

Development Response- Contractor Requirements

Version 1.3



Contents

Introduction	4
Application.....	4
Roles and Responsibilities.....	5
Contractor's Requirements	6
Code of conduct for positive customer experience	6
Management Plans	7
Construction methods and limiting disruption	9
Site set-up and appearance.....	9
Noise, vibration and monitoring	12
Dust, dirt, and other debris	14
Temporary lights	14
Water usage	15
Rubbish	15
Public and private events	16
Stakeholder management, communications, and engagement.....	16
Ongoing communication, newsletters, and social media	17
Notification of disruptive works.....	18
Public feedback, complaints procedure, and media enquiries.....	19
Temporary Wayfinding and Signage	19
Project information signs	19
Temporary wayfinding signs	20
Collateral/ business signage.....	20
Installation and maintenance	20
Business consultation and activations	21
Parking, Loading Bays, and Access.....	21
Public parking and access	21
Site parking	22
Inspections and Review	22
Public Survey	23
Appendix 1 – Plan Particulars	24
Appendix 2- Guidance Notes	28

Introduction

The purpose of the requirements set out in this plan is to ensure that where public space construction takes place, people's experience of the construction work is as good as it can be, and disruption is avoided or mitigated where possible.

These contractor requirements form one element of Auckland Council's development response approach, an approach that is designed to **support people through change** and demonstrate that **Auckland Council and its contractors understands** the impact change has on people and take **meaningful actions** which ease the burden on those impacted.

This is done so that communities embrace change or disruption because they understand why the change is necessary, trust that the benefits will be worth it, and that Auckland Council and its contractors are working in ways that have their interests in mind.

A development response approach includes a wide range of actions, all with the objective of improving the customer experience. Particular areas of focus for the Contractor include:

- Construction methodology, timing and scheduling that minimises disruption.
- Ensuring the Site and surrounds are clean, tidy, safe, secure, and easy to navigate.
- Keeping stakeholders and the people who are most impacted informed and engaged.
- Treating everyone impacted by disruption with courtesy, consideration, and empathy.
- Considering community needs and impacts at all stages of the project.
- Being proactive to prevent issues and being responsive when issues are identified.
- Ensuring businesses, residents, and city centre operations can operate effectively at all times.

Application

This document shall be read in conjunction with the other relevant contract documents.

It is intended to specifically outline the Contractor's requirements with regards to disruption mitigation caused by construction activities, site management, and a customer/people centric approach to construction.

Where requirements overlap with other relevant Contract documents, the higher standards or requirements shall be applied. Any ambiguities or contradictions shall be referred to the Engineer for clarification.

Should there be genuine reasons where requirement set out in this document cannot be met, alternative standards to be agreed with principle in advance (10 days where practical).

Roles and Responsibilities

The Principal's Project Manager is ultimately responsible for the customer experience of this project. Depending on the scale and complexity of the project, the Principal may appoint additional project specialists, such as a Development Response Lead, to support specific aspects of the development response approaches.

The Principal's roles and responsibilities:

- Work cooperatively and collaboratively with the Contractor.
- Commitment to early planning of development response integration into construction activities that impacts the community.
- Communicate honestly, openly, and proactively to provide the best possible customer experience.
- Lead, prepare, and implement the requirements set out in this document. This includes any changes, updates or improvements that are necessary for the success of the project.
- Transfer the knowledge from previous engagements with the existing stakeholders to the Contractor to achieve a seamless transition of communications.

The Contractor shall nominate a Stakeholder Manager who will be a direct liaison with the Principal's project team. This role may be combined with the Contractor's Project Manager or equivalent as best suited for the project.

The Stakeholder Manager shall have the authority to affect change in the planning or execution of construction activities to ensure its adherence with the requirements in this plan.

The Contractor's roles and responsibilities:

- Work cooperatively and collaboratively with the Principal.
- Commit to integrating development response objectives into early planning and communication on construction activities that impacts the community.
- Communicate honestly, openly, and proactively with the Principal to achieve a positive customer experience outcome.
- Commit to the objectives set out in this document for a better overall outcomes in all stages across the project.
- Lead, prepare, and implement the requirements set out in this document. This includes any changes, updates or improvements that are necessary for the success of the project.
- Support normal business operations for the city or town centre and minimise impacts of works, or as otherwise agreed with the Principal.
- Nominate and support the key liaison person (such as a Stakeholder Manager or other Contractor nominated representative) who will be the main contact person for the community and stakeholders.

The Stakeholder Manager (or Contractor's nominated representative) shall:

- Maintain regular dialogue with stakeholders throughout the duration of the works, including communicating progress and upcoming works.

- Address and respond to any concerns or issues raised in a timely manner, including maintaining the required records and close out actions.
- Be contactable during normal business hours, and during disruptive works. This can be delegated to a nominated representative through call forwarding service as required.
- Align stakeholder, community, and public enquires with the Principal's processes and procedures.
- Be able to respond appropriately to any immediate development response objective issues that may arise at all stages of the project.

Contractor's Requirements

Code of conduct for positive customer experience

To achieve a positive customer experience during the construction project, the Contractor is required to carry out their operations to a high standard and follow the minimum code of conduct requirements listed below:

- a. All staff, workers, and subcontractors are courteous to members of the public at all times.
- b. Maintain a clean, safe, and tidy Site for the workers, staff, and the general public.
- c. Ensure Site perimeter fencing remains orderly, clean, tidy, safe, secure, and easy to navigate around.
- d. No alcohol or drugs are permitted on Site.
- e. Smoking and vaping permitted in designated locations only. The designated locations shall not be visible by the public.
- f. Tidy work clothing and PPE.
- g. On site workers and subcontractors, shall use Mobile phone for work related activities only.
- h. Offensive or inappropriate language, or graphic material is not acceptable.
- i. Noise from equipment and staff is kept to a practical minimum, and/ or managed appropriately.
- j. Where sites are in a public space, music shall not be permitted at any volume.
- k. Vehicles and machinery are kept in a clean and presentable condition.
- l. Proactive communication and early engagement with stakeholders is undertaken for all site activities which have the potential to disturb stakeholders.
- m. Disruption to stakeholders is kept to a minimum as required to complete the works.
- n. All customer feedback, including concerns, queries, complaints or compliments, received from property owners, members of the public, and/ or external stakeholders shall be taken seriously, recorded and forwarded to the Engineer and/ or Principal as soon as is practicable.
- o. No facilities or other resources shall be used from privately owned assets without prior permission. For example: water, electricity, toilets, wi-fi or the like.
- p. The Contractor shall conduct regular training for its personnel on topics that will enhance positive customer experience.

