
Stakeholder Communication Management Plan – Peka Peka to Ōtaki Project

FCCL-SK-MPN-0001

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AUTHORISATION AND REVISION RECORD

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CONDITIONS – REFERENCE GUIDE

Tables 1 and 2 are provided to assist with assessing compliance with Consent Conditions.

Table 1: Designation conditions relating to Community Liaison Group and Stakeholder Communication Plan.

Condition	Requirement	Where addressed
6 a)	Community Liaison person shall be appointed by the Requiring Authority for the duration of the construction of the Project, and for 12 months following the Project becoming Operational, to be the main and readily accessible point of contact at all times for persons affected by the construction and operation of the Project.	Section 8
6 b)	b) The Requiring Authority shall take steps to seek to advise all affected parties of the Community Liaison person's name and contact details.	Section 8
6 c)	c) If the Community Liaison person will not be available for any reason, an alternative contact person shall be nominated by the Requiring Authority.	Section 8
6 d)	d) The Community Liaison person shall also be responsible for coordinating (in accordance with the SCMP provided in Condition 7) appropriate communication to the public during the construction of the Project	Section 5.2.1
7 a)	Prior to the Commencement of Construction, the Requiring Authority shall prepare and commence the implementation of a SCMP that sets out procedures detailing how the public and stakeholders will be communicated with throughout the construction of the Project. The stakeholders include the following, to the extent that they are affected by construction activities; <ul style="list-style-type: none"> i Kāpiti Coast communities; ii Road users; and iii Residents, (including the owners of the former Rahui Factory Social Hall, the former 	Sections 4 & 9

Condition	Requirement	Where addressed
	Rahui Milk Treatment Station, Otaki Motel, Hema Te Ao Lane, 1 Rahui Road, and owners of all property between and including 230 to 250 Main Highway).	
7 b)	The purpose of the SCMP is to provide a framework to	Noted
i	i Inform the community of construction progress	Noted
ii	ii Engage with the community in order to foster good relationships and to provide opportunities for learning about the Project;	Noted
iii	iii Provide early information on key Project milestones; and	Noted
iv	iv Respond to queries and complaints; and	Noted
v	v In relation to the owners of Otaki Motel, Hema Te Ao Lane, 1 Rahui Road, and owners of all property between and including 230 to 250 Main Highway, describe how reasonable endeavours will be made to consult and resolve matters relating to changes in access arrangements prior to the Commencement of Construction of the Rahui Road Overbridge.	Noted
7 c)	As a minimum, the SCMP shall include	-
i	Details of a contact person available on site at all times during construction. Contact details shall be prominently displayed at the entrance to the site(s) so that they are clearly visible to the public at all times.	Section 8
ii	Methods to consult on and to communicate the proposed hours of construction activities outside normal working hours and on weekends and public holidays, to surrounding residential communities, and methods to deal with concerns raised about such hours.	Section 9
iii	Methods to communicate appropriate messaging to the public regarding the Ōtaki Railway Retail area during the construction	Section 5.2.2.2

Condition	Requirement	Where addressed
	of the Project, around the ongoing operation of, and vehicle access to, the area.	
iv	Methods to record concerns raised about hours of construction activities and, where practicable, methods that avoid particular times of day which have been identified as being particularly sensitive for neighbours.	Section 5.2.1 and 9.7
v	Any stakeholder specific communication plans required.	Section 9.2
vi	Monitoring and review procedures for the SCMP.	Section 2.2 and 11
Vii	Details of communications activities proposed including:	-
a.	Publication of a newsletter, or similar, and its proposed delivery area.	Section 9.10
b.	Advertising.	Section 9.11
c.	Notification and consultation with individual property owners and occupiers with dwellings within 20 metres of construction activities.	Section 9.13.1
d.	The use of the Project website for public information.	Section 9.12
7 d	The SCMP shall include linkages and cross-references to methods set out in other management plans where relevant.	Section 2.3
7 e	The SCMP shall be provided to the Manager and the CLG, at least 15 Working Days prior to the Commencement of Construction of the Stage or part of the Project.	Noted
7 f	The SCMP shall be updated at least annually throughout the construction of the Project	Section 2.2 and 11
		2.2 & 11
8 a)	The Requiring Authority shall establish a CLG at least 30 Working Days prior to the Commencement of Construction.	Section 5.2.1

Condition	Requirement	Where addressed
8 b)	The Requiring Authority will ensure that the CLG is resourced with at least one person in the CLG appropriately qualified in community development and social assessment.	Section 5.2.1
8 c)	The purpose of the CLG shall be to provide a means for monitoring the effects of constructing the Project on the community by providing a regular means through which information about the Project can be provided to the community. The CLG will also enable opportunities for concerns and issues to be reported to, and responded to by, the Requiring Authority. Where appropriate, the recommendations of the CLG shall be taken into account in the development of the SSEMP.	Section 5.2.1
8 d)	Membership of the CLG shall be open to all interested organisations within the Project area including, but not limited to the following groups: i Nga Hapū o Ōtaki; ii Educational facilities within the Project area (including schools, kindergartens, and childcare facilities); iii Community / environmental groups; iv Business groups; v Community Boards; vi Residents organisations; vii KCDC.	Section 5.2.1
8 e)	The CLG shall hold meetings at least once every 3 months throughout the construction of the Project so that on-going information can continue to be disseminated.	Section 5.2.1
8 f)	The CLG shall continue for the duration of the construction phase of the Project and for 12 months following completion of construction. g) Matters to be addressed by the CLG may include the following matters:	Section 5.2.1
	i Effects of construction on schools and other educational and community facilities, including effects on transport;	Noted

Condition	Requirement	Where addressed
	ii Effects of construction on housing supply and accommodation costs;	Noted
	iii Extent of opportunities for tangata whenua and community involvement in mitigation implementation, ongoing monitoring and naming of areas or sites created by the Project; and	Noted
	iv Extent of opportunities for local training and employment	Noted
8 h)	The Requiring Authority shall, if practicable, arrange for the Community Liaison person to attend meetings of the CLG. The role of the Community Liaison person at these meetings shall be to provide the CLG with updates on construction, including any remedial responses to issues raised by the CLG. The Community Liaison person shall also convey information received from the CLG back to the Requiring Authority and the construction contractors.	Section 5.2.1
8 i)	The Requiring Authority shall arrange for the Chairperson of the CLG (or other person appointed by the CLG) to prepare a report for the Requiring Authority and KCDC summarising the main points arising from each meeting of the CLG, reporting on any social impacts of the Project, along with recommendations on the measures to mitigate those effects. The Requiring Authority shall ensure that a copy of the report is provided to KCDC, and to meeting attendees within 5-10 Working Days of the meeting. The Requiring Authority shall be responsible for meeting all reasonable costs associated with the resourcing of the CLG.	Section 5.2.1
8 j)	The Requiring Authority shall consider the recommendations and take reasonable steps, where practicable, to implement any recommendations that are within its statutory powers to execute under this designation. Where matters are not taken into account in preparing the SSEMP, the Requiring Authority shall convey to the CLG the reasons why.	Section 5.2.1

