

WORKER ACCOMMODATION PROJECT AGREEMENT

SCHEDULE 9

COMMUNICATIONS ROLES

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1 INTERPRETATION

1.1 Definitions

In this Schedule 9 [Communications Roles], in addition to the definitions set out in Schedule 1 [Definitions and Interpretation]:

“**Communications Manager**” has the meaning set out in Section 2 of this Schedule 9 [Communications Roles];

“**Community Liaison Committee**” has the meaning set out in Section 7.2(a) of this Schedule 9 [Communications Roles];

“**Construction Communications Plan**” means the plan described in Section 5 of this Schedule 9 [Communications Roles]; and

“**Supporting Role Construction Communications Plan**” has the meaning set out in Section 6.2 of this Schedule 9 [Communications Roles].

2 PROJECT CO'S COMMUNICATIONS REPRESENTATIVE

Project Co will appoint an individual (the “**Communications Manager**”) to fulfill Project Co’s communications obligations relating to traffic management, community relations, public consultation and media relations set out and described in this Schedule 9 [Communications Roles]. Project Co will cause the Communications Manager to work with Project Co, Subcontractors and their respective directors, officers, representatives, employees and workers, including construction and traffic managers, to provide BC Hydro and the public with concise, accurate and understandable information.

The Communications Manager is a Key Individual and is required to be experienced in the field of traffic management communications, community relations, public consultation and media relations.

2.1 Role of Communications Manager

Project Co will require the Communications Manager to:

- (a) routinely notify Hydro’s Representative of any unscheduled Construction activities;
- (b) submit to Hydro’s Representative for Review details of any unscheduled Construction activities not less than 96 hours in advance of the event or activity;
- (c) notify Hydro’s Representative of any Construction interruption not less than 72 hours in advance of the event or activity;
- (d) meet with Hydro’s Representative, at the frequency directed by BC Hydro, to provide Construction information, and share information about Construction issues to the extent those issues may affect the public, and to check for consistency with BC Hydro’s overall strategic approach and key messages;

- (e) supply all information related to Construction that may affect the public to Hydro's Representative for approval at the meeting described in Section 2.1(d) of this Schedule 9 [Communications Roles] before it is released;
- (f) on a weekly basis, supply a three-week look-ahead schedule providing an overview of major Construction activities to Hydro's Representative for use in community relations updates;
- (g) attend community relations meetings and other public communications forums concerning the Construction as required by BC Hydro;
- (h) manage a communications register that records and tracks all external/public inquiries concerning traffic and responses and provide this once per week to Hydro's Representative; and
- (i) forward accurate and timely information to Hydro's Representative so that BC Hydro may operate a public information phone line to respond to construction-related inquiries from the public.

3 CATEGORIES OF COMMUNICATION

The following are the communication categories for the Design, Construction and Services:

- (a) community relations: which involves building relationships with the public and keeping the public informed through on-going two-way communication and regular reporting concerning overall and specific work information and developments, and includes attending public meetings and dealing with inquiries from the public, providing work updates and problem solving on issues as they arise. Community relations excludes public consultation;
- (b) public consultation: which involves gathering and receiving public input on the nature of the work at the Site and Construction considerations as they relate to interfaces with the public;
- (c) media relations: which involves providing the media with progress reports and updates on the work and responding to issues raised by the media as they arise; and
- (d) traffic management communications: which is designed to keep the public advised on a timely basis about all matters relating to traffic flow, and includes specifically traffic incident and/or emergency management communication and timely notice of construction related delays, closures and detours, so as to minimize traffic disruption and maximize traffic predictability.

4 GENERAL

4.1 Desired Outcome

The desired outcome of all communication and consultation activities is to involve and inform the public concerning the value, benefits and progress of the Project and the WA Project.

4.2 Plan Summary

For convenience of reference only, the following table is a summary of the documents and deliverables required to be submitted by Project Co under this Schedule 9 [Communications Roles] and the corresponding submission times. (If there is any inconsistency or omission in this table as compared to other provisions of this Schedule 9 [Communications Roles], then the other provisions of this Schedule 9 [Communications Roles] will govern.)

Plan	Due Date
Supporting Role Construction Communications Plan	No later than 90 days after the Closing Date. Annual update no later than 30 Business Days after anniversary of the previous plan.

5 **CONSTRUCTION COMMUNICATIONS PLAN**

BC Hydro has developed a construction communications plan (the **Construction Communications Plan**), which may be updated by BC Hydro from time to time. BC Hydro will make this plan and any updates available to Project Co.

BC Hydro may, at its discretion, apply the Construction Communications Plan as a guideline to aid in the review of the plans which Project Co is to prepare and submit pursuant to this Schedule 9 [Communications Roles].