- q. Workers shall gather in designated areas for break and lunch periods. Avoid congregating in one area outside of the Site boundaries that may impede the normal/regular operation of a business.
- r. All staff, workers, and Subcontractors shall comply with the above.

Management Plans

The Contractor shall prepare a Project Specific Construction Disruption Mitigation Plan unless specified otherwise. The Contractor's Stakeholder Management Plan may be included within this Plan.

The purpose of the plan is to outline the Contractor's methodology on how to mitigate any disruption caused by the construction activities on the community, including any considerations or requirements set out in the resource consent conditions which may impact the customer experience.

The plan shall be communicated in advance with the Principal during the tender or RFP stage and shall align with the methodology submitted in the tender or RFP phase. The plan may be updated if doing so minimises the level of disruption on the affected parties, or at the principal's request.

The developed plan shall be submitted at least 10 working days prior to commencing works onsite for review and acceptance in principle by the Engineer, unless noted otherwise. The final plan shall be submitted no later than 10 working days from the commencement of site works.

The plan shall be reviewed on a regular basis to ensure its relevance and effectiveness and updated as required. The plan shall be reviewed as a minimum every 3 months, unless noted otherwise.

The Contractor shall include the relevant requirements set out in this plan in the project induction. These requirements shall be briefed to all personnel working on the project. It is expected that this shall form part of the overall project's main health and safety induction.

A refresher induction shall be conducted as necessary, such as:

- After the Christmas and New Year's holiday break,
- Commencement or change of new project stage,
- Regular or repeat incidents,
- Change in requirements or conditions,
- Change in personnel or subcontractor.

This may be in the form of a special induction session, regular toolbox meeting, or regular daily prestart meetings

The plan shall include as a minimum:

- Contractor's key/ nominated personnel in relation to development response and the implementation of this plan, including their contact details:
 - Stakeholder Manager
 - Area Managers/ Engineers (if relevant)
 - Area Supervisor(s) / Superintendent (if relevant)
 - Out of hours contact person and phone number
- Customer experience impact assessment and mitigation measures ,including:
 - Outline of methodology with emphasis on key/ potentially high impact activities, for example:
 - High noise and/ or vibration.
 - High contaminant generation such as dust, sediments, slurry, or mud.
 - Removal of public facilities/ amenities such as public toilets, benches, drinking fountains.
 - Traffic impacts, including:
 - Use or alterations of parking spaces
 - Driveway restrictions or other affected accesses
 - Walking and cycling alterations
 - Changes or modifications to accessible routes or pathways
 - Temporary relocation of bus stops, particularly in town centres
 - Temporary relocation or operational mobility parking
 - Implementation and management of temporary accessibility car parks
 - Assessment of each impact/ potential impact and clarify planned mitigation measures (similar to a risk assessment).
 - Key stakeholder engagement and management initiatives, including how the Contractor will engage with potentially impacted parties about potential impacts and mitigations (unless included in a separate Contractor's Stakeholder Management Plan)
 - Staff travel and parking plan (as required).
 - Site inspection requirements.
- How changes to the Site conditions will be communicated, including expected timing and durations.
- How programme changes or delays will be reported and communicated.
- An outline plan of how the requirements of the development response will be communicated to the staff and stakeholders.
- A Site layout plan and vehicle movement plan, with a reference to a Temporary Traffic Management Plan (TTMP) as required.
- Customer feedback/complaint register and resolution process.
- Process of escalation of issues.
- Stakeholder register, database management and information sharing.
- Register of events or activities, private and public during the contracted period.

- Process for how opportunities for positive engagement or activations can be identified and enabled.

Construction methods and limiting disruption

The construction methodology should be planned, designed, and prioritised to minimise disruption to public and stakeholders. It needs to consider the local community needs, and plan, select, and implement construction methods, sequence, or techniques that minimises disruption as much as practicable. Work shall be carried out with the basic premise that it shall minimise the immediate, overall and cumulative disruption and impact on the community.

Site set-up and appearance

The Contractor shall prepare a Site Plan to illustrate the intended Site compound locations, laydown area, work/ construction areas, storage, waste and disposal areas, fencing, and any other details relevant to the set out of the Site.

Site set up and site appearance should be implemented in such way as to minimise disruption using best endeavours to support positive perceptions of safety and accessibility. The occupation of a site, including deployment of temporary structures such as portable offices, toilets, fencing, or other delineation devices should be planned and implemented in a way that creates minimal disruption.

Site compounds

The Site compounds/ offices shall be optimised and aim to reduce the overall project footprint. This can be done by using existing vacant commercial premises as opposed to temporary portable/ demountable office buildings or establishing near public transport hubs to reduce staff vehicles and parking requirements.

Active Work Areas

Areas where works are actively occurring shall be designated as “Active Work Areas”.

Active Work Areas shall be clearly designated on plans, including work plans and TTMP, and physically demarcated on Site.

Active Work Areas shall be setup with the following requirements:

1. Minimise the areas that are used by the project at all times. Ensure Active Work Areas are productive, actively and efficiently used for the construction work.
2. Minimise the duration of occupation of Active Work Areas. As soon as practically possible, Active Work Areas should be removed once no longer in use, or the works are completed.
3. Clear demarcation using physical barriers to prevent members of the public from entering the Active Work Areas. Minimise the use of traffic cones when not specifically required in the TTMP. The physical barriers to demarcate work areas should not be

easily tampered with by members of the public, and regularly inspected to ensure site footprints are correctly maintained.