Condition	Requirement	Where addressed
9	The Requiring Authority shall provide the attendees of the CLG, at least 5 Working Days before their first meeting, the construction programme, which shall include the staging of construction, the anticipated number of construction staff, and other facets that may impact on residents and community facilities. b) The Requiring Authority shall ensure that appropriate personnel attend meetings of the CLG to explain how the effects of construction are proposed to be managed and to respond to any questions.	Section 5.2.1
10 a) & G 8	At all times during the Works, the Requiring Authority shall maintain a permanent register of any complaints received alleging adverse effects from, or related to, the Works. As far as practicable the register shall include: The name and address (where this has been provided) of the complainant; The nature of the complaint; Location, date and time of the complaint and also of the alleged event; Weather conditions at the time of the event and including wind direction and approximate wind strength if the complaint relates to air quality or noise; The outcome of the Requiring Authority's investigation into the complaint; vi) Measures taken to respond to the complaint; and Any other activities in the area, unrelated to the construction, which may have contributed to the complaint (such as non-Project construction, fires, traffic accidents or unusually dusty conditions generally).	Section 9.5
10 b)	The Requiring Authority shall:	-
i	Acknowledge the complaint within 2 Working Days,	Section 9.15
ii	Promptly investigate, identify the urgency associated with the complaint and communicate that to the complainant;	Section 9.15

Condition	Requirement	Where addressed
iii	Take reasonable steps to remedy or mitigate the matters giving rise to the complaint if there are reasonable grounds for the complaint within 10 Working Days of receiving the complaint or such sooner time as may be reasonably necessary in the circumstances.	Section 9.15
iv	The Requiring Authority shall also maintain a record of its responses and any remedial actions undertaken; and	Section 9.15
v	This record shall be maintained on site and shall be made available to the Manager and GWRC upon request. A copy of the Complaints Register shall be provided to the Manager every month.	Section 9.15
11	The complaints process outlined in Condition 10 shall continue for 12 months following the Project becoming Operational. Any complaints received after this period shall be managed by the Requiring Authority in accordance with its standard complaints procedures.	Section 9.15

Table 2: Designation conditions requiring consultation.

Condition	Requirement	Where addressed
DC14	<p>The management plans required by these designation conditions shall be developed in consultation with KCDC.</p> <p>Where a management plan is required to be prepared in consultation with any third party, the management plan shall demonstrate how the views of that party have been incorporated and, where they have not, the reasons why.</p>	Consultation undertaken addressed in individual management plans
DC25A	<p>The relevant SSEMP shall be prepared in consultation with the following parties:</p> <ul style="list-style-type: none"> a) Winstone Aggregates; b) Stresscrete Wellington Limited; 	Noted and will be done as part of SSEMP preparation

Condition	Requirement	Where addressed
	<p>c) The Manager, Flood Protection, GWRC; and d) Rahui Enterprises Limited.</p> <p>and contain details of measures to address potential construction related access and water supply, and noise and vibration effects on their respective operations.</p>	
DC25B	The Requiring Authority shall consult with KCDC prior to design commencing on the Ōtaki River corridor and Waitohu Stream corridor	Noted and being done as part of design process
DC37	<p>The CNVMP shall, as a minimum, address the following:</p> <p>i) Stakeholder communications as per the SCMP required by Condition 7;</p>	See section 5 of CNVMP
DC41	a) The NUMP shall be prepared in consultation with the relevant infrastructure providers who have Existing Network Utilities that are directly affected by the Works and shall be implemented during construction.....	Consultation being done as part of NUMP preparation
DC52	At least 15 Working Days prior to Commencement of Construction the Requiring Authority shall, in consultation with Nga Hapū o Ōtaki, finalise an accidental discovery protocol and provide a copy to the Manager and GWRC for information at the time the CEMP is submitted.....	Requirement noted
DC54	b) Following completion of construction of the Project, the Requiring Authority shall, in consultation with Nga Hapū o Ōtaki, KCDC, and the New Zealand Historic Places Trust, and for the purpose of public information and education:	Requirement noted
DC64	Where the design of the Selected Options identifies that it is not practicable to implement a particular Structural Mitigation (noise) measure in the location or of the length included in the Selected Options required by Condition 62	Requirement noted and will be addressed as part of Operational noise mitigation design process

Condition	Requirement	Where addressed
	<p>c) The Requiring Authority shall consult with affected property owners prior to amending the Selected Options.</p>	
DC75	<p>a) The LUDP shall be prepared in consultation with:</p> <ul style="list-style-type: none"> i) Keep Ōtaki Beautiful and Ngā Hapū o Ōtaki, where the construction is within or directly affects the Pare-o-Matangi reserve; ii) Ngā Hapū o Ōtaki and Ōtaki Community Board, where the construction is within or directly affects the gateway treatment areas; iii) Ōtaki Community Board with respect to the design of local road bridges; iv) GWRC for construction areas around the Waitohu Stream Crossing, the Mangapouri Stream Crossing, the Ōtaki River Crossing, and the Mangaone Stream and Overflow Crossings; v) The owners of the former Rahui Factory Social Hall and the former Rahui Milk Treatment Station with respect to the design and landscape surrounds of Bridge No. 4, and the service entrance to the property at the western side of the former Rahui Milk Treatment Station; vi) The owners of the riverbank property immediately to the west of the South Ōtaki Roundabout (currently Richard and Sarah Caughley) with respect to the Southern Gateway Zone as it relates to, and is experienced from, that property including and with respect to the heritage features of its entranceway; and vii) KDCDC. <p>b) Consultation under a) shall commence at least 60 Working Days prior to submission of the finalised LUDP to KDCDC. Any comments and inputs received from the parties listed above shall be clearly documented, along with an explanation of where any comments have not been incorporated and the reasons why.</p>	<p>Consultation will be undertaken as part of LUDP process and recorded in LUDP.</p>

Condition	Requirement	Where addressed
DC78	<p>m) The Requiring Authority shall consult with KCDC prior to the detailed design for the following:</p> <ul style="list-style-type: none"> i) The final shaping of the earthworks through and on the edges of dune landscapes, particularly at Mary Crest and Waitohu Plateau; ii) Design and mitigation measures for the gateway zones, including how landscaping treatment will be integrated with the destination signage for Ōtaki that is to be provided in each of the gateway zones in accordance with Condition 81; and iii) Design and mitigation measures for the three local road bridges and the South Otaki Interchange bridge; iv) Connections around the bridge environments by allowing for links to the existing and proposed Kāpiti CWB system, as understood at the time of the Project design development; v) Design and mitigation measures around Waitohu Stream and Ōtaki River; vi) Design and mitigation measures around Pare-o-Matangi reserve, including: <ul style="list-style-type: none"> a) Relocation or replacement of identified specimen trees; and b) Any culverting of the Mangapouri Stream. 	<p>Consultation on these items will be undertaken by Design Team and recorded by way of a consultation certificate</p>

1 INTRODUCTION

This Stakeholder Communications Management Plan (SCMP) has been developed for the State Highway 1 Peka Peka to Ōtaki Expressway Project (the Project). The SCMP provides the framework for engaging and communicating with stakeholders during design and construction. It identifies key stakeholder groups, individual landowners and members of the public and outlines methods for engaging with them.

The SCMP is not prescriptive but provides a framework for engagement and the range of methods that will be employed. While it is intended that a proactive approach to engagement and communication will be adopted, the plan will need to be responsive as the project progresses and tailored to the needs of particular situations and stakeholders.

Specific targeted engagement and communication plans will be developed for milestones and events during the construction phase. The SCMP will be updated, with the necessary approval, throughout the course of the project to reflect changes associated with construction methodology and in response to stakeholder and community feedback.

The SCMP has been prepared to meet the Designation condition requirements and Principals requirements.

2 STAKEHOLDER COMMUNICATIONS STRATEGY AND OBJECTIVES

2.1 Strategy

Over the course of the design and construction the Project team will become a part of the local community, working with them, training them and responding to their needs so that the project becomes a positive addition to the cultural, social and environmental landscape.

