

MAIN CIVIL WORKS CONTRACT

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 CONTRACTOR'S COMMUNICATIONS REPRESENTATIVE

The Contractor will appoint an individual (the “**Communications Manager**”) to fulfill the Contractor's communications obligations relating to traffic management, community relations, public consultation and media relations set out and described in this Schedule 9 [Communications Roles]. The Contractor will cause the Communications Manager to work with the Contractor, 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

The Contractor will require the Communications Manager to:

- (a) routinely notify Hydro's Representative of any unscheduled Work activities;
- (b) submit to Hydro's Representative for Review details of any unscheduled Work activities not less than 96 hours in advance of the event or activity;
- (c) notify Hydro's Representative of any Work 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 Work 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 Work 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 Work activities to Hydro's Representative for use in community relations updates;
- (g) attend community relations meetings and other public communications forums concerning the Work 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 Work:

- (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 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 Work.

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 the Contractor 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 Effective 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 the Contractor.

BC Hydro may, at its discretion, apply the Construction Communications Plan as a guideline to aid in the review of the plans which the Contractor 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, 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 Contractor to Support

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

The Contractor will, within 90 days after the Effective 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 Work.

6.3 Communication Methods and Minimum Requirements – Work

The Supporting Role Construction Communications Plan will set out the Contractor’s implementation of its obligations set out below.

Communication Tools	BC Hydro Requirements	Response time
Public Information Phone Line	<p>Category: Urgent call regarding safety-related incidents or environmental emergencies.</p> <p>Process: The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>Contractor’s Responsibility: To provide a continuously available, toll-free phone line for urgent calls and a contact person to notify BC Hydro of received calls, discuss/collaborate on the issue with BC Hydro and provide a written response to BC Hydro about the issue. BC Hydro will then review/modify the written response, and either the Contractor or BC Hydro will</p>	<p>1 hour from time of urgent call to develop interim or holding key messages.</p> <p>(From 8:00 am to 5:00 pm – if outside of business hours, by 9:00 am next day).</p>

Communication Tools	BC Hydro Requirements	Response time
	provide the final response at BC Hydro's discretion.	
Public Information Phone Line	<p>Category: A media or urgent public or stakeholder call.</p> <p>Process: The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>Contractor's Responsibility: To provide a contact person to notify BC Hydro of received calls, discuss/collaborate on the issue with BC Hydro and provide a written response to BC Hydro about the issue. BC Hydro will then review/modify the written response, and either the Contractor or BC Hydro will provide the final response at BC Hydro's discretion.</p>	<p>1 hour from media or urgent public call to develop interim or holding key messages.</p> <p>(From 8:00 am to 5:00 pm – if outside of business hours, by 9:00 am next day).</p> <p>2 hours to develop final key messages.</p> <p>(From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day).</p>
Public Information Phone Line	<p>Category: A day-to-day call about the Work, such as number of people working, current major Work activities, and similar information.</p> <p>Process: The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>Contractor's Responsibility: To provide a contact person to discuss/collaborate on the issue and to provide a written response to BC Hydro about the issue. BC Hydro will then review/modify the written response, and either the Contractor or BC Hydro will provide the final response at BC Hydro's discretion.</p>	24 hours from receipt of a day-to-day phone call.
Communications Register	<p>Category: Weekly communications register that records and tracks all external/public inquiries received by the Contractor.</p> <p>Process: Record and track all external/public inquiries received by the Contractor.</p> <p>Contractor's Responsibility: To provide a written communications register that records and tracks all external/public inquiries received by the Contractor, including status of inquiry, actions and/or responses or requirements for follow-up where provided at BC Hydro's direction.</p>	Weekly report to BC Hydro.
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 Work information.</p> <p>Contractor's Responsibility: To provide a written response to BC Hydro's e-mail; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail. Contractor will also, at BC Hydro's request, develop e-mail contact lists through various channels, including the Project website.</p>	5 Business Days from written request by BC Hydro.
E-mail Response	<p>Category: Response regarding media or urgent public issue.</p> <p>Process: BC Hydro will receive, issue and maintain all</p>	2 hours from receipt of notice of media or urgent public issue.

