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### **Method Statement 1.8 - Works Communications Plan**

The Contractor will positively and actively engage with the local community. For this Project, Lagan Construction will be the principal Construction Sub-Contractor for the Key Facility Works.

The Contractor will prepare and implement a communications strategy and a delivery plan to cover the construction period. The Contractor's construction delivery team will oversee the development and implementation of the communications strategy and plan to ensure that all stakeholders are kept informed about progress during the construction of Key Facility. The Contractor will ensure that any disruption or impacts on the daily activities of the local community are kept to a minimum.

The relevant Contractor Related Party will be registered under the Considerate Contractors Scheme or equivalent.

#### **MS 1.8a - Strategy**

The communications strategy will support the infrastructure building programme and will ensure all stakeholders understand the objectives of the Project. It will be developed once Planning Permission has been secured and the contract award finalised and will keep stakeholders informed. The plan will be reviewed on a monthly basis by the project team to take into account information from key performance indicators (KPIs) and any unexpected changes or incidents.

#### **MS 1.8b - Public and Stakeholders**

The detailed stakeholder mapping exercise carried out as part of the stakeholder engagement process to support the application for Planning Permission will be reviewed for the purposes of the construction communications plan in terms of adding or removing stakeholders as appropriate. The public and stakeholder groups will include:

- Local community liaison group;
- Wider local residents;
- Local, regional, national and trade media;
- Viridor employees;
- Contractors' employees on site;
- Parish councillors;
- Nature conservation groups and other interest groups;

- Officers in the relevant departments and the Councils of each of the Partnership's Boroughs;
- The Highways Agency;
- The Environment Agency; and
- Local Member(s) of Parliament.

### **MS 1.8c - Detailed Programme**

A communications programme will be developed in advance of the Key Facility Works in consultation with the Authority that will ensure stakeholders are informed and engaged thoroughly and effectively throughout construction.

The programme will include:

- Regular employee and contractor briefings;
- Regular site liaison group meetings and written briefings;
- Provision for direct mail communication with local residents, elected representatives and council officers and community groups to inform them of what the Project is about and what it means for them. Collateral will be produced and distributed on an on-going basis, in advance of any major development works which may result in disruption on the roads or local amenity;
- Provision for online communications via a dedicated website, and the Contractor's social media channels;
- A dedicated free-phone number;
- Provision for information materials to be produced prior and during the construction period to support the ongoing communication, including briefing leaflets, signs on site, FAQ sheets, posters, etc;
- Provision of information to council offices reception, contact centres or customer services teams;
- Provision for press releases to local, regional and trade press;
- Open and exhibition days prior to the start of the Key Facility Works;
- Meetings and briefings with elected members at parish, Borough and Greater London Authority levels, as well as the local Member(s) of Parliament; and
- On-going communication with the Highways Agency and the Environment Agency.

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