Our strategy for engaging with and managing stakeholder relationships will be guided by:

- Authenticity – be real and guided by the community
- Availability – be present and available, prioritising kanohi ki te kanohi (face-to-face)
- Integrity – build trust and do what we say we will

In addition our stakeholder engagement and communication activities we will adhere to NZ Transport Agency's Customer First philosophy as it relates to its customers use and interaction with the state highway network, the NZ Transport Agency recognises key customer first values of :

- Safer journeys
- Efficient and reliable journeys
- Social and environmental responsibility

2.2 Objectives

Guided by our strategic approach this SCMP provides a framework to ensure our engagement and communications objectives are met. These objectives include:

- Ensuring the wider Ōtaki and Kāpiti communities are kept informed through regular project progress updates;
- Ensuring stakeholders understand the reasoning associated with decisions made, and where and why their individual or collective wishes can or cannot always be met;
- Enhancing positive relationships between the Transport Agency and local stakeholders;
- Engaging with the community in order to foster good relationships and provide learning and employment opportunities;
- Ensuring detailed design of the project is informed by affected stakeholders; and
- When consultation on design issues is required by designation and/or resource consent conditions, ensure it is fulfilled and the necessary stakeholders are consulted.

The plan outlines the tools, tactics and processes we'll deploy to manage stakeholder communications and engagement.

The SCMP is also written to be consistent with and reference Wellington Northern Corridor (WNC) communications strategies and key messaging.

The SCMP will be reviewed annually and update if necessary. If the SCMP is amended it will be submitted to NZTA for review and KCDC for re-certification. The SCMP will be submitted to NZTA prior to submitting to KCDC. The annual review will utilise feedback from the CLG, key stakeholders and results from stakeholder surveys.

2.3 Other Plans

The SCMP is one of a number management plans prepared to avoid or mitigate potential adverse environmental effects of the project. The other plans and what they cover is set out in Table 3.

Table 3: Management Plans and content

Plan	Content
Construction Environmental Management plan (CEMP)	Environmental management procedures for the site, avoidance measures, monitoring procedures and mitigation actions.
Construction Noise and Vibration Management Plan (CNVMP)	Noise mitigation methods and monitoring procedures
Construction Air Quality Management plan (CAQMP)	Air quality mitigation methods and monitoring procedures
Erosion and sediment Control Plan (ESCP)	Erosion and sediment control measures, maintenance and monitoring procedures
Ecological Management Plan (EMP)	Ecological monitoring and mitigation measures
Groundwater Management Plan (GMP)	Groundwater monitoring procedures and mitigation actions.
Bulk Earthworks Contaminated Land Management Plan (BECLMP)	Procedures to be followed in the event of encountering contaminated material.
Landscape and Urban Design Plan (LUDP)	TheLandscape and Urban philosophy for the project and drawings and specifications showing how this will be achieved.
Construction Traffic Management plan (CTMP)	Measures to minimise any adverse effects from construction activities on traffic on SH 1 and local roads.
Network Utilities Management plan (NUMP)	Measures to ensure no adverse effect on local roading network.
Site Specific Environmental Management Plans (SSEMPs)	Site specific plans for the management of dust, noise , vibration, erosion and sediment control and works that could impact on terrestrial and aquatic ecology.
Site Specific Traffic Management Plans (SSTMPs)	Detailed plans for traffic control plans to minimise disturbance and ensure safety of other road users.

Once the management plans are finalised they will be placed on the projects web site <http://www.nzta.govt.nz/projects/wellington-northern-corridor/peka-peka-to-otaki-expressway/public-reports/>

3 PROJECT SCOPE

3.1 Project description

The project works include construction of a 12km, 4-lane Expressway, consisting of:

- 1.4Mm³ Earthworks
- 9km local road
- 10 No. Bridges, including 330m, Ōtaki River Crossing
- Ōtaki Intersection - split
- East-West connections – Ōtaki, Te Horo
- Grade separation – Taylors Road
- 1.6km railway realignment
- 10km shared pathway

The works will follow a general programme of enabling works and site establishment, followed by rail realignment and bridge construction and then road and shared path construction.

The key project parameters are given in Table 4.

Table 4: Contract details

Item	Details
Project Name	Peka to Ōtaki Expressway
Nature of project	12 Kms of new expressway and 10 new bridges
State Highway Classification	SH 1
Commencement	25 November 2016
Project End Date	07 January 2021
Project Manager	Glen Prince (NZTA)
Principals Advisor	Ron McFadyen (Opus)
Contractor	Fletcher Construction

Project Manager	Andrew Goldie (Fletcher)
Councils with Jurisdiction	Greater Wellington Regional Council (GWRC) Kāpiti Coast District Council (KCDC)

4 STAKEHOLDERS

4.1 Stakeholder analysis

4.1.1 Key stakeholder groups and audiences

The scope of the project audience includes the Ōtaki, Te Horo and wider Kāpiti Coast communities, State Highway 1 and local road users. Part of a Road of National Significance (RoNS) the project is also of national and regional importance to Local and Central Government.

Within the local community, a wide range of social demographics co-exist – from affluent lifestyle blocks in Peka Peka, Te Horo and Ōtaki Forks, busy retail and industrial hubs around the main highway to mixed and lower decile communities in Ōtaki’s historic township and beach settlements.

These stakeholder and audience groups fall into several main categories:

Category	Details
Road users	Road users and road user groups include commuters and the Automobile Association, emergency services (New Zealand Police, Te Horo Rural Fire Service, NZ Fire Service, Wellington Free Ambulance, and St John Ambulance), Heavy Haulage Association, Cycle Aware, NZ Road Transport Association, Road Transport Forum NZ, Wellington Regional Transport Committee, bus operators, public transport users, cyclists and cycling groups and pedestrians.
Kāpiti Coast District Council and Greater Wellington Regional Council	The Councils have numerous responsibilities that will require engagement with the project, this ranges from their regulators roles, service provider, land owner and community representation.
Ōtaki Community Board	Community elected body
Iwi	Ngā Hapū-o-Ōtaki (NHoŌ),
Landowners and neighbours	There are specific responsibilities to adjacent landowners required under the Public Works Act. Some of these are specific legal requirements under this legislation and under property agreements made with The Crown. While the conditions in these agreements must be complied with as a minimum, the legal rights afforded these landowners means particular effort will be required beyond compliance to ensure relationships are preserved while maintaining Transport Agency interests. Some of these include: Rāhui Enterprises, Owners of Ōtaki Motel, Owner of 1 Rāhui Lane, Hema Te Ao Lane, Owners of properties between 230 and 250 Main Highway, Owners of the riverbank property immediately south of South Ōtaki

Category	Details
	interchange (Caughleys), Landowners affected by landscaping, Property owners effected by noise barriers where required by property agreements. All parties identified within Appendix I of the Principal's Requirements (Accommodation Works).
Community groups and residents	Includes Keep Ōtaki Beautiful, Friends of the Ōtaki River, Kāpiti Historical Society, Cycle Aware, Kāpiti Coast Grey Power, Arcus Water Scheme, Old Hautere Water, Fish & Game, Ōtaki Māori Racing Club, Kāpiti Fly Fishing Club and CWB Advisory Group
KiwiRail	KiwiRail have interest in the project as an asset owner and manager and on behalf of its customers.
Network Utility operators	
Businesses and schools	Includes local Ōtaki businesses, Stresscrete, Winstone Aggregates Ltd, Utility providers (Electra Limited, KCDC Water Supply, KCDC Wastewater and Stormwater, Vector Gas Ltd, Chorus Network), KiwiRail, Kāpiti Coast Chamber of Commerce, Ōtaki Retailers, Fish and Game, Te Wānanga o Raukawa, Ōtaki Māori Racing Club, Te Horo School, Ōtaki School, Waitohu School, Stand for Children's Service Central (Ōtaki Health Camp School), St Peter Chanel School, Te Kura-a-iwi O Whakatupuranga Rua Mano, Te Kura kaupapa Māori o te Rito, Ōtaki College, early childhood sector
National Government / other regulatory bodies	Transport Minister Hon Phil Twyford, Local MP Hon Nathan Guy, MP for Te Tai Hauāuru Adrian Rurawhe (note all communications with MP's will be managed via NZTA's Official Correspondence Unit) Department of Conservation, Ministry for the Environment, Heritage NZ

The level of engagement with stakeholders will vary depending upon their interest. The Designation conditions and Principals requirements prescribe quarterly meetings with some stakeholders.