6 **ROLES**

6.1 **BC Hydro to Lead**

BC Hydro will, at its cost, take the lead role in conducting and implementing community relations, public consultation, media relations and traffic management programs for the Project and the WA Project, which will include the matters referred to in Sections 7, 8 and 9 of this Schedule 9 [Communications Roles]. BC Hydro reserves the right to delegate this lead role on a case-by-case basis without waiver of its right to withdraw such delegation or to retain its lead role for the non-delegated matters.

6.2 **Project Co to Support**

Project Co will, at its cost, take the support role in implementing the requirements of this Schedule 9 [Communications Roles].

Project Co will, within 90 days after the Closing Date, prepare and submit to Hydro's Representative for Review a supporting role construction communications plan (the **Supporting Role Construction Communications Plan**) that clearly describes how the requirements of this Schedule 9 [Communications Roles] will be implemented during the performance of the Design, Construction and the Services.

6.3 **Communication Methods and Minimum Requirements – Design, Construction and Services**

The Supporting Role Construction Communications Plan will set out Project Co's implementation of its obligations set out below.

Communication Tools	BC Hydro Requirements	Response time
Public Information Phone Line	<p>Category: A media or urgent public call.</p> <p>[REDACTED]</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue with BC Hydro and to provide a written response to BC Hydro about the issue.</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
Public Information Phone Line	<p>Category: A day-to-day call about the Construction, such as number of people working, current major Construction activities, and similar information.</p> <p>[REDACTED]</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and to provide a written response to BC Hydro about the issue</p> <p>[REDACTED]</p>	<p>[REDACTED]</p>
Communications Register	<p>Category: Weekly communications register that records and tracks all external/public inquiries received by Project Co.</p> <p>[REDACTED]</p> <p>Project Co Responsibility: To provide a written communications register that records and tracks all external/public inquiries received by Project Co and its responses, where provided at BC Hydro's direction.</p>	<p>[REDACTED]</p>
E-mail Notification	<p>Category: There will be scheduled e-mail notification on Project information approximately every month, or as identified by BC Hydro, to provide updates on Project activities as needed.</p> <p>Process: BC Hydro will proactively issue notification e-mails about Construction information.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro's e-mail</p> <p>[REDACTED]</p>	<p>[REDACTED]</p>
E-mail Response	<p>Category: Response regarding media or urgent public issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notifications to the public with Construction information.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue with BC Hydro and then provide a written response to BC Hydro about the issue;</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>

Communication Tools	BC Hydro Requirements	Response time
E-mail Response	<p>Category: Response from a general email media or non-urgent public issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notifications to the public with Construction information.</p> <p>Project Co Responsibility: To provide a contact person to discuss the issue with BC Hydro and then provide a written response to BC Hydro about the [REDACTED]</p>	[REDACTED]
Direct Mail	<p>Category: Direct mail may occur approximately quarterly and provide general Project information and updates.</p> <p>Process: BC Hydro will describe Project/Construction and update the public as needed.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro about an issue [REDACTED]</p>	[REDACTED]
Advertising	<p>Category: There will be scheduled advertisements on Project information along with possible broader BC Hydro corporate advertising.</p> <p>Process: BC Hydro will develop and issue the advertisements.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro's requests concerning its advertisement design and content [REDACTED]</p>	[REDACTED]
Website	<p>Category: Updates to the Site C Project Website (www.sitecproject.com) on the Construction will be as needed.</p> <p>Process: Project Website to be maintained by BC Hydro.</p> <p>Project Co Responsibility: To provide written materials and Construction pictures to BC Hydro for these updates.</p>	[REDACTED]
Construction Information Updates / Community Notices	<p>Category: Public notices for Construction activities or general updates about the status of Construction and/or Services.</p> <p>Process: BC Hydro will be the lead on all public/media releases, and will distribute them.</p> <p>Project Co Responsibility: To provide written information to BC Hydro for public release; [REDACTED]</p> <p>[REDACTED] to advise BC Hydro of any public notices for Construction activities/closures and submit such notices to Hydro's Representative.</p>	[REDACTED]

