



# Construction Communication and Consultation Plan

Peacock Waikato River Bridge and Strategic Services

Contract: HCC 142/2019

Project Manager: <u>Ian Fletcher</u>	Date:	7/12/2021
	Document No:	PWRB-MNP-007
	Revision:	02
	Status	02Approved

## Peacocke Waikato River Bridge and Strategic Services

Contract no: HCC 142/2019  
Document title: Construction Communication and Consultation Plan  
Document no: PWRB-MNP-007  
Revision: 2  
Date: 7 December 2021  
Client name: Hamilton City Council  
Contractors Representative: Iain Fletcher  
Author: Kellie Ellis

### Document history and status

Revision	Date	Description	By	Review	Approved
1	17/08/2020	For internal review	K Ellis	S Wilton	S Wilton
2	7/12/2021	HCC Approval	K Ellis	G Kettle	P Kirk

# Contents

	Page
<b>1. Introduction</b>	<b>4</b>
1.1. Purpose	4
1.2. Scope of CCCP within the Management Plan Framework	4
1.3. Objectives	4
1.4. Context within the wider Peacocke Project	4
<b>2. Project Description</b>	<b>6</b>
2.1. General nature and extent of physical works	7
2.2. Schedule of Construction Activities	7
<b>3. Consents and Designation.</b>	<b>10</b>
3.1. Guide to Management Plans and Sections dealing with HCC Designation Conditions	11
3.2. Relevant Project Specification Requirements	13
<b>4. Protocols</b>	<b>14</b>
4.1. Enquiries and Complaints	14
4.2. Correspondence Branding	15
4.3. Information and Privacy	15
4.4. Relationship with HCC as Territorial Authority	15
4.5. Southern Links Project	15
4.6. Relationship with Waka Kotahi NZ Transport Agency as a Southern Links project partner	15
<b>5. Communication and Consultation Framework</b>	<b>16</b>
5.1. Stage 1 Enabling Works – 1st Oct 2020 to approx. Dec 2020	16
5.2. Stage 2 Construction Works – approx. Jan 2021 – Dec 2022	16
5.3. Stage 3 Completion Works – approx. Jan 2023 – April 2023	17
5.4. Summary of Engagement Tools	17
5.5. Opt-In for Notifications	18
5.6. Community Liaison Group	18
5.7. TWWG Forum	19
5.8. Traffic Forum	19
<b>6. Stakeholder Management</b>	<b>19</b>
6.1. Stakeholder List	19
6.2. Contact Relationship Management Database	20
6.3. Integrating Stakeholder Feedback	20
6.4. Enquiries and Complaints Process	20
6.5. Emergency Responses	21
6.6. Media Management	21
<b>7 Accountabilities</b>	<b>21</b>
7.1 Roles and Responsibilities	21
7.2 Schedule of Meetings / Reports	22
7.3 Other Roles and Responsibilities	22

Appendix	
1	Construction Programme
2	Construction Zones

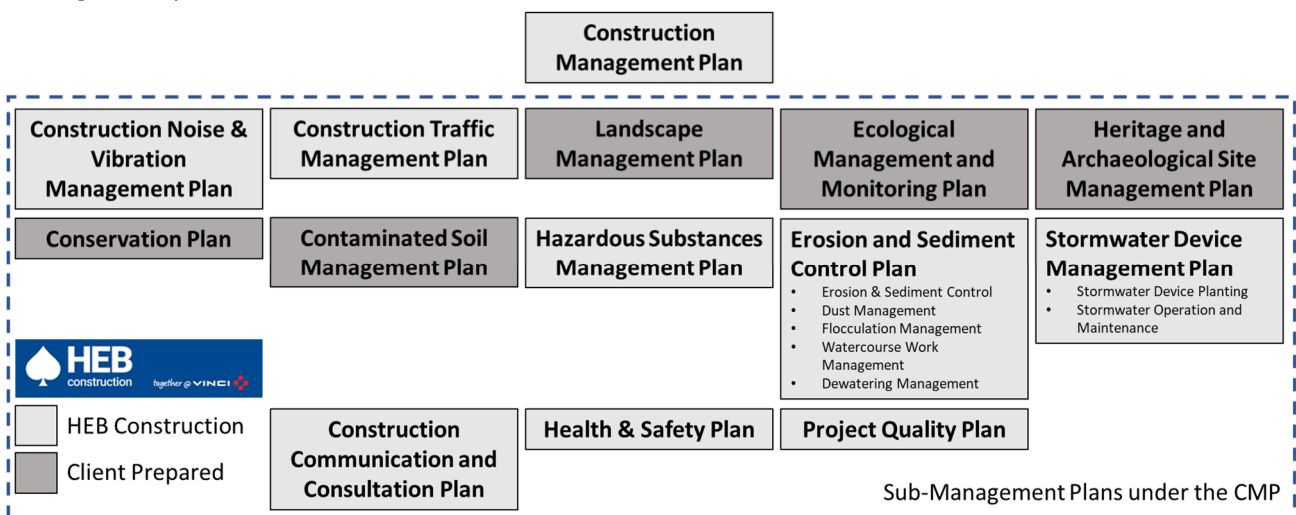
# 1. Introduction

## 1.1. Purpose

This Construction Communication and Consultation Plan (CCCP) is for the completion of Hamilton City Council (HCC) Contract Ref: PSP 17482 – Peacocke Waikato River Bridge and Strategic Services project (PWRB). The purpose of the Construction Management Plan (CMP) and sub-management plans is to demonstrate to Hamilton City Council how HEB Construction Ltd (HEB) intends to meet, manage and comply with the conditions of the Designation conditions as they relate to communication and consultation during construction of the Project. The CCCP is a sub-management plan to the CMP.

## 1.2. Scope of CCCP Within the Management Plan Framework

The CCCP sets the overall framework for the management of communication and consultation by HEB Construction whilst the Project is being physically completed and is supported by other sub-management plans focusing on the specialist environmental areas. Figure 1 illustrates the relationship between the CCCP and the sub environmental management plans.



**Figure 1: Management Plan Relationships.**

## 1.3. Objectives

HEB Construction recognises the importance of good communications with all stakeholders and takes pride in the responsible and ethical way we go about our work in the community. The objectives of the CCCP are:

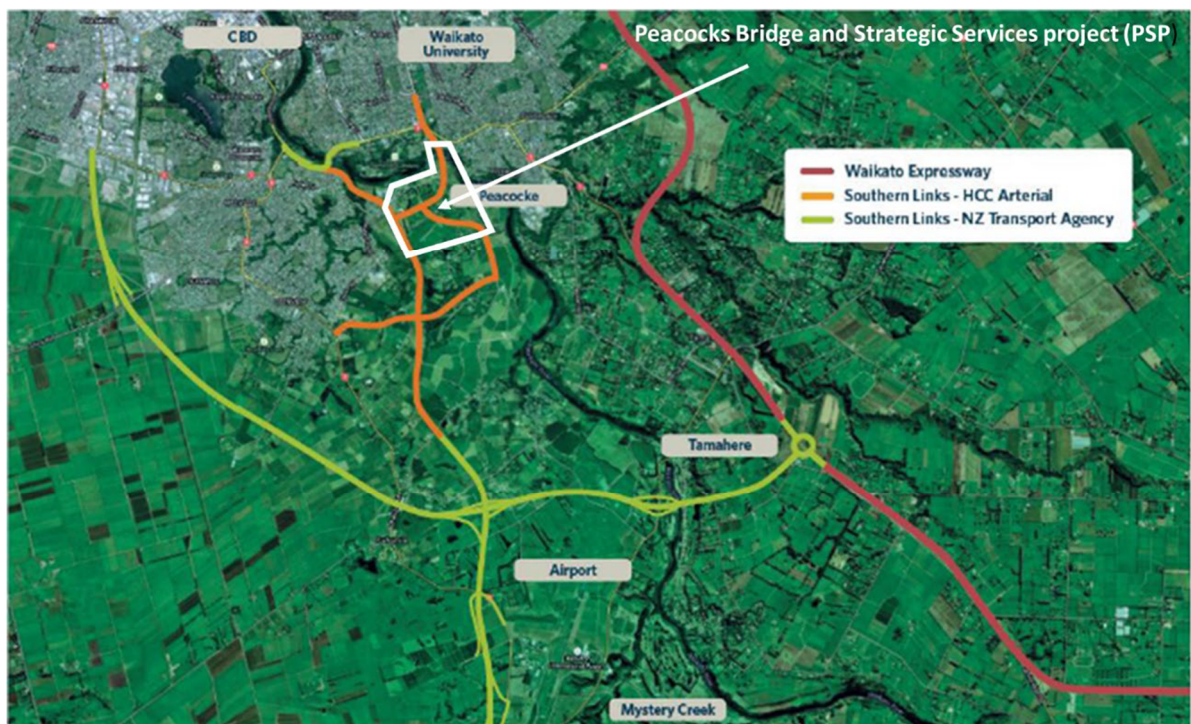
- Set out a framework to ensure appropriate communication and consultation is undertaken with the relevant community, stakeholders, directly affected parties, and affected parties in proximity during construction;
- Community and stakeholder engagement will be considered in all aspects of project planning;
- Align the CCCP with HCC’s Pre-Construction Communication and Consultation Plan (PCCP);
- Maintain positive community and stakeholder feedback on the management of this project;
- Work in partnership with Hamilton City Council (HCC) and its agents (TPG and BBO), to uphold high standards of community and stakeholder engagement throughout the construction phases of the Project;
- Fulfil the Designation conditions relating to the CCCP;
- Fulfil the Project Specification requirements, in particular 2.2.9 c) to provide for a Community Liaison Plan (CLP);



#### 1.4. Context Within the Wider Peacocke Project

It is important to understand the context of this Project within the wider Peacocke Project. As previously stated, this CCCP relates to the Peacocke Waikato River Bridge and Strategic Services Project (PWRB) that will provide roading and infrastructure services to enable Hamilton City's growth into the Peacocke area.