4.1.2 Specific consultation requirements

The Designation Conditions and Principals Requirements identify specific consultation requirements. Matters to be covered in this specific consultation included;

- New access ways to property
- Light spillage
- Landscape and Urban Design
- Utilities
- Service connections
- Gateway development
- Walkways

- Designation revocation
- Turf grass species
- Fencing and gateway requirements
- Construction Noise and Vibration Management Plan stakeholders (conditions 37 and 64C)
- SSEMPS
- SSTMPS, and;
- Access to Ōtaki Motels, Hema Te Ao Lane, 1 Rahui Road, and properties between 230 and 250 Main Road.

The consultation on these matters in some instances maybe confined to a small number of people or organisations who are directly affected.

4.1.3 Key considerations and management approach

Our Stakeholder team consists of three distinct functions (refer to Organisation Chart - Appendix 1): Communications and Community Engagement, Planning, and Environmental Compliance.

Managing key stakeholder relationships starts with engagement through the design and approvals process and flows through to the compliance of works in the construction delivery phase. Our Concept Design requires minor alterations to the designation boundaries, confirmation that design is in general accordance, minor changes in design and certification of final design and management plans. So our key focus for stakeholder management will be on this statutory consenting process.

We recognise resource demands on KCDC and GWRC during the management plan approval process. To address this we will share with them a clear programme, showing when each management plan certification and planning approval is expected. We will involve KCDC and GWRC early as we develop Management Plans to make sure they are robust and well-considered.

GWRC and KCDC are also concerned with the compliance of relevant designation and consent conditions. We will manage the relationship with the Councils through open, early and frequent communication around upcoming works and methodologies.

Following consultation with GWRC on our proposal to raise the Chrystall's Bend Stopbank, the stakeholder team will work closely with GWRC to ensure this work is planned and approved to bring the benefits of our Ōtaki Floodway concept to both GWRC and the Transport Agency.

KiwiRail's key stakeholder management concerns will be around of Block of Lines, safety and track access control (by construction personnel and public), and avoiding disruption of scheduled services (particularly public services). Ōtaki Railway Station will need to remain operational during construction (other than Block of Lines) and we will carefully manage construction at level crossings to maintain public and train safety at all times.

4.2 Stakeholder database

The project team will use Darzin as its consultation database and for keeping record of interactions with landowners and stakeholders. The Darzin licence is held by New Zealand Transport Agency, who will provide access to the Stakeholder and Communications team.

This stakeholder database is essential for recording the details of engagement with all project stakeholders. It has the facility to generate reports to provide an update on stakeholder engagement activity. Therefore a summary of all general stakeholder engagement should be recorded on this database, with full transcripts of the procedure from enquiry to close-out recorded.

Separate databases will be used as distribution lists for specific correspondence, for which these stakeholders have registered. These include, but are not limited to, weekly updates and regular newsletters.

5 ENGAGEMENT AND COMMUNICATIONS

The project presents a wide range of opportunities through which we can engage with the community. Above and beyond the standard contract requirements and Schedule of Parties to be Consulted (Appendix 2), we will develop the following strategies and initiatives in partnership with the local community, aligning with the Transport Agency's customer value of social responsibility.

Communications will be developed in line with Section O - Appendices to the Principals Requirements, Peka to Ōtaki Expressway NZTA Contract No.230N (Appendix 3), the specific update for the Transport Agency's brand guidelines (Appendix 4) and The Way We Write style Guide (Appendix 5).

A table summarising the range of stakeholders and audiences and outlining the communication tactics and channels is attached in Appendix 6. The table will continue to be updated, and serve as a checklist reviewed monthly to ensure stakeholder communications are maintained consistently throughout the life of the project.

An active '90-DAY Tactical Plan' for communications activities to reach these stakeholder groups is attached as Appendix 7. This will continue to be updated throughout the life of the project.

Specific targeted engagement and communication plans will be developed for milestones and events during the construction phase. See Appendix 8 for a sample template plan.

5.1.1 Adjacent properties, immediate neighbourhood

Landowners and those adjacent to the construction zone are the most severely impacted and maintaining good relationships with them will be essential to meeting the project's objectives. Engagement and communication with these people may include personal contact, letter drops, emails, telephone, and meetings and presentations as required.

In addition a comprehensive community communications tactics plan has been developed (Appendix 6). This will talk to affected neighbours and the wider Kāpiti community via a range of targeted channels including:

- Print media and radio advertising
- Flyers, posters and letters
- Digital (monthly E-News Letter/social media/NZTA website/email/surveys)
- Info Centre – interactive public space
- Public Display/Signage – a range of project information developed
- Media/PR/Events – a range of community events and positive media angles
- Charitable Alignment – using PP2Ō events and opportunities to raise funds for local charities

5.2 Audiences, techniques and initiatives

The following summary provides an overview of key stakeholders and the types of techniques and initiatives we will deploy.

5.2.1 Community liaison

Regular meetings with the Ōtaki Community Board will be scheduled. The Ōtaki Community Board will be represented on and play a key role in identifying and appointing local community members and community group representatives to the project Community Liaison Group (CLG). The membership of the CLG will reflect the different parties identified in the Designation condition 8 d. The membership includes CLG appointed Chair Person Christine Papps and Kirsty Austen, a person qualified in community development and social assessment.

The CLG will be established to provide a regular forum for community groups to interface with the project team. The CLG will be formed at least 3 months in advance of the construction works commencing (excludes site investigation and enabling works) and meet for at least 12 months after construction has been completed.

The purpose of the CLG is to provide a means for monitoring the effects of constructing the project on the community by providing a regular forum through which information about the project can be provided to the community. The CLG will also enable opportunities for concerns and issues to be reported to and responded by the Requiring Authority. Matters to be addressed by the CLG may include, but not are limited to, the following matters:

- i Effects of construction on schools and other educational and community facilities, including effects on transport;
- ii Effects of construction on housing supply and accommodation costs;
- iii Extent of opportunities for tangata whenua and community involvement in mitigation implementation, ongoing monitoring and naming of areas or sites created by the Project; and
- iv Extent of opportunities for local training and employment

CLG meetings will be held at least once every three months throughout the construction period. The Community Board will appoint a Chairperson for the CLG (Christine Papps) who will write a report summarising the main points arising from each meeting, reporting on any social impacts of the project, along with recommendations on the measures to mitigate those effects. The project team will ensure that a copy of the report is provided to the Council and to meeting attendees within 10 working days of the meeting. The project will be responsible for all reasonable costs associated with the resourcing of the CLG.