Communication Tools	BC Hydro Requirements	Response time
	<p>e-mail correspondence and notifications to the public with Work information.</p> <p>Contractor's 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; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail.</p>	(From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day).
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 Work information.</p> <p>Contractor's Responsibility: To provide a contact person to discuss the issue with BC Hydro and then provide a written response to BC Hydro about the issue; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail.</p>	24 hours from receipt of a day-to-day e-mail.
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/Work and update the public as needed.</p> <p>Contractor's Responsibility: To provide a written response to BC Hydro about an issue; BC Hydro will then use/modify the written response in support of BC Hydro's direct mail piece. The Contractor will provide support to BC Hydro for direct mail communications targeted at local audiences in the vicinity of the Project, at BC Hydro's request.</p>	5 Business Days from written request by BC Hydro.
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>Contractor's Responsibility: To provide a written response to BC Hydro's requests concerning its advertisement design and content; BC Hydro will then use/modify the written response in support of BC Hydro's advertisement.</p>	5 Business Days from written request by BC Hydro.
Website	<p>Category: Updates to the Site C Project Website (www.sitecproject.com) on the Work will be as needed.</p> <p>Process: Project Website to be maintained by BC Hydro.</p> <p>Contractor's Responsibility: To provide written materials and Work pictures to BC Hydro for these updates.</p>	5 Business Days from written request by BC Hydro.
Work Information Updates / Community Notices	<p>Category: Public notices for Work activities or general updates about the status of Work.</p> <p>Process: BC Hydro will be the lead on all public/media releases, and will distribute them.</p> <p>Contractor's Responsibility: To provide written information to BC Hydro for public release; BC Hydro</p>	10 Business Days prior to an activity/closure date.

Communication Tools	BC Hydro Requirements	Response time
	will then use/modify the written information in support of BC Hydro's obligation to issue the public notification. To advise BC Hydro of any public notices for Work activities/closures and submit such notices to Hydro's Representative.	
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. The Contractor will work with BC Hydro for incident management issues which require immediate issuance of media release.</p> <p>Contractor's 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; BC Hydro will then use/modify the written information in support of BC Hydro's obligation to issue the news release. BC Hydro will distribute the news release.</p>	1 hour from written request by BC Hydro.
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>Contractor's Responsibility: To provide an approved spokesperson for media interviews at BC Hydro's request, and a 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. The Contractor is not to respond to the media without BC Hydro's permission.</p>	1 hour from written request by BC Hydro.
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 the Contractor will profile the Project and its components, including the Work through community open houses. This is an opportunity for the community to see Project evolution through pictures, maps, diagrams, and presentations. This "off-site" open house will allow the community to continue to learn and follow the Project by talking to discipline experts. It may also serve as a recruitment tool for prospective workers on the Project.</p> <p>Contractor's Responsibility: As required by the Construction Communications Plan. Communications Manager to provide text, graphics and other support materials for the event. The Contractor to provide representatives at the open house, as requested by BC Hydro.</p>	30 Business Days in advance to provide BC Hydro with event support.
Community Liaison Committee	<p>Category: Community Liaison Committees to receive regular updates on the Work and bring forward community issues for discussion.</p> <p>Process: BC Hydro will develop and facilitate the Community Liaison Committees. The Contractor will attend the Community Liaison Committee meetings with BC Hydro, which could include monthly or quarterly meetings.</p>	10 Business Days in advance of meeting to provide BC Hydro with information/presentation needs.