The PWRB will connect the new Peacocke growth cell to the City Centre by way of a new bridge over the Waikato River, a series of local roads and roundabouts with fully formed footpaths and cycleways, and infrastructure services, which together will form the basis of the Peacocke neighbourhood. A more detailed description of the construction works is outlined in Section 2.2. Construction of the PWRB also forms part of Southern Links project (Refer Figure 2).

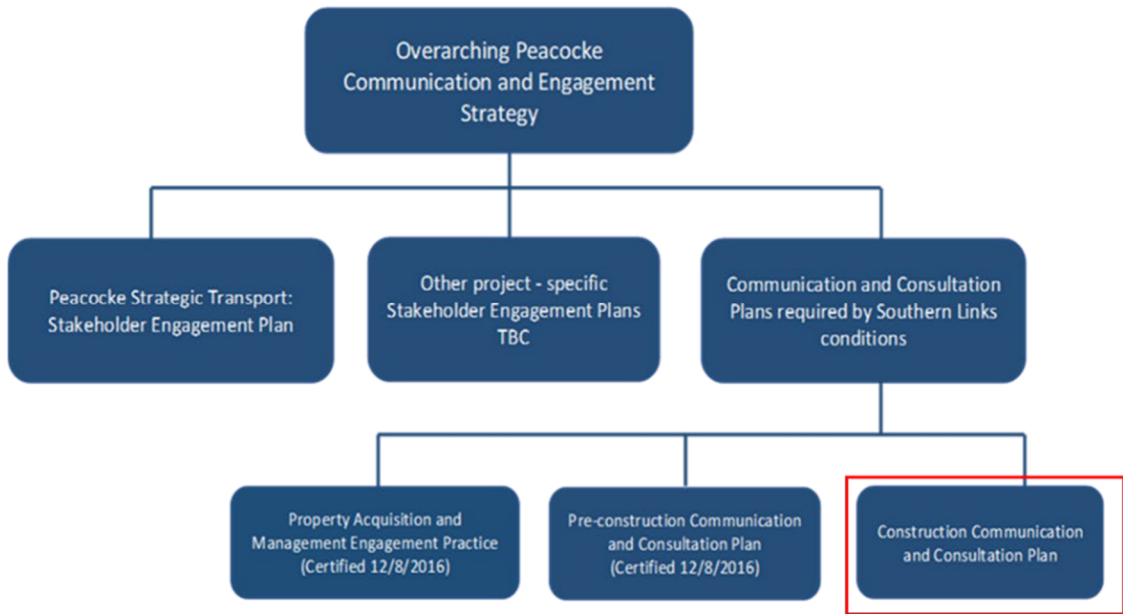


**Figure 2: Proposed NZTA Southern Links network (orange/yellow) incorporating the HCC Arterial (orange) and Peacocke Waikato River Bridge section (white boxed area)**

The Southern Links Designation requires HCC to develop a Pre-Construction Consultation and Communications Plan (PCCP) which they did on 12 August 2016 and it has been in operation since this time. Condition 8.0 of the Designation requires HEB Construction to prepare this Construction Consultation and Communications Plan (CCCP) to be developed to continue throughout the construction phase.

HCC have also since developed a Peacocke Strategic Transport Stakeholder Engagement Plan to guide ongoing engagement practices for the wider Peacocke development. The relationship between these documents is illustrated in Figure 3. The PCCP remains in effect for parts of Southern Links not under construction or covered by the CCCP.

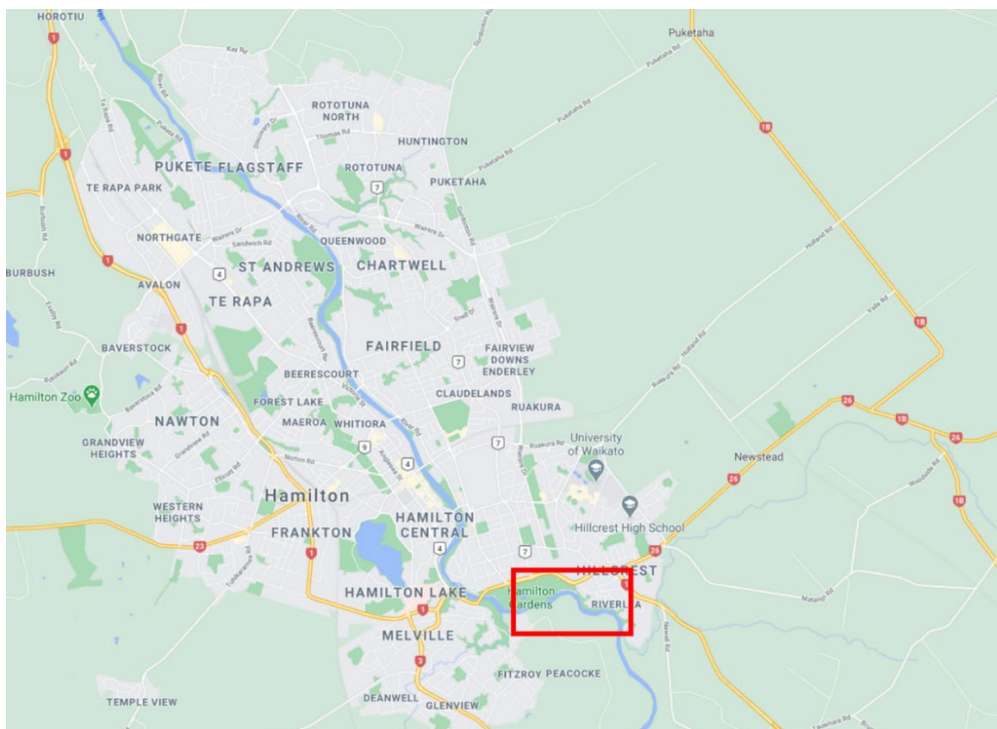
This document provides HEB Construction's proposed CCCP for the PWRB project, with the intention to seamlessly follow the principles adopted for the PCCP whilst meeting relevant CCCP requirements and conditions.



**Figure 3: Engagement Document Context.**

## 2. Project Description

HCC have engaged HEB to construct the PWRB located on the southern outskirts of Hamilton City (Refer Figures 4 and 5). The PWRB forms part of the broader Southern Links project being undertaken jointly between Waka Kotahi and HCC to manage the anticipated transport implications of projected growth and development around the southern part of Hamilton City. These works form an integral step in continuing the wider Southern Links project, providing a roading connection from the Wairere/Cobham Interchange (currently under construction by Fulton Hogan) southwards over the Waikato River and into the Peacocke development area. The completion of these works will also provide a crucial connection of the Ring Road to the Southern Links Project located on the southern side of the Waikato River.



**Figure 4: General Location of the Project in relation to Hamilton City**





**Figure 5: Layout and location of the Project in relation to Hamilton City**

## 2.1. General Nature and Extent of Physical Works

The extent of physical construction activities involved in the Project is illustrated in Figure 6. This area is defined and covered by the various regulatory permissions (Refer Section 3).

The main components of the PWRB include the following:

- The construction of the Ring Road extension with four lanes, two lanes for vehicles and potential use of two of the lanes by public transport AND potentially High Occupancy Vehicles. A shared pathway will be provided on either side of the Ring Road extension;
- The upgrading to full urban standards of Peacocke Road and Weston Lea Drive. Weston Lea Drive will be extended to connect with Peacocke Road to the south and will be severed by the Ring Road extension. All roads being constructed will be to urban standards including pathways on both sides of the road, gas, telecommunications, power and three waters infrastructure;
- The ground improvement work along parts of the future North-South Major Arterial;
- The construction of the stormwater infrastructure (including attenuation and treatment wetlands);
- The construction of a wastewater transfer (pump) station and pipeline; and
- A pedestrian cycle bridge will be constructed over the Ring Road extension at the northern end of the Waikato River bridge.

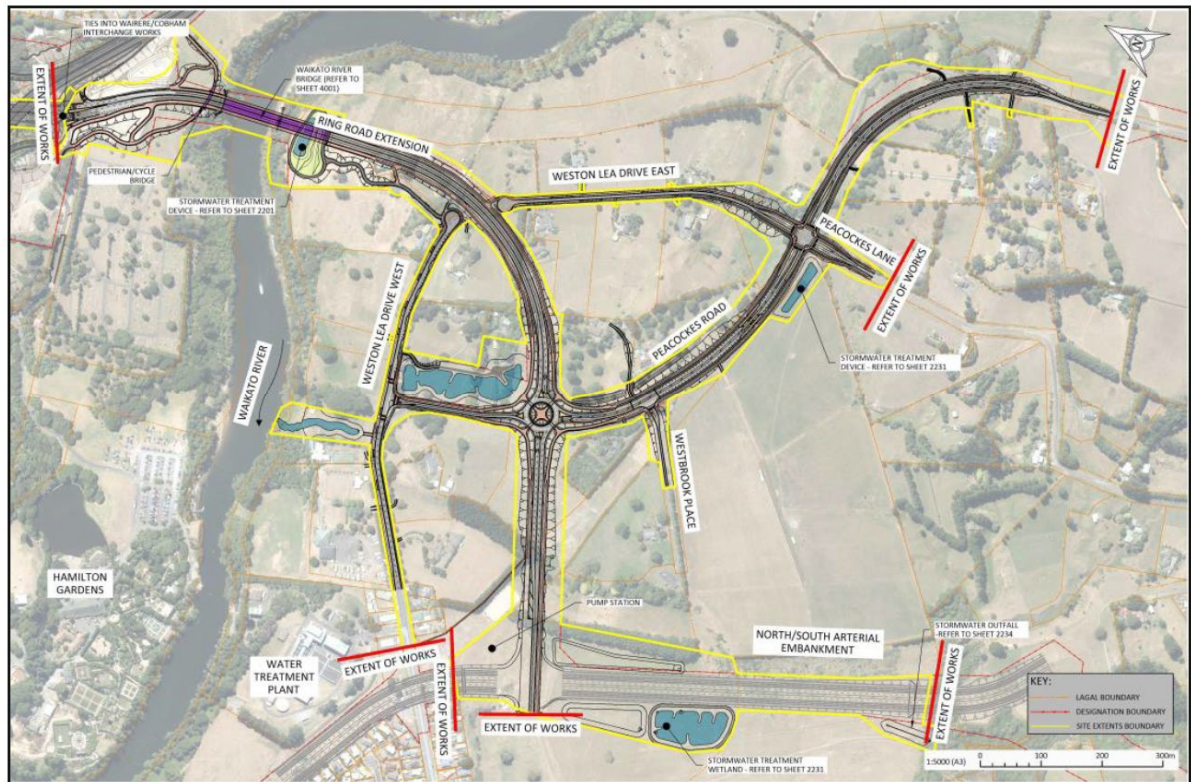


Figure 6: General nature and extent of physical works

## 2.2. Schedule of Construction Activities

Listed in Table 1 is an indicative schedule construction activity. This will evolve during the construction period for the project as site conditions become fully understood. The estimated overall Project programme timeframes are from October 2020 to the end of the project (Refer Appendix 1 and Appendix 2 for Plan showing corresponding construction zones as described in Appendix 1).