4. Arrange fencing, plant and equipment to protect sight lines as much as possible given safety considerations, to maintain visibility of businesses and access routes. Where fencing does impede the line of sight or block visibility of businesses, minimise the impact by reducing the footprint or duration the fencing is installed.
5. Fencing shall be fit for purpose, tidy, stable, and secure. Carry out regular checks and maintenance of site fencing. Damaged fencing shall be repaired or replaced as soon as practical.
6. Fencing panels that have scrim shall be installed to withstand the additional wind loading. Remove any scrim in the event of forecasted high winds and storms.
7. Maintain access to existing stakeholders, unless agreed otherwise. Where access is impeded, alternative arrangements shall be provided.
8. Provide an unobstructed accessible route width where possible at least 2,000mm wide. If paths are less than 1,800mm wide, provide a passing and turning space at intervals of not more than 20 metres. Passing and turning spaces are to be at least 1,800mm wide and 2,000mm long.
9. Maintain existing pedestrian, cycling, and mobility access unless agreed otherwise.
10. Maintain existing parking, driveway access, and loading zones for stakeholders, unless agreed otherwise. Refer to 0 (page 20).
11. Maintain a clean and tidy site, including removal of rubbish within the site on a regular basis, removal of graffiti and acts of vandalism within the site in a timely manner, ensure site is secure to theft and antisocial behaviour.
12. On site offensive graffiti or vandalism that may present a hazard shall be addressed immediately.
13. Avoid stockpiling on site of items that are not in regular or imminent intended use.
14. The Contractor shall carry out a risk assessment in selecting the appropriate site fencing, including size, height, and materials. Stakeholder requirements and visual impact shall be considered.
15. Active Working Areas shall consider requirements for material delivery and shall not block or impede vehicle or pedestrian traffic, unless otherwise agreed and planned for. Suppliers and subcontractors shall be briefed on the material delivery plan.

Universal access and CPTED

Temporary access must comply to the requirements of NZA4121 Design for Access and Mobility, unless the Contractor can clearly demonstrate where this is not achievable. If temporary access is not achievable, alternative access routed must be clearly identified and provided.

TTMP shall allow for access to signals for mobility, safe refuge in congestion areas, mobility access in private property, continuous/ unimpeded access from public spaces to private properties.

Site setup must demonstrate with CPTED and universal access principles. The introduction of a construction site should not create additional opportunity for, or attract, antisocial behaviour. Where this is deemed to not be possible by agreement with the Principal, the

contractor should use other methods to help mitigate risks to the public, e.g. CCTV, security patrols and/ or additional lighting.

Site fencing and hoarding

The Contractor shall assess the appropriate site fencing required for their works, considering the environment and application, such as security and safety, vehicle traffic, high pedestrian traffic areas, protection against excavation, dust generation, and/ or other specific application.

1.2m high fencing is preferred wherever possible given the above, especially for short term and minor works such as paving, landscaping, or ground level finishing works.

Sound barriers must be used for noisy works such as saw cutting or grinding, jack hammering, or concrete breaking.

Solid site hoardings are suitable for more disruptive construction works, such as major demolition work, large excavation, or high rise works. These site hoarding will be supplied by the Contractor.

Solid site hoarding are considered temporary works and will need appropriate design to suit the application. The temporary works design will need to consider Safety in Design (SiD) considerations while also maintaining visibility for operating businesses which may be impacted. A layout plan for any solid site hoarding shall be submitted to the Principal for consultation and review.

Opportunities for custom scrim with graphics, or core flute board for advertising shall be considered in this design. These are typically supplied by the Principal. The Contractor shall install these graphics or scrim onto the relevant site fencing or hoarding.

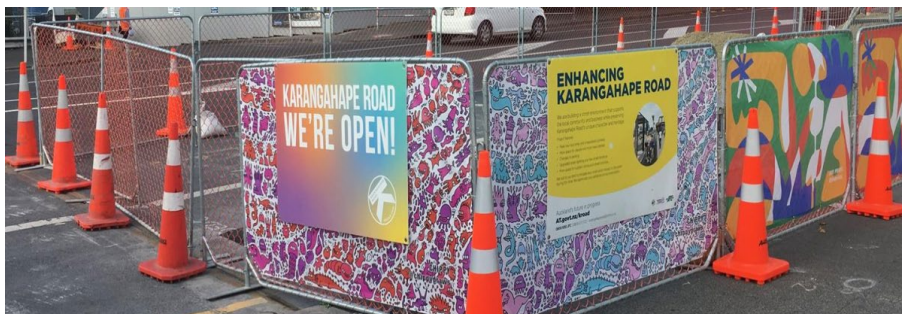


Figure 1 – Typical 1.2m crowd fencing, with Principal supplied custom scrim for short term establishments and minor works.



Figure 2 – Typical 1.8m site fencing with sound blanket/ barrier (as required) for short term establishments with moderate works.



Figure 3 –Site hoarding with custom graphics for longer term establishments and major works or heavily trafficked areas. To be specified as required in tender documents.

Noise, vibration and monitoring

Noise and vibration are significant effects of construction and can have a severe impact to neighbouring stakeholders. Noise and vibration limits, including monitoring requirements shall strictly adhere to the applicable resource consent conditions, Construction Environmental Management Plan (CEMP) and Construction Noise and Vibration Management Plan (CNVMP).

NB. The context and impact of noise will vary greatly dependent on who neighbouring stakeholders are, this should be identified as part of the contract specific construction disruption mitigation management plan. Regardless of applicable resource consent

conditions or applicable bylaws or plans, there will be some instances where simply applying these conditions is not enough and additional limitations should be applied. For example when working outside residential buildings or accommodation providers, working till 10.30pm, because it is permitted, does not make it the right approach.

The Contractor shall be aware of sensitive receivers, and adopt construction methods, plant, equipment and monitoring to meet the requirements of these receivers. High noise and vibration activities may need to be notified to affected stakeholders in advance. Refer to page 17 for notification requirements.