The project will provide the members of the CLG, at least 5 Working Days before their first meeting, the construction programme, which shall include the staging of construction, the anticipated number

of construction staff, and other facets that may impact on residents and community facilities. And the project will ensure appropriate personnel attend CLG meetings to explain how the effects of construction are proposed to be managed and to respond to any questions. An abridged version of the SCMP will also be provided.

The project will consider the CLGs recommendations and take reasonable steps to implement any recommendations that are within its statutory powers to execute under the designation.

The CLG will be serviced by the project's stakeholder team which will include arrangement for meetings, preparation of minutes and meeting the cost of administration. The Community Liaison person will attend CLG meetings to provide project updates and relay information back to the project's management team and where required to the Transport Agency.

The CLG may make recommendations on SSEMPS. Fletchers will keep a record of recommendations and report back to the CLG if the recommendation has been adopted and if not why.

5.2.2 Businesses

Businesses on SH1 in Ōtaki are anxious about long-term loss of trade, short-term construction disruption and increased congestion at the roundabout from roadworks. We will work with Ōtaki retailers and KCDC to develop a pro-active strategy to support local businesses.

This could include, but is not limited to, local business/destination promotion at key times, a loyalty book for workers, accounts at New World, Farmlands, and local cafes.

Communication with the Ōtaki retailers shall be via the projects newsletter and e-newsletter. In addition the project will work with the Elevate Ōtaki Group to provide support when and if required. KCDC will be consulted to discuss matters of direct relevance to the retailers.

5.2.3 Emergency services

Updates on changes to the roading network and impacts of construction activities will be discussed with Police and Emergency Services. These groups are invited to attend regular CLG meetings, in addition invitations to quarterly emergency services briefings will be issued.

5.2.4 Road users

Road users will primarily be concerned with the duration of the project as it relates to travel disruptions and how it will affect their journey. The main issues to be addressed will be concerned with the potential travel disruptions and why they are occurring. Information on how these disruptions are being managed and what can be done to avoid them will be of paramount importance to stakeholders.

The following methods of communication will be considered when information is required by this stakeholder group:

- VMS signs
- Other road signs
- Print and radio advertising
- Media releases and associated newspaper articles
- Public Notices in local papers when detours and closures on the local road network are proposed
- Targeted letters to residents most affected by the traffic changes
- Flyer drops to affected areas
- Information posted on the NZTA project website
- TOC Social media channels such as Facebook and Twitter
- Traffic bulletins emailed to stakeholder databases.
- Online newsletter sign-up
- KCDC communications channels
- Six-monthly stakeholder survey (covering community perception and satisfaction levels)

5.2.5 Information centre and information hubs

An information centre will be established in the Ōtaki Main Highway retail area at 216 Main Highway Ōtaki. The centre will be opened to the community between 10am and 5pm seven days-a-week. The identified space is approx. 30m² and allows the whole shop front to open up via means of a bi-fold door. This feature will also allow us to create a bright and well light space that is readable and accessible to the public through the large glass doors during night-time hours.

The space will not be permanently staffed (in line with other regional projects) instead pop-up events at the space will be planned and marketed and it will also carry an information board with directions to our staffed offices on Ake Ake place (2-mins drive away) along with details of the hotline/info email and suggestions/feedback box that will be cleared daily.

There are on-street parking facilities for Main Highway Ōtaki retail area as well as large dedicated car-park area next to Ōtaki Railway Station (1-min walk away).

The Centre design will be tailor-made for this community, it will locate the project in its context within the wider network and RoNS story. We will also seek to employ local designers and builders to fit-out the space.

The main information centre will be enhanced by a series of similarly designed information hubs at key community gathering spots. The location spots will be developed in consultation with the community but could include spaces at Te Horo, Main Street Ōtaki, Ōtaki Beach, The Plateau in venues such as Libraries, RSA, schools, sports clubs etc. This ensures that:

- Relationships and rapport with key community connectors will be built through regular updating of information at the hubs
- Goodwill is generated by offering hosts a modest but regular advertising fee/koha for the space

5.2.6 Procure and employ local

The project presents a clear opportunity to address the Transport Agency's customer value of social responsibility and will develop a recruitment and education programme in partnership with training providers like BCITO. The programme will actively promote employment opportunities for local hapū in line with the Ngā Hapū o Ōtaki Mitigation Plan obligations.

As well as construction-related contracts, we will seek to procure and employ local services, e.g. printing, signage, video, photography, graphic design, catering for meetings/events, venues for large project or community meetings. We will also seek to recruit both construction and office-based roles from the local community wherever practical.

We will create and provide a range of training opportunities and apprenticeships, from trades training to working with local schools and wānanga to provide student access to a range of learning opportunities. This will include project and site visits for students interested in engineering, environmental, archaeological, film and media studies.

5.2.7 Be a good neighbour and involve the local community

The local community comprises people who live and work in the immediate area around the alignment of the Expressway. These people are most concerned with potential disruption during construction of the project and community outcomes after completion of the project. Issues such as the steps taken to mitigate noise, air and light pollution as well as urban design and landscaping issues will be of importance to this group.

We will challenge the construction team to consider our impact on others. In addition, we will:

- Involve the community, for example in escorting the community on field trips, visits to the school by engineers and site workers, mentoring projects, reading to the children during book weeks and participate/volunteer in local events
- Work with neighbours to minimise the impact of disruptive works (e.g. noise, vibration, access). This is part of developing shared solutions with our neighbours and mitigation plans, such as muffling reversing beepers on vehicles during the early hours
- Provide direct feedback to our construction teams to help them target improvements
- Challenge those compiling work plans to fully consider the balance between work and the needs of others

Above all, we will promote the mantra of this project being something we are doing with and for the community, not to the community.

Refer Appendix 6 for full details of the engagement and communication tactics and channels that will be deployed.

5.2.8 Support local

We will support local causes in the form of in-kind services and fundraising through project events. This could include traffic management, security fencing, signage, koha for mulch etc and volunteer staff time.

5.2.9 Open days and events

Over the course of the project the Stakeholder Management Team will organise open days for the benefit of the public to inform them on the upcoming issues and milestones of the project. Throughout these sessions members of the project team, including the Stakeholder Management Team and specialists, will be on hand to provide information and guidance on the upcoming phases of the project.

We will also seek to develop opportunities to offer site visits to local and regional residents and students across a wide range of ages and interests, such as engineering, design, machines, local history and health and safety, through to environment and archaeology.

We also offer expert members of the team to present at school assemblies, careers expos, and local community interest groups and in classroom settings.

6 IWI LIAISON

6.1 Iwi involvement in design and construction

Throughout this project, we will develop new and support existing relationships with local iwi and hapū to deliver the project in a way that enhances the Transport Agency's reputation and maintains a sustainable, culturally safe environment. Guidance in liaison with local iwi and hapū will be provided by NZTA's Guidelines for Managing Stakeholder Relationships and Consultation with tāngata whenua.

6.1.1 Project team culture

Starting with our own team we will develop and support a culture that encourages empathy and respect for culturally sensitive sites, and focus on developing respectful design and construction. This will be achieved through:

- A training/induction programme for all staff including locally commissioned video resources, marae visits, talks from local iwi environmentalists and historians
- Employing a speaker of te reo Māori in at least one of the Communications team positions
- Making all public facing construction/safety signage bi-lingual
- Involving iwi in training, apprenticeships and internships

6.1.2 Governance – protecting the Transport Agency's relationships

We will maintain and build on the good relationships the Transport Agency has developed with local iwi and hapū over a number of years, and meet the obligations set out in the Ngā Hapū o Ōtaki Mitigation Plan.