Table 1: Indicative Physical Construction Schedule

Start Date	Finish Date	Project Activity
October 2020	February 2021	<b>Entire Site</b> <ul style="list-style-type: none"> <li>• Site Establishment</li> <li>• Fencing installation</li> <li>• Vegetation Clearing</li> <li>• Establishment of erosion and sediment controls</li> </ul>
October 2020	February 2023	<b>Area W1 - Weston Lea Drive West incl. Peacocke Rd West</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Utility Services - Underground 33kV Electrical</li> <li>• Stormwater &amp; Water Supply</li> <li>• Wastewater Drainage</li> <li>• SWD02 Waikato River Outfall</li> <li>• Pavement - Peacocke Rd CH0 to 260</li> <li>• Pavement - Western Lea Drive West CH260 to 640</li> <li>• Traffic Services</li> <li>• Finishing Works - Stage 1</li> <li>• Finishing Works - Stage 2 (WLD West Turning Head)</li> </ul>

November 2020	July 2022	<b>Area R1 - Northern River Bank</b> <ul style="list-style-type: none"> <li>• Pedestrian Bridge</li> <li>• Set Up &amp; Early Works Cut ch 240-280</li> </ul>
November 2020	March 2022	<b>Area W2 - Ring Road Ch 760 to 1060 - Weston Lea Drive to Peacocke Road</b> <ul style="list-style-type: none"> <li>• Earthworks – Cut and Fill</li> <li>• Stormwater Drainage</li> <li>• Wastewater Drainage</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	March 2023	<b>Area R2 - River to Weston Lea Drive (Ring Road Ch 460 to 760)</b> <ul style="list-style-type: none"> <li>• Earthworks – Cut and Cut to Waste</li> <li>• Stormwater Drainage N02</li> <li>• Stormwater Treatment Device 01</li> <li>• Wastewater &amp; Water Supply</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	November 2022	<b>Area P1 - Peacocke Road West Ch 20 to 200</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Stormwater Drainage</li> <li>• Water Supply - Bulk Main</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	November 2022	<b>Area P2 Peacocke Road Roundabout Ch 200 to 320</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Preload Period - Northern Half</li> <li>• Stormwater Drainage (Northern Half)</li> <li>• Pedestrian Underpasses (UP-02, UP-01)</li> <li>• MSE Walls - Northern Half</li> <li>• Pedestrian Underpass (UP-03 West)</li> <li>• Pedestrian Underpass (UP-04 South)</li> <li>• MSE Walls - Southern Half</li> <li>• Stormwater Drainage (Southern Half) &amp; Water Supply</li> <li>• Preload Period - Southern Half</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	November 2022	<b>Area P3 - Peacocke Road Central Ch 320 to 840 incl. Peacocke Lane &amp; Westbrook Place</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Preload</li> <li>• Stormwater &amp; Wastewater Drainage, Water Supply</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	November 2022	<b>Area P4 - Peacocke Road East Ch 840 to 1445</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Stormwater &amp; Wastewater Drainage, Water Supply</li> <li>• SIL, Pavement &amp; Surfacing</li> </ul>



		<ul style="list-style-type: none"> <li>• Traffic Services &amp; Finishing Works</li> </ul>
November 2020	January 2023	<b>Area W2 - Weston Lea Drive East</b> <ul style="list-style-type: none"> <li>• Utility Services</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Preload</li> <li>• Stormwater &amp; Wastewater Drainage, Water Supply</li> <li>• SIL, Pavement &amp; Surfacing (CH 0 to 480)</li> <li>• Traffic Services &amp; Finishing Works</li> <li>• Finishing Works - Stage 2 (WLD East Turning Head)</li> </ul>
December 2020	December 2022	<b>Area R4 - Ring Road Ch 1160 to 1600 - Peacocke Road to North/South Arterial</b> <ul style="list-style-type: none"> <li>• Utility Services - Underground 33kV Electrical</li> <li>• Earthworks – Cut and Fill</li> <li>• Stormwater Drainage</li> <li>• Local undercut &amp; Wastewater Drainage</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
December 2021	October 2022	<b>Area R1 - North of River - Ring Road Ch 70 to 280</b> <ul style="list-style-type: none"> <li>• Utility Services, Wastewater &amp; Water Supply</li> <li>• Earthworks – Cut</li> <li>• SIL, Pavement &amp; Surfacing</li> <li>• Traffic Services &amp; Finishing Works</li> </ul>
March 2021	December 2022	<b>Area R2 - River to Weston Lea Drive</b> <ul style="list-style-type: none"> <li>• Waikato River Bridge</li> <li>• Ground Improvements - Abutment A</li> <li>• Abutment A Pile Foundations</li> <li>• Pier B Pile Foundations</li> <li>• Abutment C Pile Foundations</li> <li>• Abutment A Substructure</li> <li>• Pier B Pile Cap and Lattice V-Pier</li> <li>• Abutment C Substructure</li> <li>• Superstructure Steelwork</li> <li>• Services, Deck Construction &amp; Abutment Walls</li> <li>• Barriers, Shared Paths &amp; Finishing Works</li> </ul>
March 2021	December 2022	<b>Area N1 - North/South Arterial</b> <ul style="list-style-type: none"> <li>• Earthworks - Ground Improvements</li> <li>• Earthworks - Cut &amp; Fill</li> <li>• Earthworks – Preload</li> <li>• Stormwater Treatment Device 04 &amp; Outfall</li> <li>• Wastewater Drainage</li> </ul>
March 2023	March 2023	<b>Area R1 – Wairere/Cobham Intersection</b>

Note: refer to Appendix 1 for Construction Programme and Appendix 2 for Construction Zones.

### 3. Consents and Designation.

The Project has been issued numerous regulatory permissions such as Wildlife Permit and Heritage Authorities in the form of Resource Consents and a Designation. These are identified in Table 2. The Project will be administered in accordance with the requirements and constraints imposed by the conditions. The CCCP will demonstrate how

HEB will achieve compliance within these requirements and constraints in relation to communication and consultation. Table 3 directs the reader of this document to the section of the CCCP that relates specifically to conditions/requirements of the Designation where the requirement for such a plan originates.

**Table 2: Regulatory Permissions.**

Resource Consent/Designation Number	Consent Type:	Consent Subtype:	Activity authorised:	Management Plan(s) Required
AUTH141620.01.01	Water Permit	Ground water take	To temporarily take groundwater during construction dewatering activities	Dewatering Management Plan
AUTH141620.02.01	Water Permit	Surface water take	To temporarily divert groundwater and take surface water during construction dewatering activities	Dewatering Management Plan
AUTH141620.03.01	Discharge Permit	Water - stormwater	To divert and discharge stormwater in association with the Peacockes Strategic Transport Network	Stormwater Device Planting Management Plan Operation and Maintenance Plan
AUTH141620.04.01	Land Use Consent	Land - other	To drain and remove a wetland associated with construction of a stormwater outfall	N/A
AUTH141620.05.01	Water Permit	Diversion	To permanently divert a surface water flow path	N/A
AUTH141620.06.01	Land Use Consent	Land - well	To drill below the water table associated with the construction of the bridge piers	N/A
AUTH141620.07.01	Land Use Consent	Bed - structure	To construct stormwater outfall structures in the bed of the Waikato River and Mangakotukutuku Stream	N/A
AUTH141620.08.01	Land Use Consent	Land - disturbance	To undertake land disturbance activities within high risk erosion areas and associated earthworks and cleanfilling activities associated with the construction of the Peacockes Strategic Transport Network	N/A
AUTH141620.09.01	Discharge Permit	Land - other	To disturb and discharge soil for remediation of contaminated land in association with the Peacockes Strategic Transport Network	N/A
AUTH141620.10.01	Water Permit	Dam	To undertake temporary riverbed disturbance and use of temporary dam structures in the bed of the Waikato River in association with bridge construction	N/A
AUTH127680.01.01	Land Use Consent	Bed - structure	To place a traffic Bridge structure over the Waikato River	Erosion and Sediment Control Plan
106A	Designation	N/A	Construction of the Peacocke's Bridge and Strategic Services Project	a) <del>P</del> re-Construction Communication and Consultation Plan; b) <del>C</del> onstruction Management Plan; c) <del>C</del> onstruction Noise and Vibration Management Plan; d) <del>C</del> onstruction Traffic Management Plan; e) <del>C</del> onstruction Communication and Consultation Plan; f) <del>C</del> oncept Landscape Management Plan; g) <del>L</del> andscape Management Plan; h) <del>H</del> eritage and Archaeological Site Management Plan; i) <del>D</del> ust Management Plan; k) <del>H</del> azardous Substances Management Plan; l) <del>T</del> ransport Network Management Plan; m) <del>E</del> nvironmental Monitoring and Management Plan; and n) <del>C</del> onservation Plan.
* Consents AUTH141620.01.01 to AUTH141620.10.01 have a schedule of consent conditions that require the following management plans - Erosion & Sediment Control Plan (ESCP), Flocculation Management Plan (FMP), Dust Management Plan (DMP), and a Watercourse Works Management Plan (WWMP)				

### 3.1. Guide to Management Plans and Sections Dealing with HCC Designation Conditions

To efficiently locate where, either in this document, the CCCP, or the CMP, or other sub-management plans a Designation condition is discussed consult Table 3. The middle column will indicate which Management Plan should be consulted, and the far right-hand-side column will confirm the section(s) to refer to within the plan identified.

