitigation measure ID	Mitigation measure	Stage	Works area
MM-SE01	<p>Stakeholder Engagement Management Strategy</p> <p>A Stakeholder Engagement Management Strategy will be prepared to facilitate ongoing consultation between the proponent and the community (including relevant councils, government authorities, adjoining affected landowners and businesses and other community groups directly impacted by the Project).</p> <p>The Stakeholder Engagement Management Strategy will be a requirement of the EMP for the Gas Import Jetty Works. For the Pipeline Works, the Stakeholder Engagement Management Strategy will be consistent with the Consultation Plan being prepared for the Pipeline Licence. The Stakeholder Engagement Management Strategy will:</p> <ul style="list-style-type: none"> • identify people and organisations to be consulted during the design and work phases • set out procedures and mechanisms for the regular distribution of accessible information about or relevant to the Project • identify opportunities to provide information regularly about construction activities, schedules and milestones • detail the measures for advising the community in advance of upcoming works (where necessary) • set out procedures and mechanisms for consulting with relevant council(s) and government authorities/agencies <p>set out procedures and mechanisms:</p> <ul style="list-style-type: none"> – through which the community can discuss or provide feedback to the proponent – through which the proponent will respond to enquiries or feedback from the community – to resolve any issues and mediate any disputes that may arise in relation to environmental management and delivery of the Project. <p>The Stakeholder Engagement Management Strategy will be implemented for the duration of the construction works and for 12 months following completion of construction.</p>	Design, construction and operation	MM-SE01 - Gas Import Jetty Works and Pipeline Works
MM-BU01	<p>Pipeline alignment change to Stony Point rail corridor</p> <p>The pipeline alignment and construction methodology in Hastings has been changed to the Stony Point rail corridor to reduce amenity (traffic, visual, air quality and noise) impacts on businesses along Frankston-Flinders Road and sensitive receptors in Hastings.</p>	Design	MM-BU01 - Pipeline Works

19.10 Conclusion

The business impact assessment identifies the risks and potential impacts of the construction and operation of the Project on non-agricultural businesses. No substantial impacts associated with local businesses were identified for the operation of the Project.

The impact assessment primarily focused on three areas of interest in Hastings: the northern, central and southern commercial areas. These areas contain businesses which construction activities have potential to impact. Businesses in these three areas are primarily small traders in the retail and manufacturing sectors employing less than 20 people.

The potential impacts on local businesses from construction of the Project include:

- limited or constrained access to businesses when construction works are taking place in the immediate vicinity of their premises leading to potential access changes for staff and customers
- reduced amenity because of dust and noise leading to a reduced customer experience and short term staff discomfort.

The revised pipeline alignment has limited potential impacts of the Project on non-agricultural businesses at Hastings. Locating the pipeline in the existing rail corridor through Hastings and primarily using HDD enables direct and indirect business impacts to be avoided or minimised as far as practicable. Reducing the right of way, maintaining one-on-one consultation with landholders and implementing appropriate construction methodologies further reduces the risk of construction activities impacting traders.

No significant impacts on the Victorian Maritime Centre, FAFR, commercial shipping channels or PoHDA operations are expected during construction or operation of the Project.

Implementing the mitigation measures means the residual risk of impacts on businesses is low.

In response to the social, economic, amenity and land use draft evaluation objective, impacts of the Project on business have been assessed and mitigation measures have been identified to reduce or minimise these impacts.