Communication Tools	BC Hydro Requirements	Response time
	Contractor's Responsibility: As required by the Construction Communications Plan. Communications Manager to participate in planning and support and provide staff and resources as reasonably requested by BC Hydro.	
General Public Meetings	<p>Category: Meetings to present current Work activity information and identify and minimize Work activity impacts. The types of meetings include Rotary, Chamber of Commerce, City Council, and public groups.</p> <p>Process: BC Hydro will maintain ongoing relationships with the public and attend general public meetings. The Contractor must attend such meetings with BC Hydro. BC Hydro anticipates the Contractor will attend about 6 meetings per year, but dependent on issues, attendance at more meetings, proactive public engagement and further support and resources may be required as determined by BC Hydro.</p> <p>Contractor's Responsibility: As required by the Construction Communications Plan. Communications Manager to participate and provide support.</p>	10 Business Days in advance of meeting to provide BC Hydro with information/presentation needs.
Aboriginal group meetings	<p>Category: Meetings with Aboriginal groups, including Chief and Council meetings and community meetings, to present current Work activity information, bring forward community issues for discussion, and identify and minimize Work activity impacts.</p> <p>Process: BC Hydro will maintain ongoing relationships with the Aboriginal groups. The Contractor must attend and provide support for such meetings at the request of BC Hydro. BC Hydro anticipates the Contractor will attend about 6 meetings per year, but dependent on issues, attendance at more meetings may be required as determined by BC Hydro.</p> <p>Contractor's Responsibility: Communications Manager to participate and provide support to BC Hydro.</p>	10 Business Days in advance of meeting to provide BC Hydro with information/presentation needs.
Video (HD quality) and High-Quality Photos	<p>Category: Requirement for video footage of the Work and photographs of the Work.</p> <p>Process: The Contractor to take a high-definition video clip of the Work at appropriate weekly/monthly intervals. The Contractor also will take an average of 25 to 50 high-quality photographs per month capturing all key elements of the Work.</p> <p>Contractor's Responsibility: To produce and provide BC Hydro: (i) high-definition video footage of the Work; and (ii) high-quality photographs of the Work.</p>	<p>Video footage to be provided to BC Hydro within 30 Business Days after Substantial Completion.</p> <p>On a monthly basis, the Contractor is to provide BC Hydro with an electronic copy of the prior month's photographs.</p>
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 Work. The displays will be updated as needed.</p> <p>Contractor's Responsibility: To provide a contact person to discuss/collaborate on the content and then provide a written response to BC Hydro. BC Hydro will then use/modify the written response to develop the public displays.</p>	5 Business Days from written request by BC Hydro.

Communication Tools	BC Hydro Requirements	Response time
Business Liaison	<p>Category: update businesses on status of the Work and provide information on future business opportunities related to the Work.</p> <p>Process: BC Hydro has developed a directory of interested businesses. BC Hydro will continue to conduct information sessions as needed.</p> <p>Contractor's Responsibility: To provide a contact person to discuss/collaborate on updates. Communications Manager to participate in planning and support.</p>	5 Business Days from written request by BC Hydro.

7 COMMUNITY RELATIONS AND PUBLIC CONSULTATION

7.1 Community Relations

The Contractor 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 Work, including notification and timing of road closures, and Work updates such as public information bulletins, public displays, advertising, website, Work 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 Work 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 Work information, including number of workers, number of apprentices, local workers and local contractors involved in the Work, and to collaborate on local and Aboriginal employment success stories, so that BC Hydro can utilise this in disseminating information on Work activities; and
- (f) supporting BC Hydro's communications activities by supplying timely and accurate information to BC Hydro about the Work as requested by BC Hydro.

7.2 Community Liaison Committees

The Contractor 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 the Contractor'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 Work.
- (c) The Contractor 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, the Contractor will prepare and deliver to Hydro's Representative a report, which will:
 - (i) demonstrate in detail how the Contractor considered the concerns, issues and matters raised by the Community Liaison Committee and how the Contractor 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 the Contractor; and
 - (ii) if the Contractor 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 the Contractor 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

The Contractor 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 the Contractor can design the map/diagrams/words to BC Hydro's corporate standards. The Contractor 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 Work 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 Work, and in any event annually.

Compliance with the Supporting Role Construction Communications Plan will not relieve the Contractor of any of its duties, obligations or responsibilities under the Contract to perform the Work in accordance with the requirements of the Contract Documents.

8 MEDIA RELATIONS

The Contractor will participate in a supporting role for the following activities relating to media relations:

- (a) as requested by BC Hydro, the Contractor will assist BC Hydro to respond to a media enquiry. This assistance may include providing all information and data regarding the status of the Work, 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/Site tours for milestone and unique Work 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 Effective Date, the Contractor 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 the Contractor will:
 - (i) implement the requirements of this Schedule 9 [Communications Rolls] related to traffic matters during the performance of the Work; and
 - (ii) communicate to Hydro's Representative about all matters relating to traffic flow, including, specifically, providing timely notice of Work related delays, closures, detours and any traffic incidents and/or emergencies.
- (b) The Contractor will:
 - (i) minimize traffic disruption and maximize traffic predictability;
 - (ii) prepare clear, consistent and accessible Work and traffic information for Hydro's Representative;
 - (iii) communicate Work 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 Work; and
 - (v) perform the Work in compliance with the supporting role traffic management plan.

Compliance with the supporting role traffic management plan will not relieve the Contractor of any of its duties, obligations or responsibilities under the Contract to perform the Work in accordance with the requirements of the Contract Documents.