**Table 3: HCC Designation Conditions Reference Guide.**

<b>8.0 Construction Communication and Consultation</b>		<b>Associated Management Plan</b>	<b>Specific Section of the Management Plan</b>
<b>Contact Person</b>			
8.1	The Requiring Authority shall make a contact person available 24 hours, seven days a week for the duration of construction for public enquiries about the Construction Works.	Construction Communication and Consultation Plan	Section 7.1
<b>Construction Communication and Consultation Plan</b>			
8.2	The Requiring Authority shall submit to the Territorial Authority Chief Executive or nominee a Construction Communication and Consultation Plan (CCCP) prepared by a suitably qualified and experienced person, which shall be implemented and complied with for the duration of the construction of the Project.	Construction Management Plan	Section 7
8.3	The CCCP shall be submitted to the Territorial Authority Chief Executive or nominee, no later than forty (40) working days prior to the commencement of any stage of Construction Works for certification.	Construction Management Plan	Section 5.1.1 Pre-Construction Notification Requirements
8.4	The objective of the Construction Communication and Consultation Plan is to set out a framework to ensure appropriate communication and consultation is undertaken with the relevant community, stakeholders, directly affected parties, and affected parties in proximity during the construction of the Project.	Construction Communication and Consultation Plan	Section 5
8.5	The CCCP shall set out how the Requiring Authority will: a) Inform the community of construction progress and future construction activities and constraints that could affect them; b) Receive and respond to feedback on construction related matters; and	Construction Communication and Consultation Plan	Section 5
			Section 6



	c) Provide information on key project milestones.		Section 5
8.6	The CCCP shall, as a minimum, include: a) A communications framework that details the Requiring Authority's communication strategies, the accountabilities and timeframes for responding to inquiries and complaints, frequency of communications and consultation, the range of communication and consultation methods to be used (including any modern and relevant communication methods, newsletters or similar, advertising), and any other relevant communication matters;	Construction Communication and Consultation Plan  Complaints – Construction Management Plan	Section 5, 6 and 7  Section 10
	b) The Communication, Consultation and Property Liaison Manager for the Project (required by Condition 3.2) including their contact details (phone, email and postal address);	Construction Communication and Consultation Plan	Section 7
	c) How the community, stakeholders, directly affected, and affected in proximity parties will be notified of the commencement of construction activities and works, the expected duration of the activities and works, and who to contact for any queries, concerns and complaints;	Construction Communication and Consultation Plan	Section 5 and 6
	d) Methods for communicating in advance any temporary traffic management measures, and permanent changes to road networks and layouts to the community, stakeholders, directly affected, and affected in proximity parties;	Construction Communication and Consultation Plan	Section 5
	e) Methods for communicating in advance proposed hours of construction activities outside of normal working hours and on weekends and public holidays, to surrounding communities, and methods to record and deal with any concerns raised about such hours; and	Construction Communication and Consultation Plan	Section 5
	f) Methods for communicating and consulting in advance of construction works with emergency services (Police, Fire, Ambulance) on the location, timing and duration of Construction Works.	Construction Communication and Consultation Plan	Section 5
8.7	The CCCP shall have regard to, and where appropriate implement, any relevant actions identified in the minutes arising from the Community Liaison Group meetings (Conditions 3.3 and 3.14).	Construction Communication and Consultation Plan	Section 5
Advice Note:	Because parts of the Project may be constructed ahead of other parts the Pre-Construction and Communication and Consultation Plan (required by Conditions 3.4 to 3.8) will continue to be implemented in conjunction with the Communication and Consultation Plan required under this Condition.	Construction Communication and Consultation Plan	Section 4

### 3.2. Relevant Project Specification Requirements

The Peacocke Waikato River Bridge Project Specifications also has stakeholder communication and consultation requirements, Refer Table 4:

**Table 4: Contractual (Principal) Requirements associated with CCCP.**

PR Reference	Description of the PR	Requirement	Section of the CCCP where the PR is addressed.
1.12	Publicity and Public Relations	HEB Construction will not make public announcements without first gaining approvals.	Section 6.6
2.1.2	Fencing – including permanent fencing, special fences and gates and temporary stock proof fencing, and maintaining property access	HEB Construction will invite all relevant parties to jointly inspect sites to establish fencing requirements with landowners or meet landowner agreements or consent conditions. Where construction is required on private property HEB Construction will obtain any consents and written approvals from landowners required before works commence.	Section 5.1
2.2.5	Management Plans – alterations to supplied plans	The CCCP will be referred to in Management Plans for relevant stakeholder communication and consultation and complaints processes.	Section 6
2.2.6	Updated monthly programme	The CCCP will outline HEB Construction’s requirement to input into internal communications including an updated monthly prog for weekly and monthly reports as required.	Section 7.2
2.2.9	Communications and public engagement	<p>The CCCP will address:</p> <ul style="list-style-type: none"> <li>• the requirement for co-branding</li> <li>• the established Community Liaison Officer (CLP)</li> <li>• the requirement of the CLP to liaise with HCC’s communications advisor or site supervision representative on a weekly basis to discuss issues and report on progress.</li> <li>• The requirement for the CLP to be incorporated within the CCCP and other HEB Management Plans, to address requirements including: <ul style="list-style-type: none"> <li>(a) customer safety</li> <li>(b) minimising travel delay and disruption</li> <li>(c) communication with adjoining neighbours and businesses of construction/traffic activities</li> </ul> </li> </ul>	<p>Section 4.2</p> <p>Section 7.1</p> <p>Section 7.2</p> <p>Section 5 and 6</p> <p>Section 6.5</p> <p>Section 5</p> <p>Section 5</p>

		<p>(d) communication with identified key stakeholders in Appendix AD5 for consultation purposes and maintain a database of key contacts and a register of all communications issued to and by all key stakeholders. Consultation will be as required based on design and construction progress and include a 3-month forward work plan.</p> <ul style="list-style-type: none"> <li>• As addressed in Condition 10.0 the CCCP establishes a complaints procedure.</li> <li>• HEB Construction will attend TWWG meetings and the Community Liaison Group meetings as required.</li> <li>• HEB Construction will establish high resolution drone footage and site surveillance cameras to provide HCC with monthly content of progress for public display.</li> </ul>	<p>Section 5 and 6</p> <p>Section 6</p> <p>Section 5</p> <p>Section 5</p>
2.2.10	Utility services liaison	HEB Construction will liaise with utility service providers WEL, Chorus, UFB, Firstgas and HCC for service relocations and ducting, and ensure that the service providers have adequate notice to notify their customers of anticipated effects on these services.	Section 6
2.2.13	Temporary traffic management	Traffic management impacts to be assessed throughout the construction phase and key stakeholders including, the Engineer, will be informed of any traffic control issues expected or that occur unexpectedly.	Section 5
2.2.20	Project sign boards	Project sign boards to be installed with contact information.	Section 5
2.2.21	Cultural monitoring	Liaison with HCC's Kaiarahi to inform of forward works to plan for all cultural requirements noted in the project spec.	Section 5

## 4. Protocols

In order to transition smoothly from the PCCP into the CCCP the following protocols are adopted:

### 4.1. Enquiries and Complaints

All enquiries and complaints related to the pre-construction phase, or ongoing enquiries or complaints in regards to property acquisition, negotiations for additional accommodation works, variations to accommodation works instructions or other environmental mitigations outside of the scope of HEB Construction's instructions to complete construction works, shall be directed to the Communication, Consultation and Property Liaison Manager (or existing relationship handler) at HCC in the first instance to be resolved with the stakeholder.

Upon certification of the CCCP complaints will be managed following the process outlined in Section 10 of the Construction Management Plan (CMP). In terms of managing enquiries the following protocol will be adhered to:

The Project Manager or nominee will:

- acknowledge receipt of the enquiry or complaint within 3 working days.
- Liaise with relevant staff or contractors (as required) and provide a response within a further 2 working days.
- Check the action register for ongoing matters relevant to PST work and maintain a record of all contact received and actions arising which will be considered as if it were a minute from a Community Liaison Group meeting.
- In situations where more time is needed to prepare an informed response the Project Manager or nominee will advise the person making the enquiry of when a response can be provided and provide updates on progress as appropriate.
- HCC Communication and Engagement Advisor will be notified of any significant complaints that may result in media and/or Elected Member interest.
- Enquiries and complaints received by HEB Construction that are NOT relating to HEB Construction works, but to Council responsibilities or other works in the area, will be redirected to HCC Customer Services.

### 4.2. Co-Branding

Communications material to be co-branded with the HEB Construction and HCC include letterhead to be used for all printed correspondence. A co-branded letterhead will be provided. Project signage and high profile events (eg sod turning etc) will include Waka Kotahi and NZ Government as key stakeholders of the project.

No other co-branding is required to satisfy this requirement.

### 4.3. Information and Privacy

HEB Construction will manage any communication and information in accordance with the Official Information and Meetings Act and internal HCC information policies.

### 4.4. Relationship with HCC as Territorial Authority

The PCCP outlines that HCC as Requiring Authority will ensure its interactions with those parts of HCC that perform regulatory functions (i.e. as the Territorial Authority) are appropriately managed to avoid actual or potential conflicts of interests, duties or responsibilities. This will include HCC staff acting on behalf of the Requiring Authority declaring this when engaging with other staff in relation to Southern Links related matters.

HEB Construction acknowledges it was not the scope of the PCCP to cover any communication with statutory authorities necessary for resource consent or other permits (e.g. Authority under the Heritage New Zealand Pouhere Taonga Act 2014) including communications with itself in this role as such processes are prescribed by legislation.

The CCCP also refrains from covering communication and consultation for these purposes and adopts the above approach to avoid conflict of interest.

#### **4.5. Southern Links Project**

HCC has prepared a separate internal communications plan that includes methods to ensure there is a wider internal awareness of key processes, requirements and progress for the Southern Links project, whilst maintaining an appropriate separation between the roles of HCC as Requiring Authority and Territorial Authority.