- In carrying out construction activities and tasks, the Contractor shall assess and monitor the impact of noise and vibration and implement the following controls/ mitigation measures:
- Consider alternative construction methods that can eliminate or minimise high noise and vibration impacts, such as offsite fabrication, designated cutting booths away from public or sensitive receivers.
- Consider alternative construction plant or equipment that emit less noise or vibration, such as reversing “croaker” instead of beepers, low noise emitting generators with built-in noise muffling, using variable/ oscillating rollers for compaction and, using hard wired, or electric battery powered lighting rather than diesel powered lighting towers for nightworks.
- The working hours and duration of high noise and vibration emitting activities may need to be adjusted to accommodate sensitive receivers within the immediate or affected areas. Refer to Plan Particulars (**Appendix 1- Plan Particulars**) for any constraints to high noise and vibration activities.
- Examples include:
 - Carrying them out during off-peak periods in busy retail and hospitality areas (peak periods are typically 7 to 9am, and 12 to 2pm)
 - Avoiding long continuous operation by providing regular respite periods,
 - Avoiding work during lunch time hours, or
 - Carrying out the work earlier in the night for night shift works.
 - Being courteous to direct neighbours and notifying works prior to commencing any noisy activities
- Install noise barriers around high or continuous noise generating equipment, such as generators, temporary lights, ventilation fans, and position them far away from sensitive receivers.
- Install noise barriers or sound dampening devices for high noise emitting activities. Consider sensitive receivers may be above or below ground, such as high-rise apartments, office buildings, or basement structures.
- Noise barriers shall also be kept clean and tidy, and removed once no longer in use to keep good visibility/ line of sight for the public.

Dust, dirt, and other debris

Environmental controls to manage erosion and sediment generated from construction activities shall be contained within the site in accordance with the relevant Construction Environmental Management Plan and Erosion and Sediment Control Plan (ESCP).

Pollutants such as dust and other debris generated from construction activities shall be contained and managed accordingly. The controls will typically include:

- Installing dust or debris fencing around all carpentry workstations.
- Installing a wheel wash at site entrance/ exit points for earthworks areas.
- Installing adequate debris/ projectile barriers for demolition works.
- Dust suppression such as watering down dusty work sites for traffic and on hot or windy days.
- Providing regular sweeper trucks to clean site access points, especially after heavy rain or busy earthworks activities.
- The Contractor shall make provision for cleaning adjacent buildings and other public or private property that have been made dirty by dust, dirt, concrete splashes or other debris through the performance of the works. As a minimum cleaning should be undertaken at each stage of completion relevant to the area that requires cleaning. No private buildings even if located in an active worksite should be left to collect dirt, and should be cleaned on a regular basis. The Contractor may need to carry out regular dilapidation surveys, particularly prior to highly disruptive works commencing.
- The Contractor shall ensure regular/ scheduled cleaning for building or assets that are continually impacted, such as ongoing earthworks or demolition sites.
- Building or other assets (such as parked cars or bikes) that are impacted by dust, dirt, or other debris unexpectedly, (e.g. from excessive dust generated by demolition work, a sudden gust of wind or rain) shall be cleaned immediately, or as soon as the work is completed.
- Appropriate mitigation measure shall be in place to minimise the risk the uncontrolled pollution of dust, dirt, or other debris.

Temporary lights

Replacement of existing lights

Temporary lights shall be provided where existing street lighting is removed, relocated, or the new lights are waiting to be installed, particularly in built-up areas.

Temporary lighting shall be provided when existing public lighting is removed, or an active work area has altered the site conditions that warrants temporary lighting to be installed. The temporary lights shall be in place prior to the existing lights being removed whenever possible or replaced immediately so not to cause any safety risks.

Temporary lighting shall be provided where detours require pedestrians to travel through areas that have poor levels of lighting. e.g. in an unlit carriageway

The presence of construction reduces people's perceptions of safety. The level of illumination shall be similar or better than the existing condition. Where there are

unavoidable constraints created by a worksite, such as blind spots and dead ends, temporary lighting should be installed to improve perceptions of safety.

Temporary lighting for construction

Temporary lighting for construction works during nightworks shall consider the following:

- Temporary lights shall be positioned away from sensitive receivers, such as oncoming traffic, or residential dwellings. The Contractor shall prepare a site plan indicating where the lights are to be positioned, which can be communicated to the site team when establishing the work site for night shift.
- The size, intensity, and luminance level shall be suitable for the task or construction activity being carried out. In residential areas, the luminance level shall be set as lowest as safely and practicably as possible and focused down to minimise spill or glare to avoid unnecessarily impacting adjacent neighbours. Other considerations that will reduce the impact to neighbours include reducing the luminance level later in the night (e.g. after 11pm), turning off lights when not in use and lowering the height of the temporary light towers to minimise the overspill of light.
- Avoid using conventional diesel/ petrol powered temporary lighting and consider using solar powered or battery powered lighting where feasible to reduce noise and exhaust emissions.

Temporary enhancement lighting

Enhancement or aesthetical lighting, such as LED, fairy lights, or spotlights for temporary artwork or signage, may be specified by the Principal from time to time. Refer to the Plan Particulars (**Appendix 1- Plan Particulars**).

Water usage

The Contractor shall manage water usage on site responsibly. Unnecessary/ non-essential use such as washing cars or trucks, or washing driveways unnecessarily, should be avoided. Non-potable water shall be used if water restrictions are in place.

Using recycled or rain collected water is encouraged, particularly for use in wheel washes.

Consideration of the water disposal shall be taken into account with water use onsite including preventing discharge into stormwater drains.

Rubbish

Rubbish within the Active Work Areas shall be appropriately managed by the Contractor on a daily basis. This includes:

- Regular clean out to prevent overspill.
- Rubbish bins shall be appropriately positioned so their use does not negatively impact nearby businesses or residents, from a visual, odour, or removal operation (noise) perspective.
- Rubbish blown/ build up along the perimeter of the Active Work Areas, along site hoardings/fences and corners
- Rubbish bins shall be covered.

- Construction waste shall be separated and or recycled

Public rubbish removal outside of Active Work Areas shall continue to be maintained by Council but need to be accessible, including recycling.

Public rubbish bins that are removed due to an Active Work Area may need to be replaced for Council's management of rubbish outside the Active Work Area.

Regular rubbish and recycling collection from residents and businesses shall be maintained at all times. If the normal collection areas (e.g. kerbside) are no longer available, a suitable alternative location must be provided by the Contractor. Changes shall be notified to the affected stakeholders as per the notification requirements set out in the Stakeholder management, communications, and engagement section below.

