

Schedule 20: Communication

1. Communications between Contractor and Transport Agency

The Communication Plan shall encompass the following communication protocols in relation to communications between the Contractor and the Transport Agency:

- (a) the Contractor shall nominate:
 - (i) an appropriate point of contact for the Transport Agency in relation to issues around the Works Provisioning;
 - (ii) an appropriate point of contact for the Transport Agency in relation to issues around the Services,

and will build effective and constructive relationships with all relevant Transport Agency representatives;

- (b) the Contractor shall engage and communicate proactively in an open and honest manner with the Transport Agency ensuring significant issues are dealt with in a pre-emptive manner so that there are no surprises (whether positive or negative);
- (c) the Contractor shall meet with the Transport Agency where requested to discuss any emerging, potential or existing issues or events that may attract media interest in relation to this Agreement or that may call either party into disrepute (for any reason);
- (d) where requested by the Transport Agency, the Contractor shall attend and participate in meetings and forums from time to time;
- (e) where the Transport Agency requests the Contractor to provide information to the Transport Agency in relation to any aspect of the Services or the Project within a specified timeframe, the Contractor shall ensure that it responds to the Transport Agency:
 - (i) with all relevant information requested by the Transport Agency, ensuring, to the best of its knowledge, it is true, correct and complete; and
 - (ii) within the timeframe set by the Transport Agency (which the Contractor acknowledges may be very short),

and such information may include, but is not limited to, any information required:

- (iii) by the Chief Executive, a Minister or a select committee;
- (iv) to respond to an Official Information Act request, a Parliamentary question, or other information request; or
- (v) to fulfil the Transport Agency's information sharing obligations.

2. Communications with media

The Communication Plan shall encompass the following communication protocols in relation to communications with media:

- (a) both parties shall nominate appropriate primary and secondary points of contact for the other party in relation to communications with media;
- (b) the Contractor shall at all times be committed to working proactively with the Transport Agency to effectively manage media relations and positively promote the work being undertaken in relation to the TG Project, the Services or at the Transport Agency in general;
- (c) the Contractor shall obtain Transport Agency's consent before communicating with the media, including communication on social media, regarding any issues relating to the TG Project, the Services or the Transport Agency and will provide all communications and responses to the Transport Agency for review prior to publication or release to the media;
- (d) the Contractor shall notify the Transport Agency as soon as reasonably possible, having regard to the nature and urgency of the query, of any media enquiries received by the Contractor or any Sub-contractor in relation to or in connection with the Services or the TG Project;
- (e) the Contractor shall notify the Transport Agency as soon as reasonably possible, having regard to the nature and urgency of the issue, of issues that are likely to attract media attention in relation to the TG Project, the provision of the Services, the Contractor or any Subcontractor;
- (f) the Contractor shall obtain Transport Agency's consent before publishing, or providing to any third party, information relating to the TG Project, the Services or the Transport Agency; and
- (g) to the extent permitted by Law and the listing rules of any relevant stock exchange, the Contractor shall endeavour to notify the Transport Agency as soon as reasonably possible after it becomes aware of the same, having regard to the nature and urgency of the issue, of any impending announcements to any stock exchange, or any commercial issues that are likely to be of interest to the media, relating to it or any Contractor Related Person.

3. Communications between Contractor and stakeholders, Users and local community

The Communication Plan shall encompass the following communication protocols in relation to communications between the Contractor and stakeholders, Users and the local community:

- (a) the Contractor must manage all matters of User relations conscientiously, proactively and with a personal commitment to aligning with the Transport Agency's customer focus;
- (b) the Contractor must be a positive, professional ambassador for the Transport Agency and conduct itself in a positive manner in relation to Users, the local community, Local Authorities, iwi and other relevant agencies or groups;

- (c) the Contractor shall establish and maintain effective relationships with stakeholders at an operational level, with the Transport Agency to oversee relationships with key Transport Agency stakeholders, including:
 - (i) relevant Local Authorities (including Greater Wellington Regional Council, Porirua City Council and Kapiti Coast District Council);
 - (ii) Emergency Services (including the New Zealand Police, the New Zealand Fire Service, the National Rural Fire Authority, Wellington Free Ambulance and the Life Flight Trust);
 - (iii) Ngati Toa and other iwi groups;
 - (iv) the New Zealand Automobile Association Incorporated;
 - (v) the Road Transport Associated Incorporated;
 - (vi) the Road Transport Forum New Zealand; and
 - (vii) NZ Heavy Haulage Association;
- (d) where it will assist the Transport Agency's own relationship with key stakeholders, the Contractor will share information with the Transport Agency in relation to key stakeholders;
- (e) the Contractor will advise the Transport Agency in advance of all activities to be undertaken in relation to key Transport Agency stakeholders;
- (f) the Contractor shall ensure a pragmatic approach is taken with the Transport Agency to jointly managing communication, including engagement with joint stakeholders, on matters relating to the TG Project, the Services, or matters that impact on the State Highway network;
- (g) the Contractor shall ensure all communication:
 - (i) is clear, consistent, timely and builds support for the TG Project, the Services and the Transport Agency;
 - (ii) using language that is easily understood (i.e., in plain English);
 - (iii) is approved, appropriate and accurate; and
 - (iv) establishes open and transparent lines of communication;
- (h) the Contractor shall ensure all communication to stakeholders, Users and the local community is conducted in a manner that ensures they feel like valued customers and that work has been planned to minimise disruption to Users; and
- (i) the Contractor must, where requested by the Transport Agency, attend site inspections, visits and meetings, including any meetings with the local community and stakeholders.