Communication Tools	BC Hydro Requirements	Response time
Media Releases	<p>Category: Incident management issues which require immediate issuance of media release.</p> <p>Process: BC Hydro will issue and be the lead on all media releases. Project Co will work with BC Hydro for incident management issues which require immediate issuance of media release.</p> <p>Project Co Responsibility: Provide BC Hydro with a person to contact and an emergency number to discuss/collaborate on the issue and to provide written information to BC Hydro for the news release; [REDACTED] [REDACTED] BC Hydro will distribute the news release.</p>	[REDACTED]
Media Interviews	<p>Category: Request from media for an interview.</p> <p>Process: BC Hydro will identify appropriate lead for interview. In the event a spokesperson is required, BC Hydro will determine the spokesperson.</p> <p>Project Co Responsibility: To provide an approved communications lead to support the BC Hydro spokesperson as reasonably requested by BC Hydro. All media inquiries are to be forwarded to BC Hydro to coordinate response. [REDACTED]</p>	[REDACTED]
Community Off-site Open House	<p>Category: An open house for the community will be held annually, or on such other schedule as determined by BC Hydro.</p> <p>Process: BC Hydro and Project Co will profile the Project and its components, including the WA Project through community open houses. This is an opportunity for the community to see the WA Project evolution through pictures, maps, diagrams, and presentations. This “off-site” open house will allow the community to continue to learn and follow the WA Project by talking to discipline experts. It may also serve as a recruitment tool for prospective workers on the Project.</p> <p>Project Co Responsibility: As required by the Construction Communications Plan. Communications Manager to provide text, graphics and other support materials for the event. Project Co to provide representatives at the open house, as requested by BC Hydro.</p>	[REDACTED]
Community Liaison Committee	<p>Category: Community Liaison Committees to receive regular updates on the WA Project and bring forward community issues for discussion.</p> <p>Process: BC Hydro will develop and facilitate the Community Liaison Committees. Project Co will attend the Community Liaison Committee meetings with BC Hydro, which could include monthly or quarterly meetings.</p> <p>Project Co Responsibility: As required by the Construction Communications Plan. Communications Manager to participate in planning and support.</p>	[REDACTED]

Communication Tools	BC Hydro Requirements	Response time
General Public Meetings	<p>Category: Meetings to present current Construction activity information and identify and minimize Construction activity impacts. The types of meetings include Rotary, Chamber of Commerce, City Council, and public groups.</p> <p>[REDACTED]</p> <p>Project Co Responsibility: As required by the Construction Communications Plan. Communications Manager to participate and provide support.</p>	[REDACTED]
Aboriginal group meetings	<p>Category: Meetings with Aboriginal groups, including Chief and Council meetings and community meetings, to present current Construction activity information, bring forward community issues for discussion, and identify and minimize Construction activity impacts.</p> <p>[REDACTED]</p> <p>Project Co's Responsibility: Communications Manager to participate and provide support to BC Hydro.</p>	[REDACTED]
Video (HD quality) and High-Quality Photos	<p>Category: Requirement for video footage (i.e., fly-through) of the completed Facility and photographs of the Construction. The video footage and photographs may be used to recruit workers to the Project.</p> <p>[REDACTED]</p> <p>Project Co Responsibility: To produce and provide BC Hydro: (i) high-definition video footage of the Facility; and (ii) high-quality photographs of the Facility.</p>	[REDACTED]
Public Displays	<p>Category: Public displays will be created for the Site C Community Office.</p> <p>Process: BC Hydro will develop public displays that describe the Construction. The displays will be updated as needed.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the content and then provide a written response to BC Hydro. [REDACTED]</p>	[REDACTED]

Communication Tools	BC Hydro Requirements	Response time
Business Liaison	Category: update businesses on status of the Design, Construction and Services and provide information on future business opportunities related to the Design, Construction and Services. [REDACTED] Project Co Responsibility: To provide a contact person to discuss/collaborate on updates. Communications Manager to participate in planning and support.	[REDACTED]

7 COMMUNITY RELATIONS AND PUBLIC CONSULTATION

7.1 Community Relations

Project Co will provide the supporting role for BC Hydro's community relations program which will include:

- (a) supporting BC Hydro in a proactive community relations program to provide the public with regular or scheduled information on the Construction, including notification and timing of road closures, and Construction updates such as public information bulletins, public displays, advertising, website, Construction notices, open houses, milestone announcements and celebrations, news releases and media tours, that BC Hydro considers necessary or desirable in order to conduct and implement the community relations program;
- (b) supporting BC Hydro's lead role by providing information for BC Hydro to use in responding to day-to-day inquiries and complaints on issues and concerns arising out of the Construction as requested by BC Hydro;
- (c) providing a contact to take public inquiries, relay inquiries to BC Hydro and assist BC Hydro in its responses to those inquiries, and in some cases providing responses directly to the public where discussed and agreed to by BC Hydro;
- (d) supporting BC Hydro by attending public meetings;
- (e) supporting BC Hydro's communications and media relations by providing clear, consistent and accessible Construction information, including number of workers, number of apprentices, local workers and local contractors involved in the Construction and the Services, and to collaborate on local and Aboriginal employment success stories, so that BC Hydro can utilise this in disseminating information on Construction activities; and
- (f) supporting BC Hydro's communications activities by supplying timely and accurate information to BC Hydro about the Construction and Services as requested by BC Hydro.