This includes:

- Ensuring customer facing staff are aware of who to direct Southern Links enquiries to;
- Making other units aware of Southern Links activities that may affect other Council activities or interests
- Reminders of the statutory responsibilities that the Territorial Authority has to the Requiring Authority regarding the protection of the land for its designated purpose

The CCCP is not required to address internal communications however HEB Construction acknowledges the HCC values and importance to ensure alignment with HCC internal communications as part of HCC's extended team working on part of the Peacocke development.

Therefore it is anticipated that HCC will include HEB Construction's project team to ensure customer facing staff are aware of the construction works and briefed to forward any construction related enquiries and complaints to HEB Construction's Communications and Stakeholder Manager in the first instance.

It is also anticipated that key HEB Construction staff will be invited to a HCC induction for staff working within the public realm, and included on any relevant internal communications to the HCC's work on the wider Peacocke development, to ensure HEB can reflect HCC values throughout the term of construction when dealing with members of the public in and around the construction site.

#### **4.6. Relationship with Waka Kotahi NZ Transport Agency as a Southern Links project partner**

The PCCP outlines in addition to requirements to consult with Waka Kotahi NZ Transport Agency under specific Designation conditions, that HCC will seek to collaborate with the NZ Transport Agency on Southern Links related communications and work. The Communication, Consultation and Property Liaison Managers for both HCC and Waka Kotahi NZ Transport Agency will have established separate protocols for coordinating communications and identifying opportunities for collaboration.

The CCCP acknowledges this relationship and the necessary work to collaborate with partners to ensure the project is successful for all involved, especially to ensure the general public are informed with accurate information throughout the construction phase. HEB Construction therefore anticipates relevant key staff will be included in any relevant communications with Waka Kotahi NZ Transport Agency and that HCC will involve Waka Kotahi NZ Transport Agency where deemed appropriate to collaborate on construction related communications activities.

## 5. Communication and Consultation Framework

The construction phase will be broken into 3 clear stages to establish a framework for the CCCP:

1. Enabling Works – finalise plans/designs, clear area, relocate utilities, survey, fence etc
2. Construction Works – bridge structure, earthworks, services installation, roads, traffic management etc
3. Completion Works – finishing works, landscaping/plantings, community celebration

This framework provides the basis for stages of communication throughout the project. Communication activities will be planned alongside the construction and traffic management programme to ensure the right information is disseminated to the right people at the right time. The communication schedule will be available in M-Files.

The Construction Programme can be subject to unpredictable changes and as such, this CCCP needs to be fluid to evolve with details in the Construction Programme as works are confirmed. On this basis the stages and activities outlined below are high-level only and will be confirmed each week aligning with the Construction Programme.

Key stakeholders covered by the CCCP include “relevant community, stakeholders, directly affected parties, and affected parties in proximity”. The activities outlined below illustrate that these groups will be targeted at various stages of the Project. The database of stakeholders can be found in M-Files.

### 5.1. Stage 1 - Enabling Works – 1st Nov 2020 to approx. Dec 2020

#### During Stage 1:

- **Design will be confirmed;**
- **The site will be cleared of vegetation (as required) and perimeter fencing constructed;**
- **Services will be relocated and installed;**
- **Some preload material will be placed;**

During this phase communication will be established and relationships built between key stakeholders and the HEB team, particularly directly affected landowners and those affected by proximity. Consultation will continue with stakeholders who have already been established by Hamilton City Council and its agencies. For example, the Community Liaison Group, the TWWG, utility providers and others involved in the preliminary plans.

The main focus of communication at this stage is to provide an introduction to HEB Construction and key contact details. Communications with directly affected landowners will provide them with a clear understanding of the final design and form arrangements around stock logistics, access and other aspects in regard to each property.

Access will be obtained for surveyors and fencers to secure designation boundaries, enabling HEB Construction to clear the site for construction, relocate utility services and put in place any mitigation measures required for environmental impacts.

Communication and consultation activities during this stage will include:

- BBO handover meetings with directly affected landowners (underway from Sept onwards)
- Establish database of existing stakeholder contact details and identify groups for targeting
- Establish communication schedule/channels for HCC to communicate with wider community.

- Support Hamilton City Council to hold a sod turning event on the site to celebrate works commencing
- Introductory letter (co-branded letterhead) to introduce HEB Construction to the those directly affected and affected by proximity, including overview of enabling works, contact details and complaints process.
- Targeted letter and follow up calls to initiate building surveys (with sub-contractor)
- Arranged landowner site walk overs to confirm designation boundary survey / fencing
- Ongoing email/letter/phone notification to directly affected landowners and those in proximity
- Ongoing stakeholder consultation to confirm plans (eg DOC) and enabling works (eg utilities)
- Attend meetings by invitation to provide updates to the Community Liaison Group and TWWG

## 5.2. Stage 2 – Construction Works – approx. Jan 2021 – Dec 2022

### During Stage 2:

- **Continue to install services;**
- **Construction of bridge;**
- **Weston Lea local road and intersection and roundabout (year 1)**
- **Peacocke Road and Weston Lea severed connection (year 2) with traffic switching and diversions.**

During this phase communication will be ongoing between key stakeholders and the HEB Construction team, particularly with directly affected landowners and affected by proximity (within 200m of the designation boundary).

Hamilton City Council consultation will continue with stakeholders such as the Community Liaison Group (CLG) and the TWWG. The main purpose of the CLG in the construction phase is to target ‘affected in proximity’ property owners with a clear understanding of the construction and traffic management programme including timings, effects and mitigations in place. HEB’s communications will deliver on the CLG purpose. Also, to provide regular updates around construction milestones, and take advantage of interesting construction stories, share footage and photos of construction to the general public, reinforce key project messages (including key contact details and complaints process).

Communication is building trust within the community to ease any misalignment of expectations and to assist the wider community to understand and support the project and its delivery. Focus will also be on producing visual evidence of project features such as the Waikato River Bridge structure progress.

Communication and consultation activities during this stage will need to be fluid to evolve and align with construction works and traffic management as planned each week.

Communication and consultation activities during this stage will include:

- Attending regular construction and traffic management meetings to inform communications schedule
- Ongoing letters (co-branded letterhead) to notify of construction work to those directly affected
- Support HCC in producing designed newsletters (as required by HCC) to provide construction progress and forward plans, to the surrounding community and affected landowners by proximity, including stages, activities and timing of construction works, contact details and complaints process. This collateral will also be used for promotional/award nomination-application processes.
- Provide HCC with photos, drone footage, surveillance footage and information around interesting stories to create positive publicity for the project (as things occur on site)



- Ongoing meetings to resolve issues with landowners and stakeholders as required.
- Attend meetings by invitation to provide updates to Community Liaison Group and TWWG. Note sometimes HCC will combined the CLG with wider Peacocke open days.

### 5.3. Stage 3 – Completion Works – approx. Jan 2023 – April 2023

#### During Stage 3:

- **Complete construction;**
- **Finishing works including landscaping, handover and celebration**

In a similar manner to stage 2, stage 3 communications and consultation will be targeted to directly affected property owners and those in proximity with a clear understanding of the remaining construction and traffic management required to complete the works. Also, to provide updates around construction milestones as areas of the project are completed and timings for developers to plan connections to services etc.

During this phase HEB Construction will close out any remaining requirements with key stakeholders, particularly agreements with directly affected landowners around landscaping and permanent fencing etc. Updates will continue with stakeholders such as the Community Liaison Group and the TWWG to wrap up progress on milestones.

At the end of this phase stakeholders and the wider community will be invited by Hamilton City Council to celebrate the conclusion of the project and opening of the Peacocke area for city growth.

Communication and consultation tactics during this stage will include:

- Attending regular construction and traffic management meetings to inform communications schedule
- Ongoing letters and emails (co-branded letterhead) to provide construction progress and forward plans, to the surrounding community and affected landowners by proximity, including stages, activities and timing of construction works, contact details and complaints process. This collateral will also be used for promotional/award nomination-application processes.
- Continue to provide Hamilton City Council with photos, drone footage, surveillance footage and information around interesting stories to create positive publicity for the project (as things occur on site)
- Ongoing meetings to close out final issues with landowners and stakeholders as required.
- Arranged landowner site walk overs to sign off works completed as per agreements.
- Attend meetings by invitation to provide updates to Community Liaison Group and TWWG
- Assist Hamilton City Council in preparing for the celebration of Peacocke opening for development.
- Final letter to thank the directly affected and affected by proximity and invite to attend the celebratory event.
- Complete final stages of any works and handover to Hamilton City Council for ongoing queries etc.

### 5.4. Summary of Engagement Tools and Tactics

The following summarises the engagement tools and tactics covered by the CCCP, to provide consistency from communications undertaken during the PCCP with each target audience and to deliver on specific requirements:

#### 5.4.1 Key Stakeholders

Key Stakeholder groups have been established by Hamilton City Council and its agencies and will continue to maintain these relationships through meetings. HEB Construction will communicate updates as required.

- TWWG meetings and activities/events with Kaiarahi and Kaitiaki as required
- Phone/meeting liaison with utility operators re services
- Updates for landscaping planned with TWWG/landowners as required
- Updates for TWWG, WRC, HCC, Waikato River Authority, DoC, Mangakotukuku Stream Care Group Inc, Riverlea Environment Society, NZTA and landowners as required
- Updates regarding HASMP with TWWG and Heritage NZ as required
- Updates for WRC, WDC and Waipa DC re construction programme as required

#### **5.4.2 Directly Affected Parties**

The Property Group (TPG) have established a database of directly affected parties who have been part of the land acquisition process. HEB Construction will build on this database as works get underway through:

- Letters/calls to arrange building surveys for critical dwellings identified within 50m of works
- Letters/calls/door knocking to arrange landowner access for surveying and accommodation works
- Letters/calls to notify of works and traffic impacts to be aware of/complaints process
- Letter/calls to owners of Cat C buildings to access for noise monitoring

#### **5.4.3 Directly Affected Parties AND Affected Parties in Proximity**

Hamilton City Council have provided a database of affected parties in proximity 200m surrounding the designation boundary. HEB Construction will build on this database. Key tools and tactics for this group will include:

- Letters to notify of works, hours of operation and traffic impacts to be aware of/complaints process
- 0800 PEACOCKE and [peacocke@heb.co.nz](mailto:peacocke@heb.co.nz) available for queries and complaints
- Any non-construction related queries or complaints forwarded to HCC Project Manager or BBO Engineers Representative. HCC Communications and Engagement Advisor also notified if media interest likely.