The Contractor shall also notify Council and the relevant rubbish collection agency of the changes so normal service is maintained. The Contractor shall advise the Council in advance about traffic management and road closures, lane closures, change in direction, or access requirements and specific conditions.

Public and private events

The Contractor may need to make necessary preparation or adjustments for planned public events. Preparation works include:

- Ensuring tidiness and stability of site fencing.
- Adjustment to existing fencing to maximise public space.
- Installation of special event scrim (supplied by the Principal), to be installed by the Contractor.
- General site clean-up, particularly public spaces within the Contractor Site boundaries.
- Compacting loose metal or aggregate
- Enabling access

The Contractor shall allow for the known events for the duration of this project and shall be involved in event planning. The known events are listed in the Plan particulars (**Appendix 1- Plan Particulars**).

For large events (e.g. major events with large crowd numbers) there may be a requirement for the contractor to liaise with nominated crowd management companies and/or Police prior to an event to ensure site extents are minimised and secure and pose minimal risk to public/event goers.

Stakeholder management, communications, and engagement

The Contractor's Stakeholder Manager or nominated delegate shall ensure that the construction activities are in accordance with the requirements of this plan. They will have

a key role in the planning, informing, and communicating the construction activities that may have an impact on stakeholders.

The Stakeholder Manager or nominated delegate shall be contactable during business or construction hours, including for out of hours construction operations.

The impacts of multiple public or private projects that may be occurring concurrently in the general area may have a cumulative effect on the public's response and perception of the construction impacts. Additional effort, such as joint coordination or interface meeting may be required to form a united/ aligned view on behalf of the Principal and Council by both the Principal and Contractor.

The Development Response Lead may provide additional input to coordinate the outgoing communications and approve the Contractor's outgoing communications where required.

Ongoing communication, newsletters, and social media

Regular and open communication with affected stakeholders is critical during a construction project. In-person visits are recommended when dealing with directly impacted stakeholders. This enables open communication, the ability to directly address major concerns and to avoid misinterpretation.

A register of communications shall be kept by the Contractor for records purposes.

The Contractor shall draft regular updates of the construction work programme in a format that can be shared or published via the various chosen platforms, e.g. printed or online.

The regular updates shall be issued/ distributed/ published every month, unless noted otherwise in the Plan Particulars (**Appendix 1- Plan Particulars**).

All published communications shall be reviewed and approved Development Response Lead, allowing a minimum of **10 working days** for the review and approval process, unless noted otherwise.

Project information sessions or other similar engagement events may be organised by the Principal. A Contractor's representative is required to attend these sessions.

Social media content or posts about the project are strictly prohibited without written consent from the Principal. This includes any content/ posts from the Contractor's work force, subcontractors or site visitors. Any unapproved content shall be removed immediately by the Contractor.

Principal must be informed at least 10 working days prior to any organised site event or a planned visit by a third party to the project site. All social media posts associated need to be approved by the principal before publishing

The Contractor must have approval from the Principal should it wishes to join or setup an online communication platform with the community (e.g. Facebook or Whatsapp). The Development Response Lead must be included in these groups or forums.

The Contractor must have approval from the Principal should it wishe to set up an 0800 number for urgent response during construction and after hours.

Notification of disruptive works

Clear rationale and justification are needed on the scope of the proposed disruptive works, the constraints, its impact to stakeholders, and mitigating factors.

Any planned disruptive works shall be notified to the Development Response Lead as earliest as possible, and no later than **20 working days** before the planned works. Ongoing planning and communication between the Contractor and the Principal's project team is required to identify upcoming disruptive works in advance.

Once agreed and approved, the Contractor shall notify any disruptive works to the affected stakeholders.

Examples of disruptive works include but are not limited to:

- Night shift/ out-of-hours work
- Sunday or public holiday works
- Road or lane closures
- Access or parking restrictions
- High noise or vibration works
- Change of Site conditions
- Works that include the disconnection of a utility, Such as power/water/fibre shutdown.

NB. Works that are considered disruptive will change dependent on who the local stakeholders are, this should be identified as part of the contract-specific construction disruption mitigation management plan. E.g. access or parking restrictions will have greater impact outside a school. Nightworks will have a greater impact adjacent to an accommodation provider.

Refer to the General Specification ACS100 for requirements of notification to affected parties.

Notification shall be in written form and can be emailed or letter dropped. In person visits as well as an email or letter drop are recommended for significantly impacted stakeholders.

The draft notification letter shall be submitted to the Principal at least **10 working days** (unless noted otherwise) for review and approval prior to the delivery/ distribution of the notification to the affected stakeholder(s).

The notification to the affected parties/ stakeholders shall be carried out as early as possible, and no later than 2 weeks prior to the work taking place. A courtesy/ reminder notice shall also be issued 5 days before the work commencing.

Where emergency works or unexpected works are required, as much notice as is practically possible should be given.

A courtesy notification thanking the affected parties/ stakeholders after the completion of the works shall also be issues in accordance with the General Specification, unless noted otherwise. Refer to the Plan Particulars (**Appendix 1- Plan Particulars**).

Public feedback, complaints procedure, and media enquiries

All media enquiries are to be directed to the Principal's Project Manager for organisational response. Where required, the enquiry shall also be forwarded to the Development Response Lead and the Engineer for information.

Complaints can be received directly on site, via website, or phone call. Complaints received by the Contractor shall be passed onto the Engineer and the Development Response Lead within 24 hours.

Complaints received by the Contractor shall be recorded and responded to in a timely manner. A reply confirming the complaint has been received shall be issued within 1 working day. A final response to close out the complaint shall be issued as soon as possible but no later than 5 working days after the complaint.

A response to provide an update to the complaint shall be issued as soon as possible, but no later than 5 working days after the complaint.

All responses to complaints will be agreed in conjunction with the Principal.

Complaints shall target 5 working days to be closed out, however should more time be required, regular updates, of no less than weekly shall be provided until resolved. This shall include clear updates on progress and timeframes

A register of public feedback, including complaints, queries, or commendations shall be recorded in a register that can be accessed by the Development Response Lead and the Engineer. The register shall include dates of feedback; close out actions; and dates when the close-out actions were undertaken.