7.2 Community Liaison Committees

Project Co will participate in a supporting role, with Community Liaison Committees, as follows:

- (a) BC Hydro proposes to establish up to five Community Liaison Committees (e.g., in each of Fort St. John, Hudson's Hope, Taylor, Chetwynd and Peace River Regional District) (each, a "**Community Liaison Committee**"). BC Hydro would work with prospective Community Liaison Committees members to establish terms of reference for the Community Liaison Committees that would include procedures for membership, roles and responsibilities of Community Liaison

Committee members, regular reporting, review of mitigation and follow-up programs, and other topics as agreed.

- (b) BC Hydro will, with Project Co's support, at each meeting engage with the Community Liaison Committee and hear the comments and issues raised by the Community Liaison Committee on all matters relating to impacts to the community with respect to the performance of the Construction.
- (c) Project Co will consider all comments, issues and matters raised by the Community Liaison Committee at each meeting. Within 15 business days of each meeting with a Community Liaison Committee, Project Co will prepare and deliver to Hydro's Representative a report for Review, which will:
 - (i) demonstrate in detail how Project Co considered the concerns, issues and matters raised by the Community Liaison Committee and how Project Co proposes to address and remedy each of the concerns, issues and matters raised by the Community Liaison Committee, provided that such proposals will not create additional obligations for Project Co; and
 - (ii) if Project Co proposes not to address or remedy in whole or in part any concern, issue or matter raised by the Community Liaison Committee, provide reasons satisfactory to Hydro's Representative, acting reasonably, why Project Co proposes not to address or remedy in whole or in part any particular concern, issue or matter raised by the Community Liaison Committee.

7.3 Public Consultation

Project Co will participate in a supporting role in BC Hydro's public consultation program which will include:

- (a) providing a contact to take public inquiries, relay inquiries to BC Hydro and assist BC Hydro in its responses to those inquiries;
- (b) providing information for public and stakeholder Site interpretive displays/wayward signage, so that BC Hydro and Project Co can design the map/diagrams/words to BC Hydro's corporate standards. Project Co will print/develop the displays and then place at the Site;
- (c) attending, with representatives of BC Hydro, public meetings, other small or large group meetings, municipal council and local government presentations, Aboriginal group meetings, and such other meetings as BC Hydro deems necessary or desirable;
- (d) providing personnel (i.e., Communications Manager) experienced in making public consultation presentations in a support role;
- (e) performing the Construction and Services in compliance with the Supporting Role Construction Communications Plan; and
- (f) revising and submitting to Hydro's Representative for Review an updated Supporting Role Construction Communication Plan as required to reflect any changes to the Construction and Services, and in any event annually.

Compliance with the Supporting Role Construction Communications Plan will not relieve Project Co of any of its duties, obligations or responsibilities under this Agreement to perform the Construction and Services in accordance with the requirements of this Agreement.

8 MEDIA RELATIONS

Project Co will participate in a supporting role for the following activities relating to media relations:

- (a) as requested by BC Hydro, Project Co will assist BC Hydro to respond to a media enquiry. This assistance may include providing all information and data regarding the status of the Construction and Services, including camp population numbers, any traffic incidents, emergencies or other incidents, and any other information and data BC Hydro may need to appropriately respond to media inquiries;
- (b) provide media opportunities/Worker Accommodation Area tours for milestone and unique Construction events, such as commencement of Construction and completion of Construction. By extension, to assist and allow MLA, Minister and City Council Site tours as required; and
- (c) providing a contact to take media inquiries, relay inquiries to BC Hydro and assist BC Hydro in its responses to those inquiries and in some cases providing responses directly to the media where discussed and agreed to by BC Hydro.

9 TRAFFIC MANAGEMENT COMMUNICATIONS

9.1 Supporting Role Traffic Management Communications

- (a) Within 90 days after the Closing Date, Project Co will prepare and submit to Hydro's Representative for Review a supporting role traffic management plan as part of the Supporting Role Construction Communications Plan that clearly describes how Project Co will:
 - (i) implement the requirements of this Schedule 9 [Communications Rolls] related to traffic matters during the performance of the Construction and the Services; and
 - (ii) communicate to Hydro's Representative about all matters relating to traffic flow, including, specifically, providing timely notice of Construction related delays, closures, detours and any traffic incidents and/or emergencies.
- (b) Project Co will:
 - (i) use commercially reasonable efforts to minimize traffic disruption and maximize traffic predictability;
 - (ii) prepare clear, consistent and accessible Construction and traffic information for Hydro's Representative;
 - (iii) communicate Construction and traffic information to Hydro's Representative in a timely manner;
 - (iv) support BC Hydro's communications, community relations and media relations activities by supplying timely and accurate information to Hydro's Representative about the Construction; and
 - (v) perform the Construction in compliance with the supporting role traffic management plan.

Compliance with the supporting role traffic management plan will not relieve Project Co of any of its duties, obligations or responsibilities under this Agreement to perform the Construction in accordance with the requirements of this Agreement.