#### **5.4.4 Directly Affected Parties, Affected Parties in Proximity AND Relevant Community**

Hamilton City Council and HEB Construction have a number of tools and tactics to utilise for communications with directly affected parties, affected parties in proximity and the surrounding relevant community. They include:

- Co-branded project signage and notice boards provided around the project area
- 0800 PEACOCKE and [peacocke@heb.co.nz](mailto:peacocke@heb.co.nz) available 24hrs, 7 days a week for public enquiries
- Hamilton City Council/Waka Kotahi NZTA media channels to announce traffic delays to wider community
- Hamilton City Council online and social media channels to promote drone footage/photos etc
- Hamilton City Council led Community liaison group meetings/open day events
- Hamilton City Council led Southern Links project updates distributed via the Community Liaison Group
- Hamilton City Council led Your Neighbourhood engagement events, Peacocke programme e-newsletters, [hamilton.govt.nz](http://hamilton.govt.nz) website and Our Hamilton, Print and Radio advertising and proactive media stories
- Note all media queries received by HEB are to be forwarded via HCC Project Manager and specifically to HCC Communications and Engagement Advisor.

## 5.5. Community Liaison Group

The PCCP addresses the requirement to establish a Community Liaison Group (CLG) for the Peacocke Structure Plan area. The CLG has been open to all directly affected and affected in proximity parties and has been meeting on a semi-regular basis led by Hamilton City Council. The CLG is anticipated to continue being led by Hamilton City Council through to the completion of construction and therefore spans both the PCCP and CCCP.

The purpose of the CLG is adopted from the PCCP to transfer to the CCCP:

- Provide a means for receiving regular updates on Project progress including updates on programme and staging;
- Enable opportunities for individual and/or community concerns and issues to be reported to and responded to by the Requiring Authority, including access requirements that need to be addressed as part of the Construction Traffic Management Plan;
- Enable the Requiring Authority to be informed of any existing or proposed ecological enhancement or restoration on private property to inform the development of any Concept Landscape Management Plan, Landscape Management Plan and/or Environmental Management and Monitoring Plan; and
- Provide an opportunity for the Requiring Authority to receive requests from individual landowners to establish planting, including on private property, in advance of construction which may enable the early establishment of screening and landscaping to assist in addressing adverse effects on amenity.”

It is anticipated within this CCCP that the Communication, Consultation and Property Liaison Manager (the Manager) will continue be responsible for establishing and administering the CLG relationship including invitations, agendas, providing relevant information, minutes, and organising an appropriate meeting venue.

Minutes from the CLG become a relevant consideration in implementing the CCCP as some subject matter that arises through the CLG will be relevant to the construction phase.

Note the PCCP acknowledges the that not all stakeholders in the Peacocke area are directly affected or affected in proximity under the designation conditions and that the CLG has been established to communicate on matters relating to the Structure Plan process as well as construction. It is expected that the manager will continue to consider inviting owners of other properties in the Peacocke area (e.g. Stage 2 of the Peacocke Structure Plan) to the CLG and/or including them in project update communications for affected in proximity parties as required. HCC runs an opt-in mailing list for CLG invitations and project updates (refer website). The CLGs are generally run as an information/drop-in session.

HCC expects that HEB Construction will participate in all CLG events and other HCC engagement events as required. HEB Construction anticipates relevant key staff will attend the CLG meetings, to provide updates to the CLG members on the construction programme, progress updates and planned traffic management activities.

HEB Construction’s Communications and Stakeholder Manager will be in attendance to ensure that any enquiries or complaints or concerns are captured to be resolved by the appropriate HEB Construction team member and integrated in plans where possible.

## 5.6. TWWG Forum

The PCCP addresses the TWWG as a key stakeholder group with communications via their meeting and in specific consultation requirements outlined in the designation consent conditions.

HEB Construction anticipates relevant key staff attending hui as and when invited to provide discussion for ongoing consultation (e.g. finalising and implementing landscape management plans), and construction progress and forward programme updates, ensuring the TWWG and cultural monitoring activities are integrated as per project requirements and designation consent conditions.

HEB Construction will be guided by the TWWG via Kaiarahi to follow protocols established throughout the construction phase of the project (for example the recovery and preservation of taonga, kōiwi, and other items of interest to Māori discovered during construction), and ensure that all HEB staff and subcontractors on site are given appropriate cultural inductions to be aware of and activate these protocols.

### **5.7. Traffic Forum**

Engagement for traffic management will need to be undertaken in relation to the location, timing and duration of construction works, particularly around traffic management proposed such as road lane reductions and/or closures and alternative routes or detours to be used.

HEB Construction anticipates attending an existing Hamilton City Council led Traffic Forum (along with Fulton Hogan and CB Civil) to consult with emergency services (including the New Zealand Police, New Zealand Fire Service and St John Ambulance) and other high-risk users who need consideration such as NZ Post or school buses. The Traffic Forum will be led by Hamilton City Council and attended by HEB Construction's Traffic Manager (to outline traffic management plans upcoming), and HEB's Communications and Stakeholder Manager (to capture any feedback or actions agreed), informing the preparation of Traffic Management Plans and incident planning for the Project.

Note this is a CCCP activity not required or reflected in the PCCP, that will compliment CLG feedback.

## 6. Stakeholder Management

### 6.1. Stakeholder Database

A list of stakeholders identified within the PCCP and Peacocke Stakeholder Engagement Plan has been provided by BBO and TPG to establish a database of contacts. This list is a live list that will evolve and grow with the project.

The list provides a foundation to establish a communications database for HEB Construction's ongoing stakeholder communications and to record against a Complaints Register (as required in conditions). The intention is for this database to be a starting point only, and as the project progresses, other interested or affected parties (i.e. relevant community) will be added as the project grows. Stakeholders will be targeted depending on their level of involvement. For example, some stakeholders will be heavily involved in construction (such as fencing and access arrangements) while others will be involved in a passive way, following construction progress.

The complaints procedures outlined below have been developed to allow for the professional management of stakeholder information and complaints. These will be cross referenced within Construction Management Plans.

### 6.2. Communications and Complaints Register

A Communications and Complaints Register will be established as a part of this CCCP inclusive of all stakeholders within the stakeholder list, with the option to grow the list as HEB commences work.

Contacts will be kept using an Excel spreadsheet including contact details, address, notes of communications, who has provided the stakeholder contact (ie TPG, BBO, HCC etc), any issues raised and actions agreed to (with reference to specific agreements) and where possible linked to specific landowner agreements and designs within M-files.

As construction progresses, contact information, enquiries, complaints and any actions agreed will be entered into the Register and managed by HEB Construction's Communications and Stakeholder Manager. Actions agreed will be allocated to HEB project team members to deliver and close out, and this process will be monitored by BBO. Any significant complaints will be reported via monthly reports and notified directly via HCC's Project Manager to HCC's Communication and Engagement Advisor, particularly if likely to generate media or Elected Member interest. The project Kaiarahi should also be informed of relevant matters. eg environmental complaints.

Actions recorded in the Communications and Complaints Register will 'task' the relevant member of the HEB project team to follow through on the action (including a deadline to close out the action). Tracking and reporting on tasks will ensure all actions/responses are followed up appropriately. If an action deadline cannot be resolved a new date will be allocated as agreed with the responsible HEB team member and stakeholder involved.

HEB will establish the Register to meet with project requirements and consent conditions.

### 6.3. Integrating Stakeholder Feedback

HEB Construction is committed to communicating and consulting with stakeholders identified, as required, to provide continuity through the finalisation and implementation of relevant Management Plans identified within consent conditions.

Stakeholder feedback will be requested from identified parties (subject to lead relationship owners) and any feedback received will be considered by the technical team and incorporated within relevant plans when agreed.

Stakeholders will be notified of the response to their feedback, and where feedback hasn't been incorporated, the reasons why it has not been incorporated will be explained. This response will be recorded in the Register.

#### **6.4. Enquiries and Complaints Process**

All enquiries and complaints relating to the construction of the project will be directed to 0800 PEACOCKE and [peacocke@heb.co.nz](mailto:peacocke@heb.co.nz) set up specifically to deal with enquiries and complaints for the construction project.

0800 PEACOCKE will be manned by HEB Construction's Communications and Stakeholder Manager or another member of HEB Construction's project team, to ensure someone is available to answer calls and respond to public queries 24hrs a day, 7 days a week. Calls and emails will be responded to as soon as possible. The complaints process is outlined in Section 10 of the Construction Management Plan (CMP).

0800 calls enquiring or complaining about matters that are not the responsibility of the HEB Construction team (e.g. Hamilton City Council's Structure Plan or other regulatory matters, landowner negotiations, council services or complaints in relation to construction of another project that is not for HEB Construction to resolve) or regarding internal management issues (such as personal grievances or employment issues) will not be recorded in the Register and will be redirected to the correct person within Council, TPG, BBO or HEB Construction to respond to.

0800 calls enquiring or complaining about the construction project specifically will be recorded within the Register and if action is required, a task will be allocated to the correct person within HEB Construction to respond. An initial response to any stakeholder issue, enquiry or complaint received will be provided within 24 hours (or 1 hour if urgent), and where required, a more detailed response within 5 business days (or by the date agreed with the stakeholder). Responses will be recorded in the Register database.

If the issue or complaint relates to safety (to people, property or environment), standards of service, behaviour, or environmental issues, HEB Construction's Project Manager, Traffic Manager, Environmental Manager or another appropriate member of the HEB Construction team will be made aware of it immediately.

#### **6.5. Customer Safety and Emergency Responses**

Works will be undertaken near live traffic lanes and developed areas. Therefore, there is a potential for unforeseen incidents on the site that could impact on stakeholders or customers. There is also the potential for unforeseen incidents outside the construction area that could impact on the works.