These include providing resources to support the following initiatives and MoU obligations:

- Ōtaki gateway structures
- Environment, archaeology and kaitiaki monitoring
- Employment
- Cultural engagement

Regular meetings with NHoŌ will be maintained to ensure that the relationship remains positive and constructive. Consultation will be undertaken during pre-construction and construction in accordance with the requirements of the following agreements and specific Designation Condition requirements:

- MoU with NHoŌ and associated agreements
- Heritage NZ Archaeological Authorities
- Accidental Discovery Protocol
- Landscape and Urban Design Plan

6.1.3 Environment, archaeology and kaitiaki monitoring

We will reduce risk to the project of unexpected archaeological discovery by establishing Kaitiaki monitoring protocols before works start (including karakia for ground-breaking and other kaupapa as appropriate).

6.1.4 Cultural engagement with iwi

We will engage early on urban form and design of bridge abutments and barriers with hapū, iwi and the wider community to reflect the community identity, cultural values and its treasured landscape. In addition to the work outlined in the MoU with NHOŌ, we will seek to engage with the wider Māori community including:

- Te Wānanga o Raukawa, to offer students opportunities to work with the project team, in particular students enrolled in Kaitiakitanga Pūtaiao (Environmental Management) and Hiko-Rau (Animation & Graphic Design)
- The five Kura kaupapa (Te Kura-o-iwi Whakatupuranga Rua Mano, Te Kura kaupapa Māori o te Rito, St Peter Chanel - immersion stream, Te Korowai Whakamana, Ōtaki College) and offer opportunity to develop project/site visits for students in te reo Māori
- All interested iwi and other environmental interest groups such as Friends of the Ōtaki River on planting programmes to support traditional rongo (healing) and Toi Whakarākai (creative arts) practices
- Ōtaki Māori Racing – provision of event traffic management and communications as well as providing public information at race meets.

6.1.5 Cultural ceremonies

We will liaise with NHOŌ, over the planning and carrying out of cultural ceremonies for the project such as ground-breaking and project opening.

7 LANDSCAPE AND URBAN DESIGN

7.1 Consultation on landscape and urban design

Through the Landscape and Urban Design process, we will engage the community in the development of the project to create an experience that is part of adjacent projects, yet responsive to the variations in landscape, character and land-use of this rohe (region). In collaboration with KCDC, the local community and iwi we will create cohesive, well-designed forms that provide visible and clear markers reflective of this expansive and treasured landscape.

Our approach will include:

- Establishing a Community Liaison Group (incorporating a diverse range of interest group representatives from key stakeholder groups – list to be included once known)
- Direct contact with affected individual residents and businesses through regular meetings
- Wider community consultation through (for example) open days and drop-in sessions
- Allow the CLG to identify other UDLP and urban/landscape design consultation opportunities, and act as a focus group to develop and test consultation plans
- Establish a Gateways Steering Group and design reference group that includes NHoŌ chair, NZTA, KCDC and Community Board representatives
- Appoint local Māori artist/designer to work with our urban designers to develop initial concepts.

The preparation of Landscape Urban Design Plan (LUDP) that provides the vision for the landscape and urban design for the project will involve consultation with the following parties:

- Keep Ōtaki Beautiful and Ngā Hapū o Ōtaki, where the construction is within or directly affects the Pare-o-Matangī reserve; Ngā Hapū o Ōtaki and Ōtaki Community Board, where the construction is within or directly affects the gateway treatment areas;
- Ōtaki Community Board with respect to the design of local road bridges;
- GWRC for construction areas around the Waitohu Stream Crossing, the Mangapouri Stream Crossing, the Ōtaki River Crossing, and the Mangaone Stream and Overflow Crossings;
- The owners of the former Rāhui Factory Social Hall and the former Rāhui Milk Treatment Station with respect to the design and landscape surrounds of Bridge No. 4, and the service entrance to the property at the western side of the former Rāhui Milk Treatment Station;
- The owners of the riverbank property immediately to the west of the South Ōtaki Roundabout (currently Richard and Sarah Caughley) with respect to the Southern Gateway Zone as it relates to, and is experienced from, that property including and with respect to the heritage features of its entranceway; and
- KCDC.

Consultation shall commence at least 60 Working Days prior to submission of the finalised LUDP to KCDC.

Design interventions for structural components (bridges, especially the Rāhui Bridge) will be designed collaboratively with iwi and in consultation with the community through the same process to ensure a common design vernacular.

7.2 Consultation on Gateways Features

As part of the PP2Ō project two “Gateway Zones” have been identified, one north and one south of the Ōtaki township. Development of the Gateways treatments is designed to be a community led exercise – for and by the people of Ōtaki. Project management of this process including consultation around the design, approvals, and implementation of the Gateways treatments has been assigned to Fletcher Construction as part of their contract obligations for the PP2Ō Expressway. The Fletcher team will manage this as a distinct project but ensure joined up thinking and cohesion by including it as part of its overall consultation and design process.

The Fletcher team will also ensure gateways treatments meet the requirements of the project design deliverables and programme. A design development frameworks has been developed that includes a strategic community led Governance Group, operational Design Group and discipline specific support roles from the wider Fletcher team.

8 ROLES AND RESPONSIBILITIES

The Stakeholder Management Team will be structured as per the organisation chart below. It will work closely with other teams as shown in Appendix 1.

Stakeholder, Communications, Compliance & Environment Manager – Ed Breese

- Lead a team that includes Communication, Environmental, and Regulatory Approvals
- To lead and manage key Stakeholder Relationships, including Council and iwi to enhance relationships as function of delivering the project
- Advocate for stakeholder issues in the Project Management Team and other operational teams as required
- Ensure alignment of stakeholder team with wider project goals
- Lead response to resolution of stakeholder incidents and key reputation risks when they arise
- Develop strategies around key stakeholder and reputational risk areas
- Sponsor the story internally and externally to drive best practice behaviours and create belief in the positive goals of the project

Communications Manager – Sarah Ropata

The role of the communications manager is to champion two-way communication between the project and its stakeholders so that the project can achieve its goals. Specific responsibilities include:

- Develop and implement strategies and collateral for external and internal communications, including the community and the media

- Manage key Stakeholder Relationships, including Council and iwi to enhance relationships as function of delivering the project
- Proactively identify and facilitate the resolution of stakeholder issues
- Provide strategic advice to the project team on communications
- Advocate on behalf of the project, the stakeholders and the NZTA
- Attend CLG meetings
- Maintain Transport Agency values and branding in communications
- Responsible for day to day communications activities – media releases; co-ordinating updates of information boards and resources for the drop-in centre/static display; feeding information back to NZTA/WTOC; coordinating photography/video resources; contributing to monthly e-newsletter; other duties as required

Community Liaison Officer

Regular direct liaison with community stakeholders with regards to enquiries, complaints, general project information.

- Dissemination of approved project related information to key stakeholders and the public including letters, emails, newsletters etc. as developed or as directed by Communications Manager
- Work with Stakeholder Manager on project issues and concerns of key stakeholders and assist the Stakeholder Manager to provide responses to stakeholder issues
- Assist the Communications Manager to implement planned activities, events and with attendance at community meetings
- Undertake regular liaison, coordination and dissemination of information to key internal and external stakeholders
- Manage and maintain Complaints and Enquiries Registers so complaints and enquiries are responded to in a timely and coordinated fashion
- Respond to calls on the 'Hotline' number (7am - 5pm: on site) and address issues as they arise, seeking advice if necessary. Follow and maintain protocols to ensure appropriate responses to calls
- Coordinate Community Liaison Group meetings
- Maintain Darzin

The Designation Conditions require the community liaison person to be readily available to the community. To ensure this, the role will be shared between the Communications Manager and Community Liaison Officer. The contact details for contacting a liaison person will be included in project signage and communication mechanisms.