Incidents involving the public shall be notified to the Engineer and Development Response Lead immediately, and no later than 24 hours after the incident. Incidents may include verbal abuse or physical altercation with members of the public. Incidents in relation to health and safety shall refer to the project health and safety plan.

The Contractor may nominate an alternative system for managing complaints. Any alternative system shall be agreed with the Development Response Lead.

Temporary Wayfinding and Signage

Project information signs

The Principal will design and supply project information signage unless notified otherwise. The sign will include the contact details for further information and out of hours contact details.

The Contractor shall allow the installation, maintenance, relocation, and removal of the project information signage.

Temporary wayfinding signs

Temporary wayfinding shall use the Auckland Transport Temporary Signage Suite unless specified otherwise.

Temporary wayfinding/ directional signage shall be designed, supplied, and installed by the Contractor. The Principal shall be consulted on the design and locations of temporary wayfinding signage. All signage supplied by the Contractor shall be reviewed and approved by the Principal at least **10 days** before being installed, unless noted otherwise.

The Contractor shall plan and allocated adequate signage at the Site entrance(s). The sign shall include appropriate contact details for the specific Site. The Site entrance shall be secured to prevent unauthorised access into the Site.

Collateral/ business signage

Collateral/ business signage shall be supplied by the Principal. The Contractor shall install all Principal supplied signage unless agreed otherwise. The Contractor shall review these signs and communicate any changes or additional requirements to the Development Response Lead. Once installed, the Contractor will ensure the signs are current, accurate, visible, clean, and fit for purpose.

Installation and maintenance

The Contractor shall allow for the installation, maintenance, relocation, and removal of all temporary signage as required to suit the project methodology.

The Contractor shall notify the Development Response Lead at least **10 working days** prior to when any signage that is to be supplied by the Principal is required. The Contractor may elect to supply the signage directly if desired at their own cost, provided the signage and signage plan has been reviewed and approved by the Development Response Lead.

Temporary signage installation shall adhere to the following basic requirements:

- Signage is installed at a legible functional height.
- Where attached to a fence panel, signage is installed in the middle of the panel, in a neat and tidy manner. Avoid installing multiple signs onto one panel.
- If using cable ties, ensure the tails are removed and disposed of appropriately (not left strewn on the ground).
- Minimise clutter or unnecessary temporary sign support on tripods that impede walkways/ public pathways. Where possible pathways width should be maintained at a minimum of 1.8 meters to comply with universal accessibility standards.
- Ensure directional signage (such as arrows) are installed in the correct orientation.
- When fence panels are removed or relocated, ensure temporary signage is removed or replaced or appropriately located.
- The Contractor shall prepare an inspection schedule, including a checklist to maintain the requirements mentioned above.



Figure 4 Example of tidy sign installation

Business consultation and activations

Initial consultation with affected businesses shall be carried out by the Development Response Lead or the Principal's engagement lead.

Ongoing regular communication shall be carried out by the Contractor, who shall keep the Development Response Lead informed on a regular basis.

The use of a business's logo and standard design guidelines shall be reviewed on a case-by-case basis by the Principal. Business signage shall be supplied by the Principal unless agreed otherwise

Special activation initiatives with the purpose to support local businesses and communities may be organised from time to time by the Principal. The Contractor is recommended to be involved whenever possible to better engage with the community.

The Contractor may identify opportunities from time to time in their regular communications with the community, such as information from local businesses or community groups. These shall be communicated to the Development Response Lead for further follow up as necessary.

Parking, Loading Bays, and Access

Public parking and access

Unless otherwise agreed by the Principal, the Contractor shall maintain parking spaces, loading bays, signage for parking enforcement and access for the general public.

Removal of parking or loading zones shall be planned and notified (no less than 10 days prior its proposed removal) as part of the construction methodology work planning and Temporary traffic management planning processes, so that adequate communication and notification can be carried out to impacted stakeholders.

The Contractor and Subcontractors shall not use on-street parking spaces that are not within an Active Work Area. Contractor vehicles within an active work area should be

limited to vehicles that are critical or essential to the work activity. The Contractor shall not park private vehicles in areas where parking signs have been removed to enable/ facilitate traffic management during construction. Impacts to parking spaces and loading zones must be limited to the work site only.

Access to loading bays shall be maintained at all times or alternatives provided, within a reasonable distance i.e no more than 50 metres in flat areas and 25 meters in areas with significant gradient. Any changes shall be communicated with the affected stakeholders in advance, temporary loading zones should be clearly marked and actively managed.

Other facilities, such as pick up and drop off zones, or disability parking, must also be suitably replaced, within a reasonable distance and fit for purpose.

Site parking

The Contractor shall develop a plan for staff travel and parking as part of the Construction Disruption Mitigation Plan. The plan will nominate a designated parking area for its staff and subcontractors and ensure staff and subcontractor vehicles do not impact public parking spaces.

Parking spaces provided or made available within an Active Working Area shall be restricted for vehicles and equipment critical to complete the works, such as delivery of materials, equipment, or tools.

Vehicles that are not critical or essential to the work activity, or do not need to frequently enter and leave the Active Working Areas shall park at the designated Site parking. This is to reduce the congestion in the general area, particularly in busy pedestrian environments.

Spaces must not be isolated in Active Working Areas for general staff (including private vehicle) parking.

Inspections and Review

The Contractor shall carry out regular inspections to ensure the requirements of this document and Project Specific Construction Disruption Mitigation Plan are in place and effective, i.e. all fencing and signage is secure and acceptable; wayfinding directions are correct; site tidiness and cleanliness is maintained; sight lines and businesses visibility remain unimpacted; and that generally stakeholders are not unnecessarily disturbed by the works and that all disturbance has been notified.

A joint inspection with the Development Response Lead shall be carried out on a regular basis. This includes a universal access assessment carried out with industry approved professionals as required.

Inspection and audits shall include the relevant requirements of CPTED, universal access, and wayfinding.

The Contractor shall carry out regular internal inspections. The Contractor and the Principal shall carry out a joint regular inspection every week, unless specified otherwise.

The results of the inspection shall be reported monthly to the Development Response Lead.