The suite of Management Plans prepared will ensure the project team is prepared for most possible emergency situations. They include the team composition, roles and responsibilities and procedures required to activate various plans and will ensure that the project has a formal process for responding to any environmental, archaeological, traffic related, safety or industrial incident on site. Key HEB Construction staff and its subcontractors will manage unforeseen incidents on site. If something unforeseen happens HEB Construction's Project Manager, Traffic Manager, Communications and Stakeholder Manager will be contacted to fully understand the potential impact of the incident on the general public, including public perception or the reputation of HCC and HEB.

In the event of an emergency HEB Construction will immediately (or as soon as it is safe to) advise HCC and/or any other stakeholders (as agreed) who need to be advised accordingly. For example, emergency incidents may include (but are not limited to) major impacts on other infrastructure or projects, serious or urgent complaints, traffic accidents, death/s or serious injuries on site, major environmental incidents or other major issue that could result in

significant traffic disruption. In an emergency situation, HEB Construction will work to prepare information for HCC and/or any other key stakeholders who need to be involved, to resolve the emergency and then assist HCC's communications team to prepare for media as required by HCC or in response to media queries.

Notification is to be via HCC Project Manager and HCC Communication and Engagement Advisor.

## **6.6. Media Management**

HCC's communications team (with support and briefing from the HEB Construction's Communications and Stakeholder Manager or other key staff member), will be entirely responsible for managing any proactive media stories about the project and media regarding any incident in order to mitigate/resolve the incident quickly and minimise negative publicity. As soon as any party becomes aware of an incident that may impact on public perception, they will inform HCC and HEB Construction.

All media queries regarding anything to do with the Peacocke's development or construction project will be directed to HCC's media team to respond to. HEB Construction will not comment to media directly under any circumstance, unless directed to do so by HCC's communications team by way of an interview or quote or comment to be added to a media release from HEB Construction's Project Manager. All media releases will be drafted by HCC's communications team, and where referencing or quoting HEB Construction regarding the construction programme, will be circulated to HEB Construction for approval prior to release.

## 7. Accountabilities

### 7.1. Roles and Responsibilities

Within the PCCP, HCC was required to appoint a Communication, Consultation and Property Liaison Manager within 3 months of the designation being included in the District Plan (i.e. 9 June 2016). This role was responsible for implementing the PCCP and will continue to be responsible for HCC's components reflected with the CCCP, including organising and ensuring all communications and consultation is carried out in accordance with the designation conditions. During the pre-construction phase, this role was the "main and readily accessible point of contact for the community, stakeholders, directly affected parties, and affected in proximity parties for the duration of the Project" however as the project moves into the construction phase, conditions for the CCCP requires a 24/7 contact for construction related enquiries and complaints. This role then becomes the first point of contact during the construction phase of the development.

HCC's manager with oversight and responsibility for broader Southern Links communications is:

Nathanael Savage – Principal Planner Infrastructure  
Southern Links Communication, Consultation and Property Liaison Manager  
Strategic Development Unit  
Ph 07 838 6699  
Email [southernlinks@hcc.govt.nz](mailto:southernlinks@hcc.govt.nz)

HCC's manager with oversight and responsibility for Peacocke construction projects sits with Tahl Lawrence (HCC Project Manager) with input from Nathanael Savage, providing a broader Southern Links perspective.

For the purposes of the construction phase, HCC's Communications and Engagement Advisor and HEB Construction's Communications and Stakeholder Manager will become initial project contacts for this CCCP, with HEB Construction providing a member of the project team to be available 24/7 to answer construction queries:

Kellie Ellis – Stakeholder Communication and Engagement Manager  
HEB Construction, Peacocke Waikato River Bridge and Strategic Services  
Ph 0800 PEACOCKE  
Email [kellie.ellis@heb.co.nz](mailto:kellie.ellis@heb.co.nz) or [peacocke@heb.co.nz](mailto:peacocke@heb.co.nz)

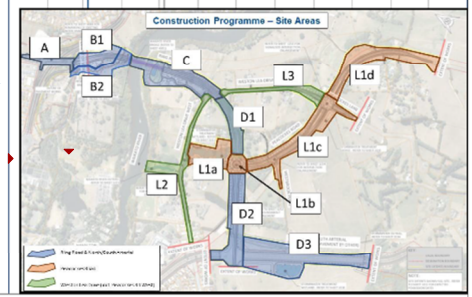
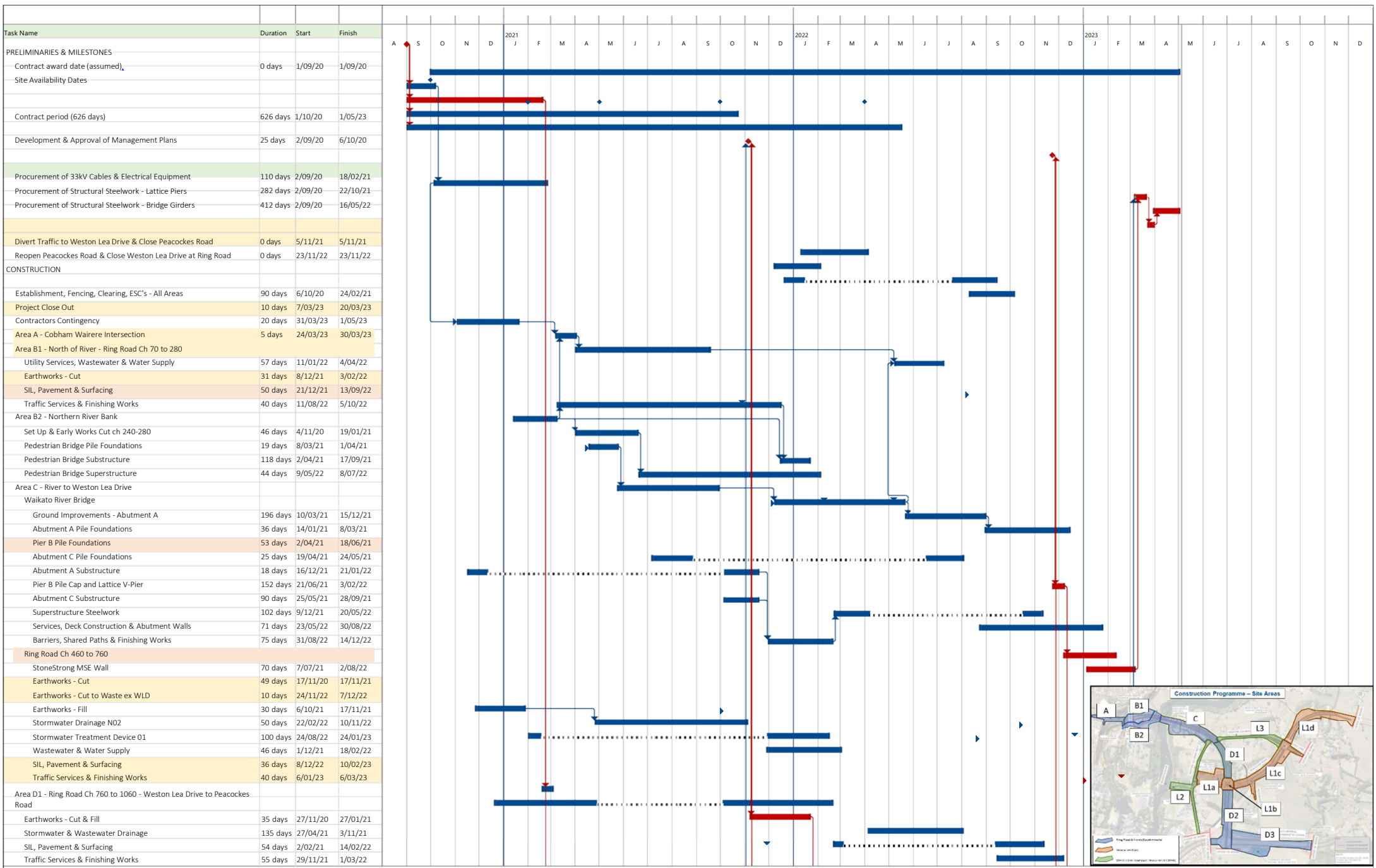
Aimee Burness - Communications and Engagement Advisor  
Hamilton City Council  
Ph 07 974 0553, 027 808 8959  
Email [aimee.burness@hcc.govt.nz](mailto:aimee.burness@hcc.govt.nz)

It is expected that either of these contacts could change over time, and in particular as HEB Construction's project contact is required to be available 24/7 as per consent conditions there will be times when the 0800 PEACOCKE number and [peacocke@heb.co.nz](mailto:peacocke@heb.co.nz) will be answered by another HEB team member who can respond to calls/emails.

### 7.2. Schedule of Meetings / Reports



HEB Construction will attend weekly meetings with HCC for implementation of this CCCP. Weekly and monthly reports will be provided as required. Meetings will provide a high-level forum between HCC and HEB Construction to ensure that collaboration occurs on communication and consultation efforts, that information on construction progress and upcoming construction works or traffic management activities can be disseminated, and that the wider Peacocke development and Structure Plan is integrated appropriately.