9 COMMUNICATIONS MANAGEMENT

9.1 Principal's protocols

The Contractor will ensure that all communication activities to the public comply with the following protocols.

- NZTA Branding and Communications Standards (Appendix 4)
- NZTA Social Media Protocol (Appendix 9)

9.2 Detailed site specific communication plans

In addition to the overarching communication strategy outlined in this document a 90 Day tactical communication plan will be maintained (sample in Appendix 7) and specific communication plans will be provided for milestone activities and all other activities such as traffic diversions and night working (sample in Appendix 8).

9.3 Staff training

The project staff and subcontractors are the public face of the project. To ensure that all staff and subcontractors are aware of impact they have on the public perception of the project the project induction process will include training on interfacing with the public e.g. always be polite and direct them to the Stakeholder and Communications Team, never talk to the media etc.

9.4 Responding to communications

All correspondence from the broader community regarding the project, local community and special interest groups will be forwarded to the Stakeholder Manager. The Stakeholder Management Team will record correspondence, summarise the issues, circulate information to project management and provide advice on the appropriate response. The Stakeholder Management Team will respond to all complaints in person within one working day and report weekly on all unresolved complaints.

The following table details the procedures for recording issues raised during the consultation process; it will be used as a guide and adapted to suit the project.

Item Received	Project Response
Written Correspondence	Respond in person within one working day to construction complaint. Contact details and summary of the issue is to be entered into the Darzin. Originals will be filed separately as part of a Quality Assurance process.
Telephone Hotline calls	Respond in person within one working day to construction complaints. A member of the Stakeholder Management Team will take each call. If it is outside normal business hours an appropriate member of the works team will be appointed to field any calls and issues that arise. Following each call the contact details and summary of the issue will be entered into Darzin and all calls are to be followed up to ensure resolution of issues.
Meetings/Minutes/Notes	Stakeholder Management Team members will take notes during the meeting and minutes with any contact details will be entered into Darzin.

9.5 Freephone ‘Hotline’ and information e-mail address

The Freephone ‘Hotline’ 0800 M2PP INFO will be managed by the Stakeholder Management Team and manned by a member of the team during the day. When a member of the Stakeholder Team is not available outside normal hours an appropriate representative will be appointed with sufficient access to works on site in order to action complaints and issues arising.

The general information e-mail address pp2o@nzta.govt.nz will be monitored by the Stakeholder Management Team and all issues or enquires coming in will be acted upon as soon as possible. All notes will be entered into Darzin.

The hotline, the project e-mail address and the project website will be included in all notifications, fliers, signs, the website, and any other publication issued by the project. All communications through the hotline or the information e-mail will be recorded in the stakeholder data base with contact details and a summary of the issue taken down. The hotline details will be available at all times during construction via site signage prominently displayed at the entrance to construction sites so that they are clearly visible to the public at all times. The Communications Manager will be responsible for ensuring the phone is manned.

All construction updates and notices will be uploaded and made available on the website.

9.6 Letters, direct e-mails and personal visits

Letters and direct emails will be used when contacting a stakeholder about a particular issue unique to the stakeholder, as these allow the inclusion of personalised information. All letters will be entered into Darzin.

Personal visits will be undertaken where stakeholders will be directly affected by specific works and where other forms of communication have not proved effective. The need for these will be determined on a case-by-case basis by the Stakeholder Manager. All meeting notes will be entered into Darzin.

9.7 Stakeholder meetings

Meetings and briefings allow the opportunity to provide the community and stakeholders with personalised and informative information. One-to-one meetings, group meetings and briefings will be used to build trust, inform and educate, enable feedback and identify and manage potential impacts and issues. The project will also hold open days for the public as an informal educational tool.

Meetings, briefings, and open days will be commenced early in the project to assist in gaining an understanding of stakeholder and community issues. Concerns or suggestions about working hours or construction techniques raised at these meetings will be recorded. The comments will be discussed with construction team and response and the response reported back directly or as part of the meeting minutes. Following each meeting, minutes for the meeting will be documented and updated in the Stakeholder Database (Darzin) and circulated to attendees.

An attendance register will also be taken at each meeting and open day, of all those stakeholders who wish to be kept informed of the changes and progress of the project.

9.8 Presentations

Presentations will be conducted in a similar manner to meetings and briefings and will be used to inform stakeholders and the community about the project.

The Stakeholder Management Team will proactively identify opportunities for presentations; for example, contacting local community groups and providing a letter of an offer to provide a speaker / presentation.

Presentations will include appropriate visual material such as PowerPoint slides, diagrams and project drawings along with visual aids designed by the project.

9.9 Video and photographic documentation

The project will be documented by means of aerial photography, site photography and a video diary capturing the project highlights.

The photographs and video footage will be used in the Information Centre, in project presentations, publicity materials, the website, social media channels including the Transport Agency's YouTube channel, newsletters, news releases etc.

9.10 Project newsletter

The project newsletter will be a monthly issue to up-date the local community and other stakeholders on the progress of the project including achievements, innovations and an overview of upcoming works.

In keeping with our Green Roads principles the newsletter will be distributed digitally and made available in hard copy on request and in small numbers at key distribution points such as the project office reception, information centre, KCDC offices and public facilities. Hard copies will be available on request.

9.11 Public notices and letterbox drops

Public notices placed in the newspapers most widely read in the project area will advise of closures, lane switches or work that is of public significance. For local residents a targeted letterbox drop will be done to inform them of works in their area prior to any major construction works commencing.

9.12 Website

The project website is: <http://www.nzta.govt.nz/projects/peka-peka-to-otaki>.

And www.nzta.govt.nz/pp2o

This website contains an introductory section with key project features, current activity, environmental information, construction updates and links to project/NZTA social media channels. It will also have a section for media releases, FAQs and a 'contact us' page with the hotline information, e-mail and physical addresses for the project and Stakeholder Manager contact details.

The Web site shall also contain the following management plans;

- Construction Environmental Management plan (CEMP)
- Construction Noise and Vibration Management Plan (CNVMP)
- Construction Air Quality Management plan (CAQMP)
- Erosion and sediment Control Plan (ESCP)

- Ecological Management Plan (EMP)
- Groundwater Management Plan (GMP)
- Bulk Earthworks Contaminated Land Management Plan (BECLMP)
- Landscape and Urban Design Plan (LUDP)
- Construction Traffic Management plan (CTMP)
- Network Utilities Management plan (NUMP)
- Site Specific Environmental Management Plans (SSEMPs)
- Site Specific Traffic Management Plans (SSTMPs)

9.13 Notifications

9.13.1 Construction activities

Owners and occupiers of properties within **20 metres** of the construction activities will be given written notification 5 days in advance of construction activities commencing. The information to be provided will include a project description, the expected activities and duration in the vicinity.

9.13.2 Traffic management

The Stakeholder Management team will work closely with the Traffic Manager and the Transport Agency's Wellington Traffic Operations Centre (WTOC) to provide integrated public notifications to the travelling public and the local community. Specific notification details are provided in site specific Traffic Management Plans (SSTMPs).