The inspection results shall be incorporated into the Key Performance Indicator (KPI) metric.

NB. See accessibility guidelines, CPTED principles and temporary wayfinding guidelines for more information on expected standards.

Public Survey

The Principal may decide to carry out a public survey from time to time to gauge the public perception and customer experience of the project.

The results may be shared with the Contractor.

Appendix 1 – Plan Particulars

Project:	
-----------------	--

Reference	Description	Plan Particulars
	The Principal's Development Response Lead is:	
	The Contractor's Stakeholder Manager is:	
	The Contractor's Stakeholder Manager shall be a fulltime employee (FTE) on the project, minimum commitment is:	
Page 7	Is a Project Specific Construction Disruption Mitigation Plan or Stakeholder Management Plan required?	
	The project specific plan shall be submitted at least how many days before the planned commencement date?	<input type="checkbox"/> 10 days (standard) <input type="checkbox"/> Other: Working Days
	The project specific plan shall be reviewed every:	<input type="checkbox"/> 3 months (standard) <input type="checkbox"/> Other:
	The project specific plan shall include the following specifics (additional to the standard requirements):	
Page 10	The Contractor shall install the following Site-specific solid hoarding:	
	The Principal shall supply custom scrim and/ or graphics:	
Page 12	Are there any known constraints that will limit the high noise and/ or vibration construction activities?	
Page 16	The Contractor shall make the necessary provisions to enable the following events to proceed: NB: AT maintain a schedule for events that impact public space.	

	The following projects are known to occur in the same vicinity of this project:	
Page 16	The Contractor is required to draft and distribute regular project updates/ communications	
	The regular interval shall be:	<input type="checkbox"/> Monthly (standard) <input type="checkbox"/> Other: as required by the Principal
	The Principal shall review the draft communications at least how many days prior to the intended publishing date?	<input type="checkbox"/> 10 days (standard) prior <input type="checkbox"/> Other: NA Working Days Principal to publish newsletter.
	The following public project information session are planned for the following dates? (Note: dates are subject to change)	
Page 17	The Principal shall review the draft notification letter of disruptive works at least how many days prior to the intended distribution date?	<input type="checkbox"/> 10 days (standard) prior <input type="checkbox"/> Other: Working Days
	The notification of disruptive works shall be distributed to the affected stakeholders at least how many days before the intended works commencing? Note: ACS100.3.1 requires 7 days prior to works commencing, or as specified in the Resource Consent)	<input type="checkbox"/> 7 days (standard) prior <input type="checkbox"/> Other: Working Days
	Is a follow up, courtesy reminder required Note: ACS100.3.1	
	Is a courtesy thank you notification/ letter required after completion of the works? Note: ACS100.3.1 requires this to be completed with 7 days of the Engineer's acceptance of the letter.	
Page 18	Does the Principal have a pre-established complaints procedure that is applicable for this project?	
	If yes, the procedure can be found here:	
Page 19	Does the Principal have a project specific wayfinding strategy or design guidelines?	
		<input type="checkbox"/> 10 days (standard) prior

		<input type="checkbox"/> Other: Working Days
Page 19	The Contractor shall allow to install the following collateral/ business signage, to be supplied by the Principal:	Yes
Page 22	The Site will be jointly inspected by the Contractor and the Principal every:	<input type="checkbox"/> Weekly (regular inspections) <input type="checkbox"/> Monthly (audit) <input type="checkbox"/> Other: Quarterly universal accessibility and CPTED audit.

Appendix 2- Guidance Notes

Guidance Notes: This document is intended to be a template for the Principal to guide the requirements of development response discipline that forms part of a construction contract. This document shall be adjusted to suit the conditions specific to each project and should be issued as part of the tender documents.

Clauses can be adjusted, deleted, or added to suit each project requirements specifically.

These guidance notes should be deleted prior to issuing.

Reference	Guidance Notes
	<p>Context</p> <p><i>Development response is the coordinate planning and implementation of tools to mitigate the impacts of large-scale development and cumulative impact of construction activity on people. It seeks to deliver construction projects in a seamless manner for the surrounding community.</i></p> <p><i>Auckland is rapidly changing, with numerous construction project underway, and many more planned in the next few years. Construction work can be very disruptive and have a negative impact to the surrounding communities, including businesses, residents, and general public, especially when not managed appropriately.</i></p> <p><i>It is important that a clear, consistent, and standardised set of requirements are made available for contractors to implement, minimise the construction impacts, and help support the surrounding communities during the construction period.</i></p> <p><i>The development response construction requirements were initiated with the aim to create consistency and a benchmark on how construction projects around the Auckland area are expected to manage their construction works to minimise its direct/ immediate negative impacts on the community.</i></p> <p><i>However, there are various factors or variables within each project that will inhibit the application of a standardised set of requirements, and therefore a degree of flexibility and discretion should be applied when adopting these requirements.</i></p> <p>Purpose</p> <p><i>The purpose of these requirements is to create a positive customer experience during the construction period.</i></p> <p><i>This objective is aimed to be achieved by implementing a consistent set of requirements that will help standardise the public's experience throughout the construction period, across multiple projects including geographically and over time.</i></p> <p><i>The consistency will also ensure contractors allow in their tender the appropriate level of service, resources, and allowances to manage the aspects of development response, stakeholder management, and customer experience.</i></p>
1 Application	<p><i>This document shall be issued as part of the tender/ RFP process, and form as part of the contract documents once finalised.</i></p> <p><i>The Project Manager shall review the requirements within this document and identify any specific requirements, clashes or contradiction with other contract documents, such as the General Specification, resource consent, or Principal's Requirements.</i></p>