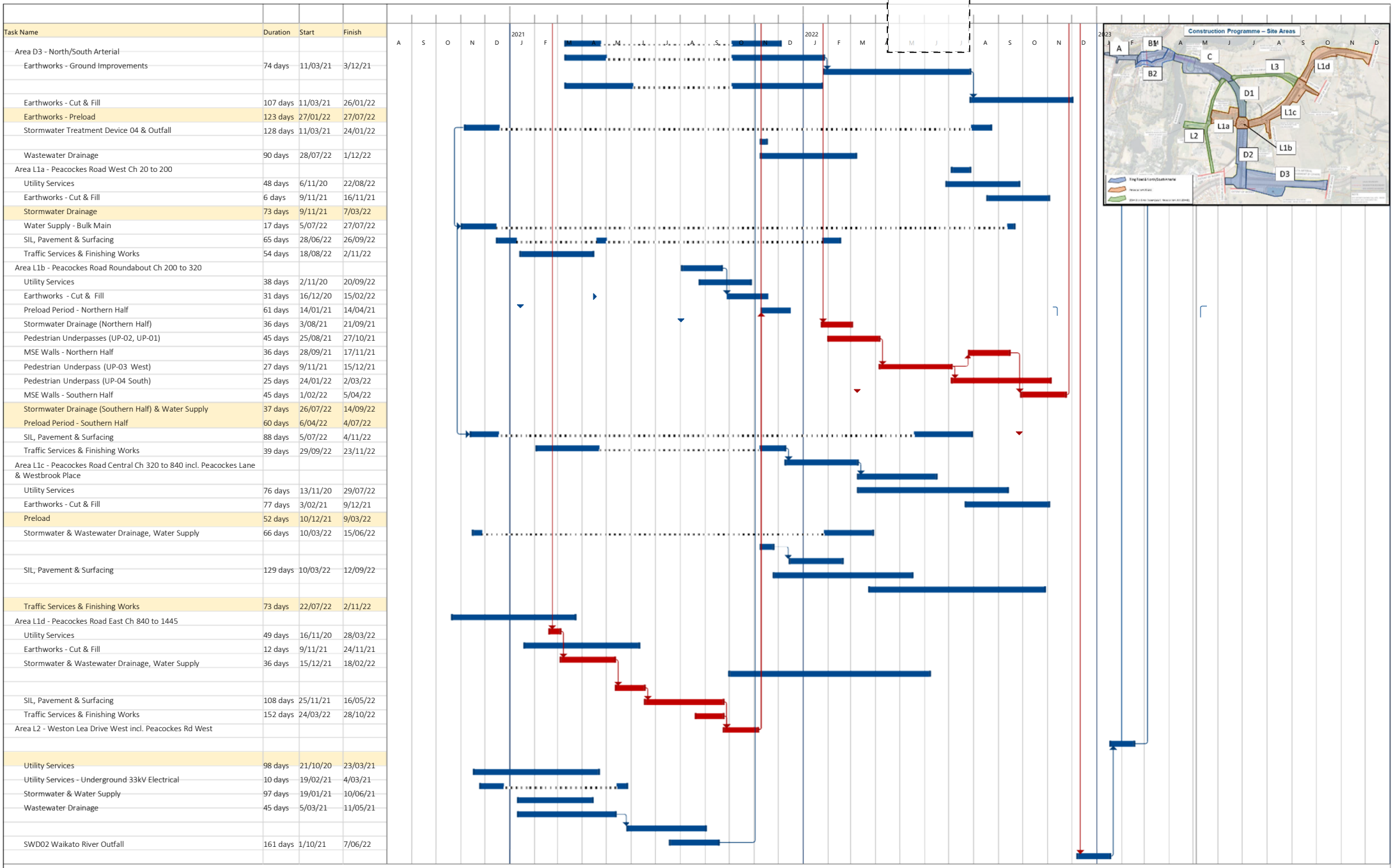
**Contract HCC 142/2019**  
**Peacocke Waikato River Bridge and Strategic Services**  
**Hamilton City Council**

Tender Programme  
 30 June 2020  
 HEB Construction Ltd



North/South Arterial

Utility Services - Underground 33kV Electrical	9 days	19/02/21	3/03/21
Earthworks - Cut & Fill	165 days	21/12/20	18/02/22
Local Undercut & Wastewater Drainage	46 days	8/11/21	21/01/22
Stormwater Drainage	82 days	5/04/22	2/08/22
SIL, Pavement & Surfacing	54 days	21/02/22	11/11/22
Traffic Services & Finishing Works	58 days	15/09/22	6/12/22



Pavement - Peacocks Rd CH0 to 260      Pavement - Western Lea Drive West CH260 to 640 Traffic Services

**Contract HCC 142/2019**  
**Peacocke Waikato River Bridge and Strategic Services**  
**Hamilton City Council**

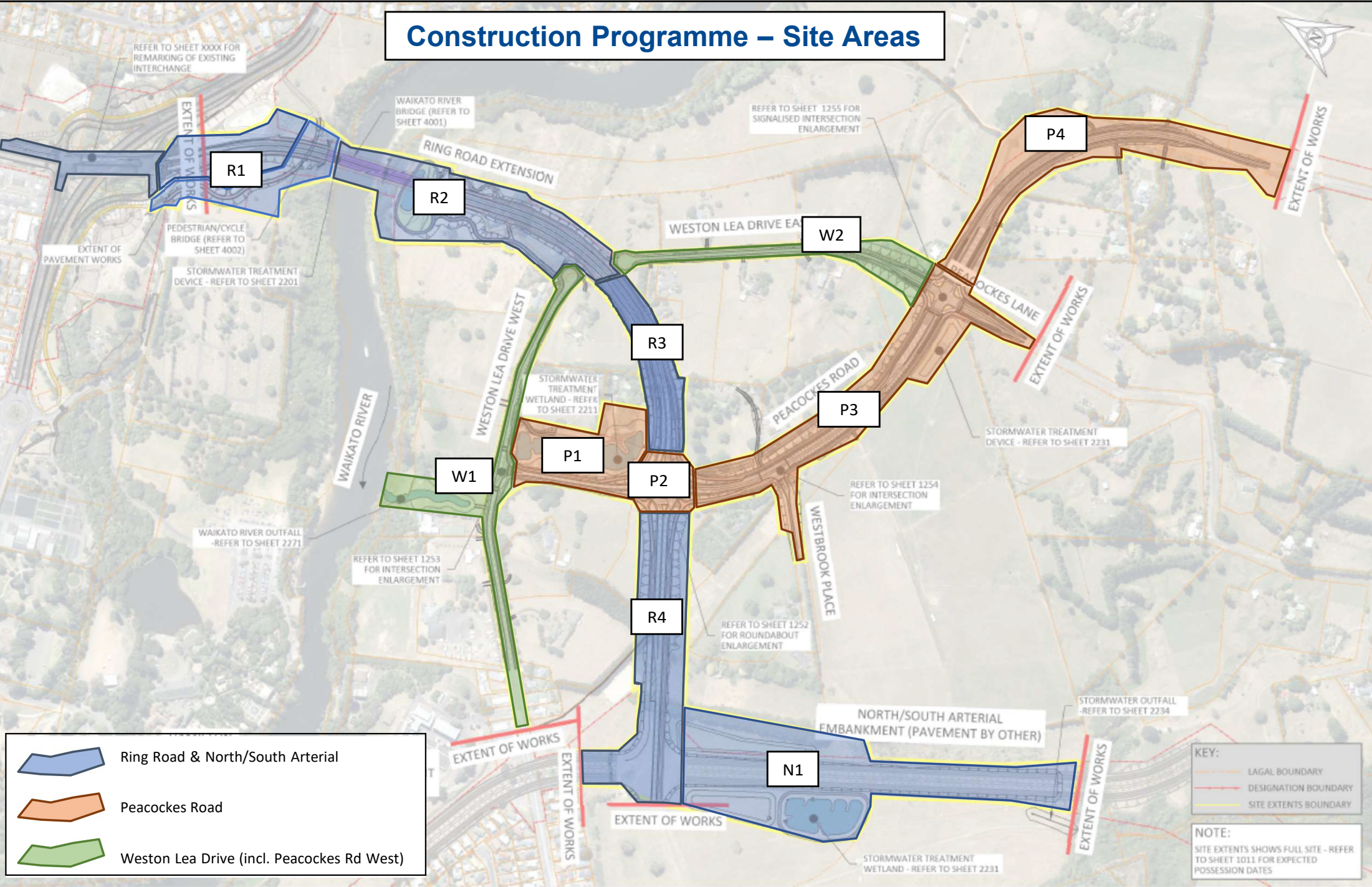
Tender Programme  
 30 June 2020  
 HEB Construction Ltd






Finishing Works - Stage 1	25 days	13/05/21	17/06/21
Finishing Works - Stage 2 (WLD West Turning Head)	70 days	18/06/21	23/09/21
Area L3 - Weston Lea Drive East	25 days	20/08/21	23/09/21
Utility Services	30 days	24/09/21	5/11/21
Earthworks - Cut & Fill	20 days	18/01/23	16/02/23
Preload			
Stormwater & Wastewater Drainage, Water Supply	99 days	17/11/20	21/04/21
SIL, Pavement & Surfacing (CH 0 to 480)	30 days	25/11/20	26/05/21
Traffic Services & Finishing Works	63 days	11/01/21	13/04/21
Finishing Works - Stage 2 (WLD East Turning Head)	83 days	11/01/21	12/05/21
	69 days	27/05/21	1/09/21
	45 days	19/07/21	17/09/21
	20 days	8/12/22	17/01/23



# Construction Programme – Site Areas



-  Ring Road & North/South Arterial
-  Peacockes Road
-  Weston Lea Drive (incl. Peacockes Rd West)

**KEY:**

	LALAL BOUNDARY
	DESIGNATION BOUNDARY
	SITE EXTENTS BOUNDARY

**NOTE:**  
 SITE EXTENTS SHOWS FULL SITE - REFER TO SHEET 1011 FOR EXPECTED POSSESSION DATES

REFER TO SHEET XXXX FOR REMARKING OF EXISTING INTERCHANGE

WAIKATO RIVER BRIDGE (REFER TO SHEET 4001)

REFER TO SHEET 1255 FOR SIGNALISED INTERSECTION ENLARGEMENT

PEDESTRIAN/CYCLE BRIDGE (REFER TO SHEET 4002)

STORMWATER TREATMENT WETLAND - REFER TO SHEET 2211

WAIKATO RIVER OUTFALL - REFER TO SHEET 2271

REFER TO SHEET 1253 FOR INTERSECTION ENLARGEMENT

REFER TO SHEET 1254 FOR INTERSECTION ENLARGEMENT

REFER TO SHEET 1252 FOR ROUNDABOUT ENLARGEMENT

STORMWATER TREATMENT DEVICE - REFER TO SHEET 2231

STORMWATER OUTFALL - REFER TO SHEET 2234

STORMWATER TREATMENT WETLAND - REFER TO SHEET 2231