In summary, the traffic team is responsible for all regulatory signage and provision of variable message boards (VMS) stipulated as part of the SSTMPs. The Communications team will agree messaging with the NZTA and traffic team, and where appropriate KDC as the road controlling authority for local roads. For larger road closures and changes, site specific communications plans (SSCP) will be developed and appended to the SSTMP. These SSCPs will detail the media advertising and other channels needed to support the messaging required to manage the traffic changes. Media communications and community notifications will always go through the Stakeholder Management team (rather than the Traffic team) to ensure appropriate NZTA control.

As an example for a typical but significant traffic change, public communications would follow a process as follows:

- One month out – advise CLG and produce SSCP, advise NZTA Comms
- Two weeks out – first print media advertising and VMS boards placed in road reserve. Local mail drop and email notifications.
- One week out – radio/print advertising. Update VMS boards. Local paper PR if seeded prior.
- One week post-implementation – radio and VMS as appropriate

9.14 Signage

All signage will be designed in accordance with NZTA's guidelines. In advance of having signs ordered the signage design and wording will be approved by the Engineer.

In addition all public facing site safety signage will be bi-lingual.

9.15 Enquiry and complaints register

A register will be created and monitored to record each contact made by stakeholders as an enquiry or a complaint. The information to be collected will include;

- The name and address (where this has been provided) of the complainant;
- The nature of the complaint;
- Location, date and time of the complaint and also of the alleged event;
- Weather conditions at the time of the event and including wind direction and approximate wind strength if the complaint relates to air quality or noise;
- The outcome of the Requiring Authority's investigation into the complaint;
- Measures taken to respond to the complaint; and
- Any other activities in the area, unrelated to the construction, which may have contributed to the complaint (such as non-project construction, fires, traffic accidents or unusually dusty conditions generally).

All enquires and complaints are to be dealt with in a prompt and professional manner so that stakeholders feel their concerns are being seriously dealt with and not dismissed. Acknowledgement of a complaint will be completed within 2 days and a report to the complaint within 10 days. This process is designed to develop a relationship of trust and reliability between the community and project team.

The communication manager and the wider Stakeholder Management team will handle all enquires and complaints made to the project. A member of the team will be contactable 24 hours a day, 7 days a week for the duration of the project on the hotline number.

This hotline and its monitors will have direct contact to those workers on site to facilitate as rapid response to enquiries or complaints as possible.

Responses to stakeholders such as motorists and residents will be dealt with immediately, with follow-up calls on closing out the particular request or complaint.

The complaints procedures will be available for at least 12 months after the completion of construction.

9.16 Consultation certificates

The Principals requirements for the project requires that consultation certificates be obtained from selected stakeholders. The purposes of certification is to document that all the relevant information has been provided to the stakeholder. A Consultation Certificate form can be found in the Principal's Requirements. The form may be adjusted with the approval of NZTA.

The parties from whom Consultation Certificates include; Ōtaki Community Board, Department of Conservation, Fish and Game, Ōtaki Retailers, Directly Affected Property Owners, Keep Ōtaki Beautiful, Friends of the Ōtaki River, Ngā Hapū o Ōtaki, , Rāhui Enterprises, Owners of Ōtaki Motel, Owner of 1 Rāhui Lane, Hema Te Ao Lane (residents), Owners of properties between 230 and 250 Main Highway, Owners of the riverbank property immediately south of South Ōtaki interchange (Caughleys), NZTA Network Operations, Landowners affected by landscaping and Stresscrete. Additional parties from whom Consultation Certificates are required maybe identified during the design process.

A number of groups need to be consulted at different stages of the design process and each stage will require a Consultation Certificate. The groups are Kāpiti Coast District Council, Winstone Aggregate, KiwiRail, Arcus Road Water Scheme, Electra Limited, KCDC Water Supply, KCDC (Wastewater and Stormwater), Vector Gas Ltd and Chorus Network Ltd.

A register of Consultation Certificates will be maintained and provided to NZTA in advance of relevant works commencing as set out in the Principal's Requirements.

9.17 Records and reporting

Records will be kept of all stakeholder and engagement activities in Darzin the records will include;

- Interactions with stakeholder
- A register of Consultation Certificates
- Disposal queries
- Queries and complaints

The following reports will be prepared;

- Weekly report to the Principal's Advisor covering stakeholder and community impacts
- Weekly report to the NZTA Southern Region Practice Manager, Chloe Groser covering stakeholder and community impacts
- Monthly report to the Principal's Advisor covering activities relating to environmental aspects and public relations; consultation certificates and landowner issues
- Monthly report Project Management Board on stakeholder management
- Monthly report to KCDC and GWRC on any complaints received during the month

10 PROJECT SPOKESPERSON

A tiered approach to the appropriate project spokesperson will be followed:

Big picture, major milestones or political opportunities/issues – spokesperson shall be Chris Hunt or Glen Prince.

Local, community, construction related opportunities/issues – spokesperson shall be Project Manager Andrew Goldie.

The approach to each situation will be discussed and agreed in advance with Gabrielle Para and Dan Parker the NZTA media manager.

10.1 Media relations

Maintaining good relationships with the national and local media is important to enable the dissemination of positive project information to target audiences.

Over the course of the project there will be opportunities to promote key milestones through a variety of different media, including newspapers, magazines, websites and radio. Key media contacts will be kept up to date with project activity, and approached at strategic intervals with the opportunity to cover events appropriate to their own audience. While a group approach will cover major milestones and the distribution of media releases, individual site visits and engagement will play a key role in establishing strong relationships with a variety of journalists, editors and producers.

All media opportunities will be channelled through the Stakeholder Manager, who will discuss the recommended approach with Glen Prince and Dan Parker the Transport Agency's media manager and any other management personnel necessary.

10.2 Media enquiries

All media enquiries will be channelled through the Stakeholder Manager, who will discuss the recommended approach with Glen Prince and Dan Parker the Transport Agency's media manager and any other management personnel necessary.

In the event of the media enquiry having being forwarded and approved in advance by the Transport Agency, a response will be drafted and presented for final approval by the Transport Agency's media manager.

Should the media enquiry come direct to the project team, the Stakeholder Manager will prepare a response and present the recommended approach and response to the Transport Agency for approval.

10.3 Media releases

Media releases will be produced from time to time to encourage and facilitate positive media coverage of the project that generates awareness of the project, its progress and its stories. Media response and any proactive pitching will all be channelled through NZTA's media manager.

10.4 Key messages

Key messages will be developed for the project. These will be updated and added to for specific project Communications Plans around construction milestones/topics and community events etc. These will also be augmented by Wellington Northern Corridor Key Messages.

10.5 Approval of external communications

All external communication will be through NZTA's Project Manager, Glen Prince.

No public communication or announcement will be made by any member of project team at any time to a third party, including any section of the media about the project. In special circumstances a communication or announcement may be made by a project team member if written permission has been obtained from NZTA.

11 MEASURING OUTCOMES

To ensure good performance and promote accountability within the team, stakeholder outcomes will be audited by the project's senior management team. This analysis will be useful in determining the levels of success of the communications strategy, and allow it to be adjusted appropriately should acceptance and understanding amongst stakeholders is lower than expected. The audit will take into account stakeholder feedback, perception and satisfaction levels derived from various sources, as outlined below:

- Complaint management
- Stakeholder opinion
- Communications effectiveness
- Traffic management

The Stakeholder Management team will also conduct its own base line and then six-monthly online surveys through the project website and e-newsletter.

The results of the audit will assist in the annual review of the SCMP.

12 DISPOSAL QUERIES

The Principal has received a number of queries from parties interested in purchasing existing structures and the like from the project. The project will maintain a register of these queries and provide these parties with the opportunity to put forward an offer to purchase from the Contractor.