	<p><i>The requirements set out in this document may overlap with other requirements/ conditions set out in the resource consent, general specifications, or other contract documents. It is recommended that any requirements stipulated in this document be compared against the resource consent condition to avoid contradiction, ambiguity, or confusion.</i></p> <p><i>Alternatively, an order of precedence for the various contract documents may be stipulated in the contract agreement.</i></p>
2 Roles and Responsibilities	<p><i>Each project shall consider the scale and scope and determine FTE is adequate. For smaller projects, this role may be able to be accommodated by the Contractor's Representative or Project Manager, while larger scale projects may require a team of FTEs.</i></p> <p><i>Considerations include the project's complexity, the expected disruption level, and the Contractor's proposed methodology.</i></p> <p><i>Clear communication lines, adequate planning, and clear expectations are critical factors for a successful outcome. An organisation chart, showing clear communication/ reporting lines between the various roles will be beneficial in ensuring the responsibilities are met.</i></p>
3 Management Plans	<p><i>The construction methodology will typically be part of the RFP tender submission and form a critical part of the tender assessment.</i></p> <p><i>The Project Specific Construction Development Response Plan is intended to finalise any outstanding details that may not have been specifically addressed in the RFP/ tender submission, specifically in relation to these development response requirements.</i></p> <p><i>The review process is therefore envisaged as a final check only, and not a full review of the Contractor's intended construction methodology. The project team may change the required review period.</i></p> <p><i>Consideration for interfacing or adjoining projects need to be specifically addressed in the management plan. This can include specifying regular planning meeting between interfacing projects to ensure a clear and concise strategy is adopted.</i></p>
4 Universal access and CPTED	<p><i>Temporary access must comply to the requirements of NZA4121 Design for Access and Mobility, unless the Contractor can clearly demonstrate where this is not achievable. If temporary access is not achievable, alternative access routed must be clearly identified and provided.</i></p> <p><i>TTMP shall allow for access to signals for mobility, safe refugee in congestion areas, mobility access in private property, continuous/ unimpeded access from public spaces to private properties.</i></p> <p><i>Site setup must demonstrate with CPTED and universal access principles. The introduction of a construction site should not create additional opportunity for, or attract, antisocial behaviour. Where this is deemed to not be possible by agreement with the Principal, the contractor should use other methods to help mitigate risks to the public, e.g. CCTV, security patrols and/ or additional lighting.</i></p>

<p>5 Site fencing and hoarding</p>	<p><i>The Principal should consider whether specific fencing requirements are needed for the project, and if so, specify the location, event, duration they are needed for, including need for fully enclosed or solid hoarding.</i></p> <p><i>The Principal and the Contractor should consider using 1m fencing to ensure business visibility during construction where appropriate. Seek key stakeholder feedback and consider the health and safety requirements.</i></p> <p><i>The typical fencing that would be allowed for by the Contractor are 1m crowd fencing or 1.8m temporary fencing. Noise barriers/ dampening may be needed that can be attached to the 1.8m fencing.</i></p> <p><i>Custom scrim with custom graphics, or core flute board for advertising is typically supplied by the Principal and shall be stipulated if the Contractor is required to install these.</i></p>
<p>6 Dust, dirt, and other debris</p>	<p><i>The project shall cross check/ reference any specific environmental control requirements under the resource consent conditions, such as restrictions on stockpiling materials or demolition works. Additional considerations to supplement the resource consent condition may be needed.</i></p> <p><i>Additional controls may be needed for site specific conditions and constraints.</i></p>
<p>7 Temporary lights</p>	<p><i>The Principal shall specify in the RFP documents if the Contractor is required to supply temporary aesthetic lighting or any supporting/ enabling works, such as power supply or temporary work.</i></p> <p><i>Alternatively, if the scope is not yet known, allow for a Provisional Sum.</i></p>
<p>8 Public and private events `</p>	<p><i>Include any known major events that may require the Contractor to accommodate their Active Work Areas. E.g. festivals, parades, sport events, etc.</i></p> <p><i>Additional events may will need to be treated as a variation, alternatively, allow a Provisional Sum amount in the contract.</i></p>
<p>9 Public feedback, complaints procedure, and media enquiries</p>	<p><i>The Principal may have an already established complaints procedure which may be applicable for the project.</i></p> <p><i>Refer to Principal specific complaints procedure process. This shall be appended to this plan.</i></p>
<p>10 Temporary Wayfinding and Signage</p>	<p><i>The Principal may decide to adopt a project specific suite of temporary wayfinding design standards templates. These standards should be appended to this plan.</i></p> <p><i>The Principal may decide to design and supply project information signage. If so, quantity and location shall be confirmed for the RFP phase.</i></p>
<p>11 Business consultation and activations</p>	<p><i>A Provisional Sum (PS) allowance may need to be allowed for activation initiatives if the scope for the Contractor is not yet known. The PS will need to have a clear scope and basis of payment.</i></p>
<p>12 Inspections and Review</p>	<p><i>A Provisional Sum allowance or bonus scheme may be considered to incentivise high KPI performance</i></p>

Responsibility matrix of the Engineer to the Contract and the Development Response Lead

<i>R = Responsible, I = Informed, C = Consulted</i>		
<i>Description</i>	<i>Engineer</i>	<i>Development Response Lead (Principal)</i>
<i>Assess and make a determination on any overlap, ambiguities, or contradiction the requirement of the Plan with other Contract documents when presented or notified by the Contractor.</i>	<i>R</i>	<i>C</i>
<i>Respond to any complaints or incidents received from or involving the public.</i>	<i>C</i>	<i>R</i>
<i>Review the Project Specific Construction Disruption Mitigation Plan.</i>	<i>R</i>	<i>C</i>
<i>Review and approve external communications/ project updates going out to the community.</i>	<i>I</i>	<i>R</i>
<i>Review and plan mitigation measures with the Contractor of disruptive works requiring notification to the affected stakeholders.</i>	<i>I</i>	<i>R</i>
<i>Agree on a system to capture or record public enquiries or feedback.</i>	<i>I</i>	<i>R</i>
<i>Respond to media enquiries.</i>	<i>I</i>	<i>R</i>
<i>Review the Contractor's proposed temporary wayfinding signage.</i>	<i>I</i>	<i>R</i>
<i>Provide information, guidance, and supply of collateral/ business signage required for the project. Signage to be installed by the Contractor.</i>	<i>I</i>	<i>R</i>
<i>Lead initial consultations and communications with affected businesses.</i>	<i>I</i>	<i>R</i>
<i>Carry out joint inspection with the Contractor specifically in relation to the implementation of the Plan.</i>	<i>C</i>	<i>R</i>
<i>Lead and organise public survey as required.</i>	<i>I</i>	<i>R</i>

